



# Practical Approach to Quality Culture

Two-day Training Course

## Thomas Krieger, Ph.D.

Country: Germany

Profession: Pharmacist

Company: KRIEGER Unternehmensberatung - Pharma

Function: Founder and CEO  
Consultant: „Value based Quality Culture“  
Qualified Person, QA-Manager, Trainer and Coach

Experience: Manager in Quality Control, Production, Quality Assurance,  
Regulatory Affaires

## Martin Haerer, Ph.D.

Country: Germany

Profession: Pharmacist

Company: Holopack Verpackungstechnik

Function: Business Development, Technology Transfer and Research  
Qualified Person

Experience: Manager in Production, Quality Control, Quality Assurance



## Name, Title

Country:

Profession:

Company:

Function:

Experience:



## Agenda – Day 1

**09:00 Welcome & Introduction**

**09:30 Lecture 1: What does Quality mean?**

**10:15 Lecture 2: Quality Behaviors**

**10:45 Coffee Break (30 minutes)**

**11:15 Interactive Session 1: Bad and Good Behaviors**

**11:45 Interactive Session 2: Assessment Exercise**

**12:15 Lunch Break (60 minutes)**

**13:15 Lecture 3: Investigation Principles**

**14:00 Interactive Session 3: Root Cause Investigation Exercise**

**14:45 Coffee Break (30 minutes)**

**15:15 Interactive Session 3: Root Cause Investigation Exercise (continued)**

**17:00 Lecture 4: Correction, CAPAs, Effectiveness Check**

**17:30 Recap of Day 1, Forecast to Day 2**

**17:45 End of Day 1**



## Agenda – Day 2

**09:00** Recap of Day 1, Forecast of Day 2

**09:15** Lecture 5: Toolbox for Improvement of Quality Behaviors

**10:00** Interactive Session 4: Toolbox Assessment

**10:30** Interactive Session 5: Improvement of Quality Behaviors

**11:00** Coffee Break (30 minutes)

**11:30** Interactive Session 5: Improvement of Quality Behaviors (continued)

**12:00** Lecture 6: Cost-Time-Quality-Dilemma

**12:30** Interactive Session 6: Optimized Quality Culture

**13:00** Lunch Break (60 minutes)

**14:00** Interactive Session 6: Optimized Quality Culture (continued)

**14:30** Lecture 7: Next steps for Improvement

**15:20** Break (10 minutes)

**15:30** Exchange of experience with improvement of Quality Culture

**16:00** Summary and Conclusion

**16:15** Questions & Answers

**16:30** End of Course

## Practical Approach to Quality Culture - WORKSHOP

### ➤ Lectures

- Presentations
- Questions
- Discussion

### ➤ Interactive Sessions

- Exercises (individually or in teams)
- Presentations
- Discussion



## Confidentiality

We PDA Instructors confirm to keep all information confidential that will be presented by you during this course, regarding

- your person and
- the organization that you are working for.

Therefore, we kindly ask you to confirm the same.

**Thank you!**



1. **What do you hope to accomplish during the next two days?**
2. **What are the goals that you want to achieve by improving the Quality Culture in your/any organization?**



**By the end of this course you will be able to measure, develop and improve the quality culture of an organization:**

1. Learn to measure quality attributes and quality behaviors
2. Identify weaknesses and deficits in quality behavior
3. Investigate root causes and define CAPAs for improvement
4. Optimize your measures with respect to cost, time and quality
5. Define and plan your next steps