



Case Studies: **Evaluation of Training Programs and Procedures to Meet Federal Regulations in a Blood Bank/Lab Setting**

Business Situation

A growing organization of multi-site regional blood banks across the southeastern USA had no formal process for training lab technicians and staff who collect and process donated blood and related products. Common practice was for experienced staff to teach new hires how to perform job tasks one-on-one. Since this organization is heavily regulated by several federal agencies that monitor for quality and consistency of work procedures, documentation of effective, consistent training was an increasingly important factor. The organization also wanted guidance on how best to develop internal training resources to accomplish the new focus on training across its many locations.

ALESys Solution

ALESys conducted a thorough job task analysis of approximately 16 technical positions and created detailed procedures with flowcharts for each critical task that had to be performed to strict standards. These documented procedures were then verified by the “best” performers per task to ensure accuracy to federal requirements.

Next, we analyzed the training that was in place in these sites to determine what needed to be improved or added to address the critical tasks required for regulatory compliance. A detailed training plan was developed for each position. A job description for the role of Trainer in each site was also provided, along with a professional development plan for that function.

Results Achieved

This organization was able to share well-documented procedures and training plans for each critical technical position with the federal monitors during their next site inspection, three months after this project began. They passed the audit with flying colors. They also realized a higher level of productivity, as new hires were able to function on the job more effectively and more quickly. Donor relations also improved as staff competence increased.

ALESys is an international consulting and training company with a focus on leveraging learning to help Customers achieve their organizational goals and use learning as a competitive advantage to generate business profits. We bring a depth and breadth of expertise and best practices gathered during our many years of successful work with organizations all over the world. For organizational change efforts to be effective, only a custom designed approach will yield results. These results must not only solve your organizational issues, but they must also translate into long-term sustainable change and profitability.

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