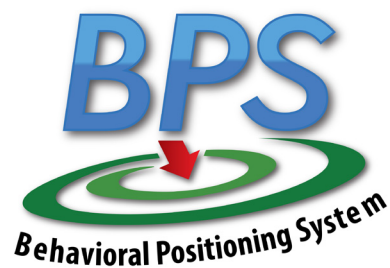


# BEHAVIORAL POSITIONING SYSTEM



## Whitepaper

**Eight Steps to Gain Control  
of the Quality Behavior  
of Your Operator**



# STEP 1

## Recognize and acknowledge your current quality situation

Recognize the significance of the role played by your manufacturing workforce in your site's quality performance. Whether you are already in a 483 situation, or are tasked with finding the leading-edge methods for achieving excellence in quality for your site, the Behavioral Positioning System(tm) ("BPS"), is the place to begin. Focused on identifying specific characteristics, vetted as critical behavioral characteristics in other life critical industries, and tied directly to excellence in quality performance, BPS will navigate a clear path to quality behavior improvements.



# STEP 2

## Prioritize and include manufacturing workforce initiatives in your quality plan

There are so many roles inside engineering, production, manufacturing and laboratories which ultimately contribute to delivering safe medicine to the public. Prioritizing the manufacturing and technician role and navigating a clear route to improvement has recently become much easier, with the successful introduction of the Behavioral Positioning System.



# STEP 3

## Define the space you are in

Is it CMO? Regulatory? Big Pharma? Medical Device?

Your approach to business, customers, and stakeholders may vary depending on where you sit inside the world of life science, but the commitment to prioritizing safe medicines and devices to the public, is consistent. Yet the nuances around production, scheduling, hiring, are important.

BPS has specific modules designed for each segment of the industry, and is also customizable to align with.

### **Why Behavioral Positioning System (BPS)?**

*BPS is a partnership between Cut-e, the world's leader in on-line psychometric testing and GetReskilled, the leader in education and training for the pharmaceutical and medical device workforce. BPS was developed specifically to address quality performance, on -the -job, for the pharmaceutical industry and incorporates online video learning and multiple language delivery to integrate seamlessly into the shift work scenarios commonly seen in today's manufacturing environment.*



## STEP 4

### Consider a 3-Step Process

1. Assess the Behavior of an operator workforce and compare it to the profile of operators with the right stuff to manufacture safe medicines in a GMP regulated environment.
2. Implement a customized intervention to correct non-aligned Behavior with the necessary knowledge and skills about GMP enforcement and why it is so strict and so important.
3. Conduct a post-intervention assessment to determine how well the Behavior of the operator workforce aligns with the desired profile, following the intervention.



## STEP 5

### Go Online with Local Language Capability

BPS is an online tool with assessments and intervention that can be delivered in a local language, so as to ensure that nothing gets lost in translation across your global manufacturing supply chain.



## STEP 6

### Learn from other industries

Ask questions of other life critical industries about how they handle finding and training their operator workforce. What characteristics do they look for to identify the most quality-minded operators for example, in airplane engine manufacturing? This is the approach taken by BPS.

In a pilot study conducted August 2014, BPS used proven psychometric tools to examine the behavioral characteristics of other life critical industries such as aircraft and airplane engine manufacturing, plus sterile packaging (ex: insulin production) and found clear parallels to the 300 high performing manufacturing operators in pharmaceutical and medical device that were involved in the study.



## STEP 7

### **Metrics and Reporting**

Whether you are a CMO seeking to establish or penetrate your existing client base, or a VP of Manufacturing or Quality Assurance looking to champion best-in-class quality performance tools, the behavioral positioning tool found in BPS can become a measurable metric for your company.

As you gain control of the quality behaviour of your manufacturing workforce, BPS strong reporting tools will allow you to represent real facts - those metrics that will show a baseline of behavioral attitudes, a detailed description of the intervention, and results, for continuous improvement of your workforce quality behavior.

These tool can be incorporated into proposals for new work (CMO), regulatory response (483s, inspections), or quality assurance programs (internal pharmaceutical manufacturing).

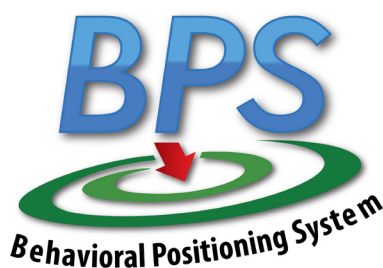


## STEP 8

### **Understand the Revolution**

With 54% of quality issues tracing back to the manufacturing floor, there is no question that the time is right for a mini revolution about how we approach the recognition of how much our operators affect quality. SOP and GMP training, done the old-fashioned way, is simply not enough anymore.

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