Case Study:
Compliance Training
In the Pharmaceutical Industry
The Challenge

For a 30-person compliance department within a Fortune 100 company in the pharmaceutical industry, training is critical – and very complex. This department supervises the creation and documentation of clinical trials, upon which the fate of their new products rest.

Training consists of a complex web of eLearning modules from two external LMS’s, readings from the content management system, performance observations via checklists, and instructor-led courses.

Worse, there are 12 distinct job categories in this 30-person department, and many people are in multiple categories. Each job has its own set of overlapping requirements, and new training requirements emerge each quarter. New hires must complete between 100 and 200 activities depending on their job categories, while existing employees must do between 25 and 75 activities per year.

This posed challenges for the training staff to administer and track, and for individual employees to figure out what all their requirements were, and then access training from five different online systems.

The Q2 Solution

Using the Q2 Learning System’s “lego-like” building block structure, Q2 built a framework for the customer, consisting of two curricula (new hire and annual), containing learning programs for each job category, each containing the learning paths required.

The programs, courses, and learning activities were made into templates, so that with a few mouse clicks administrative staff could add a new
course on demand, or replicate the annual training programs at the end of the year.

Results
Learners now see just the courses they need to take, organized in a logical manner, and displaying clear indicators of what work is outstanding. Email pings tell them when a training activity is due, and since these are automatically triggered by the Q2 Learning System, administrators can take this complex task off their lists.

Learners still take some courses from the enterprise LMS, watch webcasts stored in SharePoint repositories, and do required readings maintained in their content management system. However, since they are all launched from the Q2 Learning System, this variety of sources is invisible to the learners, who simply click a link in the activity that takes them directly to the module, webcast, or reading they need to do.

About the Author
Since 2001 Bill Bruck has been the lead solutions architect and general manager for Q2 Learning, of which he is a founding partner. He designed the Q2 Learning System and end-to-end methodology that has been used in deploying over a hundred blended learning solutions for Fortune 500 companies.

Bill has written over a dozen books on the effective use of technology, which have been translated into five languages. He serves as a luminary for media and industry relations, and provides keynotes internationally on collaboration technologies and their impacts on organizations.

Bill consults with organizations internationally on how to best use social media to produce demonstrable results. Contact Bill at bbruck@q2learning.com or call 877-751-2200.

About Q2 Learning
At Q2 Learning, we are in the readiness business, helping organizations in rapidly changing, information intensive industries achieve competitive advantage by ensuring their workforce has the knowledge and skills they need today, and the ability to learn what they need tomorrow. Our flagship product, Q2 Learning System 6, is a next generation learning management system offering an intuitive interface for learners, and simple dashboards for administrators, instructors, and managers. When you are ready to go beyond simple training events, Q2 Learning System 6 provides robust learning paths that integrate content and social learning, communities for knowledge sharing, and knowledge bases for performance support. Visit us at www.q2learning.com.