



## COMMUNITIES OF PRACTICE FOR PROBLEM-SOLVING

Established Communities of Practice to share knowledge and saved hundreds of thousands in manufacturing costs.

### Business Challenge

Following a merger, a global pharmaceutical organization came to the realization that it had subject matter experts in drug manufacturing all over the world. These people did not know one another and had no mechanisms for collaboration and problem-solving, however, their shared knowledge was critical to reducing cost and effort associated with manufacturing operations.

### Client Objective

The client's goal was to identify the most critical areas of manufacturing and create a culture and capability to encourage problem-solving and collaboration. This would, in turn, reduce costs associated with specific types of manufacturing problems encountered by teams across the globe.



**“...create a culture and capability to encourage problem-solving and collaboration.”**

# CASE STUDY: LIFE SCIENCES

## Paragon Approach

By combining the client's commitment to knowledge management and its own mature model for "community enablement," Paragon helped to create a repeatable model for a community of practice that involved working with teams to identify specific technical areas to address, and guiding a setup team through the process of creating and implementing a problem-solving community. This included a focus on roles, behaviors, configuration of supporting technologies (one that offers message boards, micro-blogging, wikis, and document storage – in this case SharePoint was chosen) and best practices for capture of ideas to solve problems, so those ideas can be re-used and searched. The value was in the process of enabling a team, and the team adopting behaviors and roles that help to change the email-centric, tacit model of collaboration to a collaborative, knowledge capture model of collaboration.

## Client Success

By connecting teams to collaborate and share knowledge, the client realized very specific results totaling hundreds of thousands of dollars in savings via reduced down time for manufacturing processes and equipment. Parts for damaged equipment were more easily identified, and fixes for technical issues and other types of solutions were rapidly identified and put in place. Without these communities, the experts would not have had the forum for rapid communication and collaboration with other manufacturing SMEs across the globe. The repeatability of the model has helped to increase the original set of communities to over twenty today. And because the technical solution was purely configuration of existing collaboration tools, it represented a low risk, high value "win" for the client.



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