

CASE STUDY

Global Pharmaceutical



PROCUREMENT TRAINING

Program Background

This global pharmaceutical client wanted to address two areas of ineffective training in their global procurement operation:

- 1) **Sourcing Group Management (SGM)**
All new recruits completed 13 hours of online reading followed by 2 days in the classroom.
- 2) **Effective Contracting**
Training consisted of a 1 day informal workshop.

Program Scope

The scope of this program was to create training to meet business objectives to help the client build a world-class procurement operation. This included:

- Design and development of a new SGM training program
- Design and development of a new Effective Contracting training program

Program Results

The client won an Innovation award for these training programs. Specific results of this program included:

Sourcing Group Management (SGM)

- This project exceeded all expectations with the client.
- The online experience was reduced from 13 hours to 7. Each learner was offered a choice of scenarios that allowed them to procure either a product or service in order to deliver the most relevant, job-related learning.
- Classroom training was reduced from 2 days to 1.

Effective Contracting

- Learners were introduced to the concepts of the contracting process. To bring this training to life, real stories of poor practice and the resulting consequences were woven into the learning. Delivered by professional actors, these stories brought meaning to the content.
- The eLearning was so effective the classroom training was no longer required.