



Case Study: DPT Laboratories





A Layered Training Approach

DPT Laboratories (DPT) is a contract development and manufacturing organization (CDMO) that specializes in semi-solid and liquid pharmaceutical and over-the-counter products. The industry is one of the most highly regulated and scrutinized business sectors in the world. The US Food and Drug Administration (FDA), the European Medicines Agency (EMA) and foreign government regulators oversee a complex web of Good Manufacturing Practice (GMP) requirements designed to ensure the quality of medicines destined for their markets, regardless of where the products are manufactured.

DPT employs more than 1,200 people at five facilities in the US, EU and Curacao. Employee training is fundamental to the company's product quality and regulatory compliance. Brian Krenc, Senior Manager of Learning and Development for DPT oversees DPT's training program, "It is my job to make sure that the training quality system mandated by the US FDA has been implemented successfully across the organization."

The training program at DPT has been implemented over four years, enabling the company to address the multiple issues confronting the global Pharmaceutical industry: a dispersed workforce, demanding quality standards, regulatory compliance and cost. The program was developed and implemented by DPT and its knowledge partners UL EduNeering and, most recently, CrossKnowledge.

UL is a leader in online learning for the Life Science community. The company developed and continues to manage the FDA's Office of Regulatory Affairs (ORA) online training university under the first-ever Cooperative Research and Development Agreement (CRADA) with the FDA. That formal agreement allows UL to provide the same courses used by ORA, which it co-authors with the FDA, to its private-sector clients including DPT.

DPT originally called on UL to provide GMP training materials that complied with the requirements of the FDA. Courses were distributed globally through UL's Learning Management System (LMS), ComplianceWire®, the same infrastructure used by ORA to train its workforce of global inspectors. Based on the successful results seen from the GMP training and the technical capabilities of the ComplianceWire platform, DPT again called on UL for its new SOP program, eventually extending its partnership with UL to include all compliance training at the company.

The training program didn't stop there. In 2011, DPT and UL reviewed the company's training objectives for the upcoming needs. DPT wanted to stretch beyond SOP compliance and into a training program geared specifically for managers. "UL pointed us in the right direction. We were looking at providers for this management training program and ULs rep said, 'Well, I have a solution for you. It's CrossKnowledge – and they're a partner of ours.'"

CrossKnowledge provides management and leadership training



CASE STUDY

through a standard library of more than 700 training sessions and thousands of additional learning tools. The training resources are deployed through DPT's existing ComplianceWire technology platform, providing the company's global managers with "one-button access" regardless of their locations.

Krenc explained, "... It gives us a nice platform that provides consistent training ... so that everyone gets the same message. It is really state-of-the-industry so, from a leadership and management perspective, you are getting the highest quality management training you can offer your people."

DPT not only needed high-quality management training that could be deployed globally; it also needed that training to be presented in multiple languages. DPT has facilities in the US and the EU. It also has an important manufacturing plant in Curacao. Said Krenc, "There are four languages on the island: English, Dutch, Spanish and a local language known as Papiamentu. We needed to be able to provide instruction in appropriate languages for our employees in Curacao. That isn't a problem with our training program. We can get courses in Dutch and Spanish as well as English."

The cost of the training program was an important factor. Krenc said, "When you are in the contract development and manufacturing industry, you have to pay attention to cost. The program we have now lets us provide consistent management training across our organization. We get a great return on our investment."



"... It gives us a nice platform that provides consistent training ... so that everyone gets the same message. It is really state-of-the-industry so, from a leadership and management perspective, you are getting the highest quality management training you can offer your people."

Brian Krenc,
Senior Manager of Learning
and Development, DPT

About UL EduNeering

UL EduNeering provides knowledge and expertise that empowers Life Sciences organizations globally to accelerate growth and move from compliance to performance. Our solutions help companies enter new markets, manage compliance, optimize quality and elevate performance by supporting processes at every stage of a company's evolution. UL provides a powerful combination of advisory solutions with a strong modular SaaS backbone that features ComplianceWire®, our award-winning learning and performance platform.

UL is a premier global independent safety science company that has championed progress for 120 years. It's more than 12,000 professionals are guided by the UL mission to promote safe working and living environments for all people.

For more than 30 years, UL EduNeering has served corporate and government customers in the Life Science, Health Care, Energy and Industrial sectors. Since 1999, under a unique partnership with the FDA's Office of Regulatory Affairs (ORA), EduNeering has provided the online training, documentation tracking and 21 CFR Part 11-validated platform for ORA-U, the FDA's virtual university. Additionally, UL maintains exclusive partnerships with leading regulatory and industry trade organizations.

202 Carnegie Center
Suite 301
Princeton, NJ 08540
609.627.5300

