

CLIENT CASE STUDY

Pharmaceutical Laboratory: digital work instructions for the factory of the future

The digitalisation of operational knowledge is a pillar of transformation. Expleo trained its client's employees (a leading pharmaceutical laboratory) in creating digital work instruction cards in the PICOMTO software, developed by publisher Alliances.



As part of the transition to Industry 4.0, our client is digitalising its technical documentation on cards in the PICOMTO software to increase operational efficiency and collect data to improve performance. Internal and maintenance work instructions, methods and procedures can thus be traced, centralised, followed and shared more easily.

Project background & challenge

Many manufacturers today still use paper versions of technical documents and traditional software solutions, causing multiple problems since manual entry can lead to errors, difficult updates and obsolete versions. This can potentially have a negative impact on the quality and safety of production. Having armed itself with the PICOMTO digital solution to modernise its operations and digitalise its documentation, our customer called on Expleo to help train its employees in the highly regulated sector of drug manufacturing, with strict requirements imposed by regulators, including the Food and Drugs Administration (FDA).



Responding to the constraints of this industry therefore required specific developments of the PICOMTO tool and appropriate training. Another challenge: because of the COVID-19 pandemic, the service, which originally had to be delivered on site abroad, had to be performed remotely.



Solution

Thanks to its “Digital Instructions Solution” offering, Expleo, a partner of Allianz, publisher of the PICOMTO software, benefits from the experience and skills required to provide adequate solutions to the production sector. Expleo’s trainers, who know the PICOMTO solution inside out, divided the end users into two types: the “creators” of the digital files used in the manufacturing environment (around 150 people with knowledge in methods, technical design, quality etc.) and the “administrators” (around 10 people) trained in license management.. Expleo carried out the

training in two stages: first, we delivered training engineering and identified deliverables. Then, we set up intermediate delivery milestones, allowing the customer to validate the work in different stages.

Outcome

Despite the global health crisis, our trainers were able to adapt to the specifics of remote training and we helped our client’s employees meet the PICOMTO digital solution’s key training objectives. When the project ended, the creators were able to put PICOMTO’s basic functionalities into practice. As for the administrators, they are now able to manage the customer’s digital industrial documentation . During the process, the trainers also succeeded in integrating cultural differences by offering the client’s workforce a tailor-made training course.

The educational solution includes the following elements:

- Presentation of the tool's functionalities by the trainer
- Demonstration of the software's functionalities by the trainer
- Putting it into practice, through exercises adapted to the trainees' daily routine at work
- Correction and reinforcement by the trainer during open discussions
- Evaluation of the learning outcomes

“With a customer satisfied with our service, this first and successful, experience of Expleo’s partnership with Allianz demonstrated our ability to adapt optimally to the sanitary context. Another positive: we were able to offer training in a foreign language.”

Jean-Luc Chasserot

Project Manager Training Engineering, Expleo Academy

For further information, or if you have any other questions, please write an email to info@expleogroup.com

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