



Reduced Audit Overheads and Improved Tracking With Saba Learning

Industry: Pharmaceutical/Life Sciences
Use Case: Saba Learning Management

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Nilanjana Basu, Deputy General Manager, Technical Training Lupin Limited

CHALLENGES BEFORE SABA IMPLEMENTATION

Migrate from a traditional manual training program to a proactive, user-driven, online learning environment with a view to meet regulatory and customer audit specifications with regard to personnel training and certification. This would encompass an internal user base of more than 4,500 Lupin personnel with a goal of realizing greater internal efficiencies and staying current with global quality and manufacturing best practices.

BENEFITS

- Consistency of training across the organization
- Centralized repository of all learning content and assessment tasks
- Board acceptance and accurate tracking with depth reporting
- Achieved efficiencies with audit reporting and record management

Headquartered in the Indian city of Mumbai, Lupin Limited is an innovation-led transnational pharmaceutical company producing a wide range of quality generic and branded formulations for the world's developed and developing markets. Founded in 1968, the company is the fifth-largest and fastest-growing generics player in the U.S. (5.1 percent market share by prescriptions) – the only Asian company to achieve that distinction. It is also the fastest-growing top 10 pharmaceutical player in India, Japan and South Africa. Given Lupin's industry and credentials, it is subject to an enormous number of international regulatory and customer audits, notably in the area of personnel training and certification. In 2010, following a comprehensive evaluation of numerous Learning Management Systems with the aim of streamlining audit processes, Lupin opted to partner with Saba for the implementation of Saba Learning Management.

A STRONG PARTNERSHIP

According to Lupin Limited's Deputy General Manager, Technical Training, Ms. Nilanjana Basu, the transition from an entirely manual learning system to an online learning platform supporting 4,500 personnel across eight sites demanded a strong partnership between Lupin and Saba.

“The Saba team ensured our core trainers were given comprehensive training and updates on the system, and had every learning opportunity possible. At the start of the project, they conducted a comprehensive, seven-day workshop followed by an additional seven days for a select number of people who would be responsible for managing the system.”

Nilanjana Basu, Deputy General Manager, Technical Training Lupin Limited

Saba's extensive training and commitment have proved instrumental in Lupin realizing and maximizing the benefit of the Saba Learning Management. Additionally, Saba specialists conducted regular remote monitoring of the Lupin environment.

Ms. Basu explains, “To start with, we conducted a pilot across facilities, during which Saba specialists were connected via VPN [virtual private network], monitoring our progress and providing assistance where required.”

During that stage, the Lupin training team also set out to deploy its extensive library of training materials to Saba Learning Management. In all, over 7,000 courses and training programs were converted and placed online, ready for use when the system was rolled out. “Saba was instrumental in this,” says Ms. Basu, “helping us to set up our course structures, linking personnel records, and uploading our course content into the Saba Learning platform.”

CONSISTENT TRAINING

In addition to helping Lupin harmonize its learning and training platform, Saba has aided in the alignment and integration of all key Lupin manufacturing facilities and personnel onto a common platform.

The new system also does away with outdated training and assessment materials. As soon as a new training module with updated content is prepared, it is uploaded to Saba Learning Management, making it immediately available. Aside from eliminating the need to prepare and distribute hard-copy training materials, this has enabled more streamlined and effective, curriculum-based training.

“A quality control chemist at a particular grade, for example, might have 50 set procedures to go through for full accreditation,” explains Ms. Basu.

DREAM
VISION
HERITAGE
PASSION
GOAL



“With Saba Learning Management, we’re able to capture all 50 of those procedures in a curriculum and assign that curriculum to a specific job type. So whenever a new person joins the company at a particular grade, they automatically inherit the curriculum assigned therein, and they and their manager know precisely what training has to be achieved before they can be accredited.”

Nilanjana Basu, Deputy General Manager,
Technical Training Lupin Limited

BROAD ACCEPTANCE AND ACCURATE TRACKING

While Lupin still holds classroom-based training sessions, Saba Learning Management has allowed the company to deliver an increasing number of subjects in an online, self-paced learning format. Standard Operating Procedures, Functional Training, and Good Manufacturing Practices are just some of the topics that have been converted to the self-paced format, and whether the content is delivered online or in a classroom, all assessments are conducted within the Saba environment.

The broad uptake and acceptance of the system is such that within nine months of its implementation, in excess of 300,000 self-paced training sessions had been logged through Saba.

With the ready availability of online assessment tasks, each classroom training course is now followed by an assessment. “What we have found,” says Ms. Basu, “is that people are now paying much closer attention during classes simply because they know they will have to do an assessment – and pass it – at the end of the course.”

A distinct advantage of the Saba solution for Lupin is the ability to generate in-depth reports that provide managers with up-to-date information relating to training and assessment files. In capitalizing on this ability, the training team uses Saba to generate monthly training reports for group managers, ensuring they have the information on-hand required to maintain the optimum levels of training within their own groups.

While scheduled reports are generated monthly, site managers make use of the Saba on-screen dashboards to monitor training across their respective areas in real time.

STREAMLINED AUDITING AND COMPLIANCE

According to Ms. Basu, the company’s extensive auditing processes on training functions are being significantly reduced as a direct result of the Saba Learning Management.

To demonstrate the enormous impact Saba’s training and assessment solution has had, Ms. Basu recounts one of the first audits that took place immediately after the new system had been implemented.

“Using Saba Learning Management, the auditor was taken through the training records of one site, and checking of everything from introduction training right through to high-level training was completed in 35 minutes,” she explains.





The contrast was all too clear when the auditor then requested records that pre-dated the Saba system's implementation. Locating a single training record took 45 minutes. "That was a single record," says Ms. Basu, "as opposed to hundreds of records the auditor was able to verify in less time than that."

MEDIA-RICH TRAINING







Document-based training content is only the starting point for Lupin with Saba Learning Management. With the system's support of media-rich content, Lupin is already planning to develop a more engaging and effective training environment for its personnel.

"With Saba, we want to take our content to a more interactive level," says Ms. Basu. "With the massive uptake of our current 'flat' content for self-paced training, we see the introduction of interactive and video content as being a major step forward – and Saba Learning Management gives us the tools to implement and manage that incredibly media-rich type of learning environment."

Adding further to the plans Lupin has for Saba Learning Management – and clearly demonstrating the system's versatility – are changes from curriculum-based training schedules to certification-based schedules, and refining reports to provide a more custom fit for the organization and its individual groups.

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Learning

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Engagement

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