



# Effective and Efficient Deployment of Operational Excellence – Striving for World Class Performance in Pharmaceutical Operations

## ISPE and St. Gallen Collaborative Training Course

08 – 09 May 2017

Institute of Technology Management (ITEM-HSG), University of St Gallen, Switzerland

This course is designed to provide participants with a deep understanding of how to implement and measure operational excellence including insights on relevant qualitative enablers as well as meaningful quantitative performance indicators.

### INSTRUCTORS



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**REGISTER TODAY! [www.ISPE.org/StGallen](http://www.ISPE.org/StGallen)**

*Using the well-established architecture of the St. Gallen OPEX Benchmarking, the course leverages this industry-tested benchmarking approach to identify appropriate solutions.*

## Course Content Includes:

- Principles of operations management and operational excellence
- Using proven tools to assess current programs and implement cost savings for sustainable programs
- Understanding how compliance and continuous improvement can be achieved synergistically

**REGISTER TODAY AT:**

[www.ISPE.org/StGallen](http://www.ISPE.org/StGallen)

**OR**

[www.Tectem.ch/ISPE/Overview](http://www.Tectem.ch/ISPE/Overview)



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