

Standardised Skills, Staff Retention and Organic Growth

Central Pharma is a contract packing business which caters exclusively for the pharmaceutical and healthcare industry. The business has held an MHRA Manufacturer's licence for over 15 years continuously and also holds FDA licences for HRT and specialist liquid filling. The plant at Bedford offers solid dose blister packing, tub filling, liquid filling, specialist liquid and liquid anaesthetic filling, strip packing, cartoning and flow wrapping. The company, which employs 100 + staff, boasts a capacity of some 100 million blisters and 80 million pots per annum.

Why train?

- No formal training in the organisation to a nationally recognised standard
- Needed to demonstrate to their customers that they had achieved a recognised standard
- Customers wanted to be confident that the staff were working to a consistent level in operations and health and safety

Cambridge Regional College mapped the national standards for the packaging qualification to the company's *Standard Operating Procedures (SOPs)* and *Good Manufacturing Practice*, a pharmaceutical standard.

In addition, the underpinning knowledge questions were tailored to company SOPs.

All training was done 1:1, adding key and basic skills as required.

The result exceeded the expectations of company managers and gave the company a competitive edge with increased organic order growth.

Central Pharma is now moving on to training in Performing Manufacturing Operations for 50% of the packaging learners to further improve their skill sets and develop leadership qualities.

Training Impact

Skills Standardised –
Staff Retention – 9%
Organic Sales Growth – 20% reduction of non-conformances

"Standardising the level of packaging skills across our operational workforce is essential for on-going success and continuous quality improvement.

CRC achieved this result through 1:1 training with some 40 process operators, tailoring the packaging qualification to our processes.

The project has been a major success and we now need to build on this with further training."

Dave Hodgson
Quality/Technical Manager