

NOVO NORDISK eLEARNING SYSTEM

New eLearning system improves training quality at Novo Nordisk

Novo Nordisk operates in the strictly regulated pharmaceutical industry and many of its employees have to closely follow Standard Operating Procedures (SOPs). These describe every step of a task in detail, and make sure that everything is done in accordance with regulatory guidelines. But with around 27,000 employees working in 81 countries, ensuring that every employee is trained in the relevant SOPs is a huge task.

Novo Nordisk needed a training system that was flexible enough to appeal to different learning styles – and it needed to automatically test that employees had understood the SOPs. Based on an eLearning prototype produced by Product Supply, Novo Nordisk and NNIT developed a new version of the solution. The solution is currently used by Novo Nordisk's 8,000-person strong production department – and it's working so well that other departments are already adopting it.

THE CHALLENGE

In the highly regulated pharmaceutical industry, training has to be strictly monitored. For many of Novo Nordisk's employees, particularly production staff, this means following carefully designed SOPs.

Previously, Novo Nordisk distributed SOPs as paper files – or communicated the SOP face-to-face. The employee then signed a certificate stating that they had understood it. But the system was very inefficient: it was time-consuming for managers and there was no in-built check to ensure that employees had understood the SOP correctly.

Novo Nordisk already had an in-house designed, user-friendly automated eLearning system, but it was very unstable. So Novo Nordisk handed the system over to NNIT, who re-programmed it to increase stability.

The new system also had to appeal to a wide variety of users and learning styles. And it had to include testing and monitoring systems so Novo Nordisk could track each employee's progress and SOP understanding.

And of course, all this had to be intuitive to use – for both trainers and employees.

THE SOLUTION

Working closely with Novo Nordisk, NNIT developed a stable eLearning system that integrates with Novo Nordisk's HR phone-book. Employees can get a quick overview of what training courses they have been assigned – and of their progress. And course owners can view user statistics for each of their training courses.

The eLearning system is also flexible enough to incorporate pretty much any file type, which means it can appeal to different learning styles. When trainers build the course, they simply upload the relevant files, whether they are video, text, animation or complete courses.

The system also automatically verifies understanding. For example, the course owner may choose to include a multiple-choice test at the end of a module. If the trainee passes the test, they automatically receive a certificate – and this certificate can be sent to the relevant regulatory authority if required.

According to Thorvaldur Flemming Jensen, the NNIT Project Manager, there's still a lot of functionality available that Novo Nordisk is not using. "We began by completing a proof of concept in close collaboration with Novo Nordisk's project team. We then tested the system on selected groups of users. We ended up removing, rather than

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adding, functions to keep the system fast and simple to use.”

THE RESULT

According to Karin Fogh Toftegaard from Novo Nordisk's PS Academy, the new system has proved extremely successful. “The system is very good,” she says. “We are still making minor improvements as we go, but overall we are very happy. It's intuitive to use for both trainers and trainees, which was an important consideration for us. Trainers can now build courses themselves, and as a result they no longer have to buy external eLearning consultant time.”



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KARIN FOGH TOFTEGAARD
FROM NOVO NORDISK'S PS ACADEMY

The real proof of any training system is better work quality, and Karin can already see an improvement. “So far, we've been using the system in our production units in China and their response has been very positive. One of our goals is to reduce the number of times our production staff fail to correctly follow an established SOP. We've been using the system for around five months, and already we can see that it has improved our SOP training.”

The system was originally developed for production, but it's also attracted the attention of other departments around Novo Nordisk. “The system now includes environmental training courses for managers and general courses in understanding diabetes,” explains Karin. “And I can see it being used even more in the future.”

ABOUT NOVO NORDISK

Novo Nordisk manufactures and markets pharmaceutical products and services that make a significant difference to patients, the medical profession and society. It is a world leader in diabetes care, and also works in areas such as haemostasis management and growth hormone therapy. With headquarters in Denmark, Novo Nordisk employs more than 27,000 employees in 81 countries.

PREVIOUS PROJECTS FOR NOVO NORDISK

- ISOTrain, a system for creating and sharing SOPs
- Globeshare, an intranet system for sharing documents

ABOUT THE eLearning SOLUTION

- A flexible eLearning system to promote SOP training
- Integrated and sharable multi-media files
- Automatic testing and certification for full authority compliance
- Integrated into HR systems for easy monitoring
- Used by more than 8000 people all over the world

FURTHER INFORMATION

Please contact us at nnitcontact@nnit.com to learn more about the case or our services.

ABOUT NNIT

NNIT is one of Europe's leading consultancies in the development, implementation, validation and operation of IT for the life sciences industry. We create value for our clients by treating their IT as if it was our own, and of course, we meet the industry's strictest requirements for quality. For over a decade, we have applied the latest advances in technology to make our clients' software, business processes and communication more effective. NNIT employs nearly 1,300 people and in 2008, our turnover exceeded €185 million.