



SKILLOGICAL

People Development Simplified

Achieving 95% Wastage Reduction at a Pharmaceutical Manufacturing Plant by Uncovering Elusive Critical Skills Gaps

Business Needs

Despite having a strong learning culture and a substantial training budget, the organization continued to suffer significant wastage. Recognizing the need for a different approach, the organization contacted us to identify the root cause of the wastage problem. By broadening their perspective and taking a holistic approach, they aimed to uncover the elusive source of wastage and implement targeted solutions for significant cost reduction.

Results

Uncovered the underlying cause of wastage which were elusive critical skills and the resulting gaps in employees' skill sets.

Reduced financial cost of wastage by 95%

Employees gained a deeper understanding of the purpose behind their work, in addition to receiving training on the specific methods and techniques

Training providers were requested to adapt and tailor their learning programs to directly address the critical skills and competencies that were directly linked to wastage.

Approach



Conducted value chain analysis and developed a competency framework

By utilizing value chain analysis, we identified the crucial components of skillsets within their operations. This analysis allowed them to pinpoint the key areas where skills were most critical and assess their impact on overall performance. Building upon this knowledge, we developed a competency framework that outlined the essential skills and abilities needed to optimize efficiency and reduce wastage throughout the value chain. This framework served as a roadmap for aligning training programs and enhancing the employee's capabilities in those critical aspects.



Conducted a skills audit to identify gaps and tailored training to address them

After conducting a comprehensive skills audit critical skills gaps were identified. Training providers were subsequently engaged to develop tailored programs that directly addressed these specific gaps. Implementing this targeted strategy ensured that the training initiatives directly addressed the most critical skill gaps. As a result, employees were equipped with the necessary competencies that resulted in a substantial reduction in wastage.



Improved employee engagement and union support

The employee engagement process employed during the project inadvertently resolved labor union suspicions and fostered greater employee buy-in. This inclusive approach and transparent communication helped build trust, resulting in increased support and commitment from employees.