

Building Culture of Accountability



BYLD Case Studies

OPPORTUNITY

One of the leading Pharma Company was facing risk of critical citation risk from statutory bodies due to existing Culture. The leader of the Quality Organisation anticipated the risk and also saw that if people continue to engage in blame game and remain below the line, real business results like OTIF will suffer in the end.

extent and depth of the gaps in areas of culture, people and process today and where we need to be tomorrow. Once the agreement was reached the goal for the first 2 months was to create dialogue across levels and departments around Key Results, clarity and alignment. Subsequently in phase two (Next two Months) Brainstorming sessions with key question being asked by

PROBLEM

In the international markets, the contribution from exports to the total revenues is more than 50 percent and is further expected to grow over the year's global contracts for API and formulation. Quality leadership team was able to sense that if they do not change certain aspects of existing culture that encourages blame game, silo working, and high accountability

leadership team "What else can we do to prevent critical Citation?" allowed the organisation identify 27 chinks in armour and proactively deal with process gaps before the audits.

RESULTS

Short the organisation was able to deal with risk of having the adverse citation 2) in medium term it helped quality team to be above the line and be part of the solution (23%

to tasks and functional boundaries and discourages accountability to results, the high risk of getting adverse citation from FDA Audit will lead to OTIF Getting impacted adversely

SOLUTION

BYLD Consulting Practice worked closely to create change architecture working with the leader and HODs that started with assessing that gaps that existed today and what is the

performance and result focus rather the task based culture (12% over the year).