

# Training for an automated future

Increasing the skills of Bioprocess Associates and Maintenance Technicians at greenfield site in Ireland to avoid plant failure and interruptions, therefore ensuring manufacturing reliability and reduce system error.

## At a Glance

**Company:** Leading manufacture of prescription pharmaceuticals and biologics in several therapeutic areas

**Location:** Cruiserath, Ireland

### Training Delivered:

Operator Training for DeltaV™

- System overview
- Security & navigation
- ISA-88 overview
- Process control
- Alarm, events & diagnostics
- Batch control

*'Zenith took the pain out of us organising this training by offering us an excellent location and training environment. Workstations running DeltaV™ were set and ready to use, and even lunch was provided so we really didn't need to worry about anything.'*

### Training Lead

### Challenges:

- Upskilling new and existing employees on the new DeltaV™ System
- Ensuring all had complete this business-critical training and could use the system
- Customised modules were required based on job function
- Finding a facility with the right set up to deliver the training off site

## Introduction

This client is a global BioPharma company firmly focused on the development and delivery of innovative medicines that help patients overcome serious diseases.

In 2014, they announced a \$1 billion investment into a new biologics manufacturing facility on the outskirts of Dublin, which would produce the company's immuno-oncology medicines.

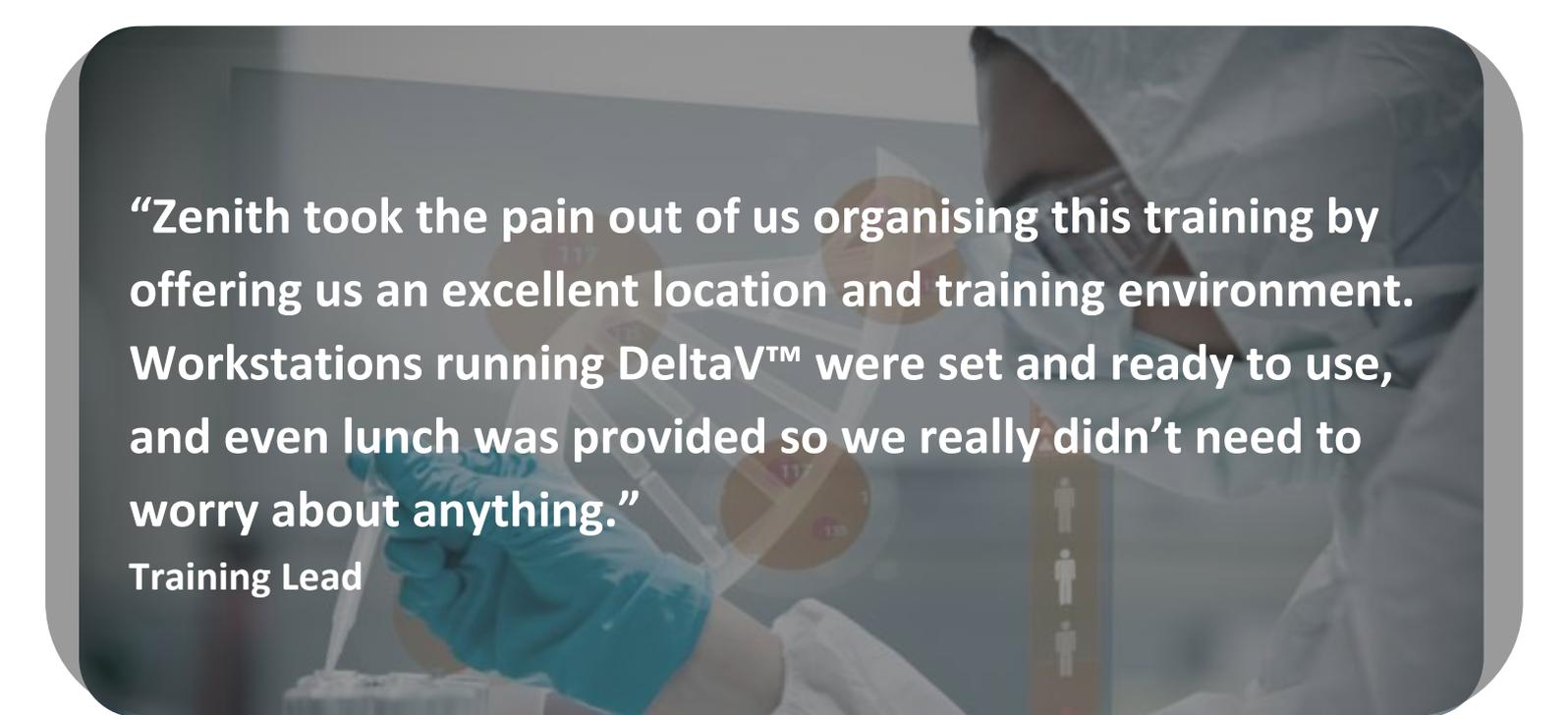
## Training Challenges

Building the best facility of its kind in the industry with state-of-the-art design, technology and processes, meant a business-critical training project had to be undertaken to upskill new and over 200 existing employees on the new DeltaV™ distributed control system (DCS).

The training would mean that the client could keep costs down by reducing help desk calls and preventing plant failures and interruptions. The training was also a requirement of the U.S. Food and Drug Administration (FDA) approval for the facility prior to go live.

The DeltaV™ DCS system is pivotal to the successful automated operations of the plant. It was important that the maintenance, operations and quality personnel, all with different learning needs, could use the new system with confidence and precision before go-live in 2018.

Multiple, customised modules were required based on job functions and respective levels of batch and alarm access and the program had to be flexible, adaptable, cost effective and delivered with speed to meet their needs.



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## Solution Delivered

The client decided to outsource the training as it would prove to be more time efficient and simple for the business. Zenith Technologies had previously delivered DeltaV™ training at another site in the U.S. and so the team approached the company to manage the training at the new site.

Zenith developed and delivered a program where an off-site classroom was used to deliver customised training and face to face practical sessions guided by two trainers, each with 25 years’ automation experience and a wealth of knowledge.

The program included the use of workstations which enabled the trainees to navigate through the system and test things out in a safe and controlled environment. Zenith also developed a training pack for the DeltaV™ system which contains volumes of knowledge and is an extremely useful reference for employees.

Once the program was completed, trainees completed an assessment and were provided with a certificate, creating an auditable training record.

## Results

A total number of 44 days training was provided over 14 weeks. All the trainees passed the end of course assessment. The critical members of the workforce at Cruiserath are now trained on DeltaV™ to a high level, giving the business a great advantage ahead of the facility’s go-live date in 2018.

Experienced DeltaV™ experts participated in the first round of training to audit the level, tone and experience of the trainers and were overwhelmingly positive.

## At a Glance

- Off-site classroom based training
- Pre-set work stations with DeltaV™ installed for practical use in a safe environment
- Customised training based on role
- Assessment program to ensure knowledge retention, with auditable training record
- Detailed training pack for future reference

## Results:

- 12 two-day classes were provided for manufacturing personnel
- 18 one-day classes were provided for maintenance, calibration, utilities and quality control & environmental management departments
- Two half-day classes were provided for warehouse and quality control laboratory teams
- A total of 205 people received training in 2017

