

TRAINING IN THE PHARMACEUTICAL INDUSTRY

Maria Calleja, Lilian M. Azzopardi

Department of Pharmacy, Faculty of Medicine and Surgery, University of Malta, Msida, Malta

email: maria.w.calleja.14@um.edu.mt

INTRODUCTION

Training is a Good Manufacturing Practice (GMP) requirement for all pharmaceutical facilities. It helps employees to develop new job-specific skills which are necessary to perform certain activities for particular jobs. It also helps employees to acquire knowledge to improve performance in their current roles.¹

AIMS

- To evaluate training adopted in the pharmaceutical industry.
- To propose ways how training processes can be improved.

METHOD

The US current GMP for Finished Pharmaceuticals regulations was compared to Volume 4 of EudraLex GMP guidelines. A questionnaire aimed at the trainers in local GMP pharmaceutical facilities was developed in English and validated by a pharmacist, a Qualified Person, two Quality Assurance Officers and an academic working at the Department of Pharmacy. The final version of this questionnaire was converted to an online survey using Google Forms®.

Employees working in the local GMP pharmaceutical sites who deliver training to personnel were eligible to participate in the study. The list of all the 19 local GMP pharmaceutical facilities was identified from the Medicines Authority website. The questionnaire was disseminated by means of an invitation to 19 trainers among all the local GMP pharmaceutical facilities. Fifteen out of nineteen pharmaceutical GMP facilities responded to the questionnaire.

RESULTS

All facilities (N=15) in the study provide internal and external training, training at the start of employment and carry out reading of Standard Operating Procedures (SOPs) as part of their training. Other training methods used during training sessions include hands-on training, lectures and experiential training.

Thirteen (13) respondents stated that they have qualified trainers in their respective company.

Eleven (11) trainers evaluate training outcome. All the 11 companies that evaluate training do so by carrying out a test, 6 facilities also carry out an observation study while 4 perform mock cases. One (1) facility indicated that a periodic evaluation as a Key Performance Indicator (KPI) is carried out. Twelve (12) of the facilities said they use manual methods for documentation of training, while the other 3 facilities use electronic methods.



Figure 1: Training Methods used during training sessions (N = 15)

CONCLUSION

All local pharmaceutical facilities provide internal training and facilitate external training. This study has identified recommendations to the pharmaceutical industry namely: to define feasible periodic re-training sessions carried out by qualified trainers as refresher training, and that outcome of all training sessions should be evaluated.

REFERENCE

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