

THERMO FISHER SCIENTIFIC'S JOURNEY TO MAKING QUALITY PERSONAL

ABOUT THERMO FISHER SCIENTIFIC

Thermo Fisher Scientific is a global leader in innovative solutions and expertise for advancing science, health and technology. Its mission is to enable its customers to make the world healthier, cleaner and safer.

Its brands include Thermo Scientific, Applied Biosystems, Invitrogen, Fisher Scientific, Unity Lab Services, Patheon and PPD, all providing a range of innovative products and services.

MAKING QUALITY PERSONAL

Making Quality Personal is a quality-based experience that was launched by Thermo Fisher in collaboration with Tack TMI to focus on improving quality in the organisation and promoting the idea of empowering everyone to participate at a personal level.

THE CHALLENGE

In 2019, Thermo Fisher released its unified company quality policy covering four pillars: "quality for our customers, our colleagues, our company, and regulatory authorities". The policy focused on improving the quality of its products and services and ensuring global regulatory compliance across all its functions and business groups. In essence, it has committed to delivering high quality products and services with each and

everything while keeping its customer at the centre of all its work.

In the annual goal tree for the company in 2020, "taking personal ownership for quality" became a requirement and expectation of every employee. The challenge was to understand what that concept meant at an individual level and how could it be actionable to improve the business. It became clear the company needed to make quality personal, to everyone.



SOLUTION HIGHLIGHTS AND ACHIEVEMENTS

- A co-creation approach to building the MQP content, from a successful pilot to global rollout
- Making Quality Personal (MQP) is launched, a quality-based experience focused on the organisation's quality policy to empower all colleagues
- MQP sessions are shared virtually via MS Teams and Webex to give their colleagues flexibility about how, where and when to access the experience
- MQP has reached 24,000 employees globally in the two years of the programme

A meeting with Tack TMI led to further discussions about how the concept of “Making Quality Personal” for all Thermo Fisher colleagues would help demystify the concept of quality and promote the idea of empowering everyone, regardless of their role, to take personal ownership to connect better with their customers and colleagues and achieve its goal of right the first time with the customer in mind.

Brooke Stammersky, Manager of the MQP Project Team at Thermo Fisher explains,

“ At the same time we were rolling out our quality policy, it felt like the right fit for us to explore how we could make quality personal for all our colleagues.”

SOLUTION

The Making Quality Personal experience is developed and successfully piloted

As the quality policy was deployed across the organisation, Thermo Fisher worked

closely with Tack TMI to develop the MQP experience. MQP content was developed based on Tack TMI’s Personal Quality programme (first delivered in 1988) and a pilot launched to specific sites and businesses in the UK and US.

Although originally designed to be face-to-face, the pilot sessions were comprehensively re-designed to be delivered entirely virtually, due to the pandemic. Following the pilot, a survey was sent out to participants with feedback used to further develop the MQP materials and presentations. Brooke adds,

“ The pilot was a real success and the useful feedback we received from participants enabled us to look at how we could improve the experience before rolling it out to the wider organisation.”

Feedback collected from the pilot MQP sessions was used to update MQP materials and bolster existing MQP marketing collateral.

MQP kicks off globally with virtual experiences

The MQP experience was offered globally in January 2021 and reached a record 12,000 employees in its first year.

The sessions are designed to be time efficient, easily accessible, and highly interactive. The MQP experience is presented in two ways. Firstly a



60-minute live webinar provides a high-level experience of what making quality personal is all about. The second are three 90-minute bitesize modules which take a deeper dive into MQP. In addition, a 60-minute webinar dedicated to leaders is also available which includes a call to action.

The first module, “Quality and my Company,” discusses the significance of quality. It explains how we can enhance the experiences and loyalty of both internal and external customers. The module stresses the customers’ perspective on quality and the need to listen to their feedback. It concludes by emphasising how we can foster trust among each other by thinking like a

“Parachute Packer,” thereby boosting customer and end-user confidence.

The second module is called “Quality and my Team.” It measures quality through two standards and gauges customer satisfaction through specific questions. The module draws a parallel between athletes in team sports and how to foster team spirit, confidence, and trust. It ends by explaining the meaning and value of our personal (and team) quality guarantees.

The third module is named “Quality and Me”. It demonstrates the relationship between our thoughts and daily work. It concludes by emphasizing the significance of checking our work, which helps prevent errors and mistakes,



reduces the need for rework, and combats the tendency to perform routine tasks mindlessly.

To sustain MQP, Thermo Fisher offers a variety of tools and resources at all its sites for its employees. These tools help to reinforce the customer-focused culture, support the implementation of ideas, and facilitate continuous quality improvement, complementing the quality systems training already provided by Thermo Fisher.

Christine Reino, Thermo Fisher Project Manager for Corporate Quality and Regulatory adds,

“ Through the use of **storytelling and personal story and anecdote development around good and poor quality, we delivered compelling and educational modules to engage our teams.**”

WHAT'S NEXT FOR THE MQP TEAM

As of 2022, Thermo Fisher is continuing to develop and improve the materials by making it easier to attend an MQP session using automated techniques with the support of Tack TMI. The quality project team is working with Tack TMI to offer a blanket schedule of open sessions throughout the year, so employees can easily enrol in the company's Learning Management System to access both recorded and live sessions. Employees will also be able to request live sessions for their function or site through the company Intranet site, enabling the project team to track demand.

“ The content is **personalised according to different sites and functions and includes specific product and quality examples related to them, so it resonates much better with each audience,**” explains Brooke. **“We are extremely proud that to date some 20,000+ employees have experienced MQP. Out of an organisation of more than 125,000 that is an impressive achievement so far!”**

BENEFITS/OUTPUTS

Driving quality standardisation across the organisation

The MQP experience provides one consistent message about quality in an organisation of more than 125,000 where there are so many different processes and platforms globally. To support the ongoing rollout, MQP communications are sent out regularly to employees, keeping the messaging fresh in their minds.

“ When you hear **colleagues within the company using MQP terminology such as 'parachute packer' in the course of their day you know that the experience has resonated with them,**” highlights Brooke. **“As we roll the MQP experience out to more businesses and sites over the coming year we expect to continue to see a positive impact.”**

