

Animated Incidents for a Pharmaceutical Lead made it easier to explain CAPAs to the workers

Need

The client was looking for a training medium that could concisely yet comprehensively explain the Incident, the root causes, as well as, the CAPAs.

The Solutions

- Organized an online meeting and extensively understood the requirement
- Our SMEs drafted a narrative script based on the shared Incident description
- We modeled the characters, backgrounds & infrastructure of the incident site exactly as per the actual incident site
- Added a voiceover that could be easily understood by the client's employees worldwide

Recreating an Incident via a 3D Animated video helped add a modern perspective of Incident Description & CAPA discussion as part of training.

About The Client

The client is a Swiss-based global healthcare company that offers solutions to meet the changing needs of patients worldwide.

The client represents a highly reputable and influential global healthcare organization, with its headquarters located in Switzerland. This esteemed company specializes in providing a wide range of innovative solutions that are specifically designed to cater to the ever-evolving needs of patients on a global scale.

With a strong emphasis on healthcare advancements and breakthrough technologies, the client is committed to delivering cutting-edge products, services, and treatments to improve the overall well-being and quality of life for individuals around the world.

The Need

The client wanted a training medium that could effectively provide a thorough explanation of the Incident, its root causes, and the Corrective and Preventive Actions (CAPAs) in a concise yet comprehensive manner.

What we did

Given the fact that the client has a global presence, we ensured that the video is prepared in a way that is understandable to all their employees across the globe.

To meet the client's requirement, we arranged an online meeting to gather a comprehensive understanding of their needs. During this meeting, we carefully listened to their requirements and specifications, ensuring that we had a clear understanding of what they were looking for.

Our Subject Matter Experts (SMEs) took the shared Incident description provided by the client and used it as the foundation for developing a narrative script. This script served as a framework for the training medium, guiding the flow of information and ensuring that all relevant aspects of the Incident, such as its causes and consequences, were covered.

We put meticulous effort into recreating the incident site within the training medium. Our team meticulously modeled the characters, backgrounds, and infrastructure of the incident site to match the actual incident site as closely as possible. This attention to detail helps provide a realistic and relatable experience for the trainees, enhancing their understanding of the Incident.

The Benefits

- By incorporating realistic scenarios, relatability was enhanced.
- It assisted in clearly identifying underlying causes and contributed to the development of effective corrective and preventive actions (CAPAs).
- Increased awareness among workers regarding the significance of adhering to precautionary measures to prevent workplace incidents.
- Enhanced comprehension and retention for workers with varying educational backgrounds.
- The workers' attention was captured through visual elements.

In order to make the training medium easily accessible and understandable for the client's employees worldwide, we added a voiceover. The voiceover was carefully crafted to ensure clarity and ease of comprehension for employees of diverse backgrounds and language proficiency. By incorporating a well-executed voiceover, we aimed to facilitate effective learning and engagement across the global workforce of the client.

Resulting Benefits

By presenting realistic scenarios in the training medium, the audience was able to better connect with the content. The use of relatable situations, settings, and characters helped the trainees see the relevance and applicability of the information being presented. This relatability created a stronger engagement and understanding among the workers.

The video provided a comprehensive analysis of the incident, allowing to clearly identify the root causes behind it and the development of appropriate corrective and preventive actions (CAPAs) became possible. The training medium likely included insights, analysis and recommendations that helped guide the creation of effective strategies to prevent similar incidents in the future.

As the video also highlighted consequences and best practices, it helped increase awareness amongst the workers & aimed to promote a safety-conscious culture where employees understand the significance of adhering to safety protocols and taking proactive measures to prevent accidents and incidents.

The training medium was designed to accommodate workers with different educational backgrounds. It likely employed clear and concise language to facilitate comprehension. By considering the diverse educational calibers of the workforce, the training aimed to ensure that all employees could grasp the information effectively. This approach also aimed to enhance retention by presenting the content in a manner that catered to different learning styles and abilities.

The video was prepared in such a way used strategically to illustrate key points, depict scenarios, and provide visual cues for better understanding. By making the training visually appealing and stimulating, it aimed to create a more immersive and memorable learning experience for the workers.

Moving Forward...

Judging from the resulting benefits, the animated incident recreation proved to be a real success in the client's organization. It was widely appreciated by the management team as well as the employees who could access it.

Given the highly positive & productive impact that this Incident recreation video has had, the client's Austrian team has approached ASK to recreate an incident for their training purpose. This successful first project association has surely laid the foundation for the future.