

Case Study

Enhancing the Skills of Terumo's Blood and Cell Technologies Commercial Team in Cell and Gene Therapy



Terumo BCT's Training Requirements

Terumo BCT is a renowned global leader in the field of healthcare, specialising in medical and laboratory devices and services. With a strong commitment to innovation and excellence, and complying with Terumo Group Core Values of Respect, Integrity, Care, Quality and Creativity, Terumo BCT worked with NIBRT to develop a range of training solutions to enhance the skills and knowledge of their commercial sales and technical teams for cell and gene therapies.

NIBRT collaborated closely with the Terumo BCT team to develop a 2-day course schedule to meet their specific training needs. The key objectives of the course included:

1 Enhance Technical Understanding:

Upskill and improve commercial and technical teams' understanding of processes related to cell and gene therapy products and offerings.

2 Strengthen Industry Adaptability

Provide hands-on experience with processes to improve the ability to react to challenges and problems faced by clients in real-life work scenarios.

3 Promote Effective Communication and Collaboration

Foster a collaborative environment where teams can gain a deeper understanding of each other's roles, enabling them to work together more effectively to provide enhanced customer solutions.

NIBRT Course Delivery:

The NIBRT training programme included both theoretical and hands-on components. It commenced with theoretical sessions on Cell Therapies, serving as the foundation for the subsequent two days of practical activities. Participants had the opportunity to work with automated and suspension cell culture equipment, delve into cell therapy proliferation, and explore processing flow paths.

Terumo BCT's trainees came from various global locations, including Europe, the United States and the Asia-Pacific region. The courses not only provided valuable training but also offered a unique opportunity for colleagues from different parts of the world to come together, share insights, and foster collaboration.

Results:

The training collaboration with Terumo BCT was a great success and both participants and senior managers reported a high level of satisfaction with the training overall:

80%

of respondents said they would recommend this course to a friend or colleague

88%

average score for overall participant course satisfaction

90%

average rating for the quality of our trainers

What Participants Said About Us:

✓
“The format and content were great”

✓
“I enjoyed the hands-on activities”

✓
“Staff were very accommodating and great to learn from”

✓
“Fantastic experience with processes”

“I want to express our heartfelt gratitude for the incredible training sessions you provided to our group. The knowledge and expertise from your trainers were truly exceptional and greatly benefited our team. The training sessions exceeded our expectations, and our team members found them extremely valuable for enhancing their skills and knowledge in the field. Your trainers’ dedication and professionalism were evident throughout the program, making the learning experience both enjoyable and enlightening.”

Fernanda Hussein

Global Commercial Training Manager at Terumo Blood and Cell Technologies

About NIBRT

The National Institute for Bioprocessing Research and Training (NIBRT) is a global center of excellence for training and research in biopharmaceutical manufacturing. NIBRT is located in a world class facility in Dublin, Ireland. This facility is purpose built to closely replicate a modern bioprocessing plant with state-of-the-art equipment and enables NIBRT to offer the highest quality training and research solutions. NIBRT’s mission is to support the growth and development of all aspects of the biopharmaceutical manufacturing industry.

About Terumo Blood and Cell Technologies

Terumo Blood and Cell Technologies is a medical technology company. Our products, software and services enable customers to collect and prepare blood and cells to help treat challenging diseases and conditions. Our employees worldwide believe in the potential of blood and cells to do even more for patients than they do today. This belief inspires our innovation and strengthens our collaboration with customers.

Terumo Blood and Cell Technologies’ customers include blood centers, hospitals, therapeutic apheresis clinics, cell collection and processing organizations, researchers and private medical practices. Our customers are based in over 150 countries across the globe. We have 750+ granted patents, with more than 150 additionally pending.

We have global headquarters in Lakewood, Colorado, U.S.A., along with five regional headquarters, seven manufacturing sites and six innovation and development centers across the globe. Terumo Blood and Cell Technologies is a subsidiary of Terumo Corporation (TSE: 4543), a global leader in medical technology. terumobct.com

Outcome

The case study illustrates the successful collaboration between Terumo and NIBRT in enhancing the skills of Terumo’s Blood and Cell Technologies team. Positive participant feedback, high recommendation rates, and the intention to continue training sessions demonstrate the effectiveness and value of the programme.

