

PEOPLE POWERING PROCESS

CROSS TRAINING SOLUTIONS IN AN ANIMAL HEALTH COMPANY



CHALLENGE

A global animal health company was facing a project load that included high demands and aggressive timelines. Workloads had evolved beyond normal needs, and beyond the skillsets of traditional contractors. With an emphasis on analytical research and development – and core focus on microbiology, virology and chemistry – projects required highly skilled, specialized talent to drive the work forward. Focused, intensive training was required, without diverting critical in-house resources to provide it.



RESPONSE

Through collaborative partnership with the customer, we rapidly created a training protocol with minimal effort required of the in-house lab team. Deploying our “train the trainer” model, a Pace® scientist trained our hand-selected, highly-skilled scientific professionals to match the lab’s exact qualifications. In order to minimize downtime, our on-site manager also maintained a resource skill matrix used to cross train Pace® Lab Analysts in the areas needed to complete urgent projects.



RESULT

A customized program that allows Pace® to quickly train and onboard new employees, cross train Pace® scientists, flex between labs, shift resources to areas of urgent need, and complete projects ahead of schedule. This comprehensive approach to recruiting, onboarding and training helped combat turnover by providing employees with a seamless experience and ample opportunities for professional growth. The responsive, custom solution we created is now a proactive, integrated training program for the company. With the agility to quickly and efficiently redirect resources toward urgent needs, Pace was able to help our customer meet their milestones and deliver on deadline.