

Case Study

Watson-Marlow Fluid Technology Solutions Training Experience at NIBRT



Context:

Watson Marlow Fluid Technology Solutions (Watson-Marlow), a leading manufacturer of peristaltic pumps and associated fluid path technologies, embarked on a number of customised training courses for colleagues in their commercial and internal design teams in 2023.

About Watson-Marlow Fluid Technology Solutions:

Watson-Marlow is a globally renowned company specialising in the design and manufacture of high-quality fluid handling solutions. With a strong focus on bioprocessing and the biopharmaceutical industry, the company provides innovative solutions that play a critical role in various stages of biopharmaceutical manufacturing.

Training Requirements:

Holistic Industry Insight:

provide a comprehensive perspective on critical biopharmaceutical production operations enabling participants to evaluate how Watson-Marlow's solutions fit in the biopharma process.

Increase Technical Understanding:

with hands on experience in operations involved in biopharmaceutical manufacturing processes to better understand the challenges faced by clients and improve capability to effectively address these challenges.

Enhance Understanding of CGT:

increase understanding of CGT manufacturing processes and the distinct challenges presented by this emerging field.

Promote Interdepartmental Collaboration:

develop an improved understanding of the contributions and functions of various team's products in the bioprocessing workflow to improve cross team collaborations.

What Training Solutions did NIBRT Provide?

Watson-Marlow's team first engaged in a 3-day training programme at NIBRT 'Introduction to Bioprocessing'. The training schedule included theoretical sessions on biopharmaceutical manufacturing, upstream and downstream processing, as well as practical hands-on sessions covering disposable technologies, bioreactors, harvest equipment, filtration, and chromatography.

In addition, Watson-Marlow's Internal Design Team participated in a 2-day course on Cell and Gene Therapies (CGT). The course provided an overview of CGT's development and manufacture processes and the unique challenges they present to manufacturers. The team have further NIBRT courses schedule for 2024.

Outcomes:

Increased Industry Understanding:

the combination of theory and practical experience allowed the participants to gain a holistic overview of key biopharmaceutical production operations.

Enhanced Product Application Knowledge:

the training provided Watson-Marlow's team with valuable insights into how their fluid handling solutions are utilised throughout the biopharmaceutical production process, including specific challenges around Cell and Gene Therapies.

Specialised Insights into Biopharma Challenges:

the team gained a deeper understanding of the broader biopharmaceutical industry and the specific challenges posed by CGT. This will improve the team's ability to provide effective and meaningful solutions to clients.

Enhanced Collaboration:

through collaborative learning in both training programmes, team members not only improved their individual skills but also strengthened their ability to work cohesively as a group, ensuring they can collectively apply their knowledge and expertise.

Paul Stevens, Head of Global Training at Watson-Marlow, commented:

“NIBRT’s world-class facilities and custom training programmes provide our teams with invaluable opportunities to deepen their product application knowledge in the bioprocessing and CGT fields. Feedback from colleagues has been excellent, and we look forward to honing our expertise with further NIBRT custom courses that help us excel when finding solutions for our customers’ fluid path challenges.”

Trainee Feedback:



“Really clear and easy to follow.”



“Perfect level of detail for the audience.”



“I did learn a lot of new things I can use in my work.”



“My perspective is from someone new to the industry. Excellent in terms of the way it was lightly introduced and then expanded upon. Very knowledgeable trainers.”



“This was so much fun, and I feel much more prepared to talk to my customers from both a supplier and process perspective.”



“Excellent. The hands-on practicals are far superior to any prior training I’ve had which are mostly bogged down with classroom time.”

Results



100%

satisfaction rating with overall course



9.8/10

average score for would you recommend course to a friend



9.5/10

average score for satisfaction with trainers

Customised Training at NIBRT

NIBRT specialises in designing, developing, and delivering custom training programs tailored to meet the specific requirements of industrial clients. If your organisation is interested in custom training for your team, please contact training@nibr.ie for more information.

