

CASE STUDY

Rapid Micro Biosystems: Blended Training Solution Outperforms Goals



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INTRODUCTION

Rapid Micro Biosystems (RMB) provides advanced technology and products that support biomanufacturing companies in improving patient outcomes. RMB is known for its Growth Direct System®, a platform that automates quality control (QC) microbiology testing for environmental monitoring, water testing, and bioburden testing. Headquartered and manufactured in Lowell, Massachusetts, RMB also has locations in Switzerland, Germany, and the Netherlands.

THE CHALLENGE

RMB's internal training process for new hires was time-consuming and decentralized, often taking close to a year to complete. New hires would train directly with Field Specialist Engineers and Validation Engineers, RMB's subject matter experts (SMEs) to verify the proper installation and functionality of RMB technology and software.



Factors contributing to the unsatisfactory training process included:

- Incubation processes and timelines for microbial cultures vary, taking days to complete on average.
- Inconsistencies in training knowledge and technique among SMEs affected training quality.
- There were no existing user guides or documented procedures for post-training reference.
- In-person sessions had to be scheduled around SMEs' other priorities and responsibilities.

Contiem worked closely with RMB SMEs to fully understand their products and processes, then analyzed the needs and experience level of the typical RMB new hire.

THE SOLUTION

RMB approached Contiem to create a formal training system to ensure consistency and lower training time by at least 20%.

Contiem started by gathering information and assessing existing RMB training materials. Next, Contiem interviewed RMB SMEs from the Field Service and Validation teams that delivered the training to fully understand the RMB products and processes. Contiem then analyzed the needs and typical knowledge level of RMB new hires.

The analysis findings and recommendations were detailed in a Course Design Document, the blueprint for RMB's complete training structure, process, prerequisites, courses, and system requirements.

The accepted solution was a comprehensive, 40-module training system including instructor-led training, eLearning, lab activities, and reference materials for RMB's Field Service and Validation teams. Training roadmaps for various roles detailed the path to success for each.

RESULTS

Before engaging Contiem, the RMB Validation Team reported that completing a single field activity training course took 70 days, with trainees becoming independent in about one year. Repeat testing needs and any training deviations from the established procedures were partly responsible for the extended timeline that was causing myriad issues for RMB.

RMB's goal for completing the course that took 70 days was a 20% reduction, to 56 days.

When Contiem implemented the new training curriculum, that course's completion time dropped to only 10 days! The comprehensive training solution Contiem delivered reduced new hire training time by 86%.

The comprehensive training solution Contiem delivered reduced RMB's new hire training time by 86%, and increased the confidence level by 50% for previously-trained personnel who "retrained" with the new course materials.

RMB opted to retrain their Field Service and Validation teams using the new curriculum. Before each training session, RMB provided a knowledge and confidence assessment for the learners to complete, then repeated the assessment after their session. The goal was to determine if the learners understood key concepts and felt more confident in performing their jobs. After completing the training sessions with the materials that Contiem developed, the knowledge and confidence of trainees increased by 50%.