



PHP (Human Error Reduction) Coordinator

POSITION PURPOSE

Develop and deploy a clear and robust overall site PHP (Pfizer Human Performance) strategy with the goal of reducing human errors, to promote a high performing culture and strongly supporting the drive to zero defects.

The position directly reports to the site Technology Leader.

This position will interact with various groups throughout the site, and PGS.

In particular:

- Interacts with (Site / Location / Organization): Leadership, Managers, Colleagues, Operational Excellence Lead, Training Lead, Zero Defects Change Agent
- Interacts with (Center): Regional PHP Coordinator, Global PHP Lead, Zero Defects Change Agent, Center PHP Facilitator (as applicable)

This position does not include direct supervision of colleagues, but relies heavily on the ability of the successful candidate to work with diverse teams and deliver results through others.

PRIMARY RESPONSIBILITIES OF THE POSITION

Champion the Site PHP Strategy

- Work with site leadership and Regional PHP Coordinator to develop a written PHP strategy and plan including actionable tasks, defined accountabilities and agreed timelines and ensure the inclusion of such in relevant site and individual objectives
- Embrace the Human Performance Scale (HPSc) and drive activities to achieve higher levels as appropriate to site/OpU needs
- Analyse root causes of Site deviations due to human errors and support the identification of error proof/error prevention corrective actions.
- Pull in/replicate proven practices from other sites directly or through PHP CIG (Continuous Improvement Group).
- Identify and share local proven practices with other sites through the PHP CIG

Accountable for the Site PHP Strategy

- Ensure that PHP progress (objectives, metrics, etc) are discussed at the SLT meetings regularly
- Define and actively monitor PHP related metrics, seeking out trends and communicating and escalating, as necessary. Potential metrics include:
 - Annually:
 - Human Performance Scale and Ratio
 - Implementation / progress of PHP Strategy and Actions
 - Monthly
 - % of Total QARs with Tier 1 Category Human
 - Breakdown of HE categories by type/%
 - Number of significant quality issues (eg. AQRT) linked to human error
 - Number of quality issues for product on the market (eg. Recall) linked to human error



- Number of regulatory audit observations linked to human error
- Results of QTS audit to check appropriate use of PHP methodology and tools

Build PHP Knowledge and Skills

- Identify and support PHP Practitioners (those colleagues doing Quality and EHS investigations)
- Identify and support PHP Facilitators (those colleagues identified as being trainers), and encourage active coaching program for newly trained practitioners by the site Facilitators
- Define learning needs and coordinate training (Awareness, Foundations, Putting it to Work)
- Work with Regional PHP Coordinator to plan for the facilitated discussion (Leader Principles)
- Ensure that the current PHP Tools and materials are available and visible within the site

Nurture a PHP Community

- Identify strong PHP Practitioners and/or PHP Facilitators who can coach and support others
- Launch and nurture an active PHP Practitioner Forum who are empowered and accountable to the SLT for the robust implementation of the PHP Methodology at the site/function
- Provide guidance to PHP practitioners and escalate to SQRT complex human performance investigations where true root cause and CAPA are not apparent (to protect the integrity of the methodology)
- Ensure that there is active monitoring of investigations (eg. Audit of QARs in QTS) with appropriate follow-up and visibility of outcomes
- Develop innovative communications and opportunities for colleagues to be aware of the PHP tools, methodology and proactive possibilities to reduce human error (eg. Update of SOPs and other documents, participation/guidance in design teams to ensure PHP principles are embedded, etc)
- Engage and motivate all site colleagues to get involved and contribute to the proactive use of PHP at the site (eg. Setup a PHP Near Miss program, implement a process to gather and review new ideas to reduce human error)
- Work with leadership to implement a reward and recognition program for appropriate and effective use of PHP tools and methodology and for excellent PHP behavior
- Deploy CIG meeting information to site colleagues / PHP Practitioners to promote and increase participation levels and to explore replication opportunities

Be a corporate PHP Citizen

- Represent the site/location/organization on PHP communications and interactions
- Liaise with Regional PHP Coordinator and/or Global PHP Leader
- Be active in the Global PHP CIG; regular attendance at meetings, sharing practices, replicating, and promoting/enabling site colleagues participation.

Seek inputs from site practitioners that could be shared from the site (e.g. posters; hints & tips; PHP principles in proactive action) and share examples of success stories through the PHP CIG

JOB REQUIREMENTS & QUALIFICATIONS

- Degree (Business Management, Engineering, Chemistry, Psychology)

TECHNICAL SKILLS REQUIRED

- Strong analytical and Problem Solving skills



- Six Sigma Certifications preferred
- Good training and coaching skills
- Excellent communication skills.
- Strong interpersonal and influential skills
- Team player
- Fluent English

PROFESSIONAL EXPERIENCE

- Experience in pharmaceuticals companies is preferred
- The candidate must have a successful track record of significant, quality driven performance improvements.
- Experience deploying elements of Continuous Improvement

MANAGERIAL-BEHAVIOURAL COMPETENCIES

- Belief in the power and science of reducing human error and not blaming individuals
- Innovative mind-set
- Willing to embrace change and find solutions

Scadenza annuncio: 16 Ottobre 2017

Tipo di contratto: tempo indeterminato, CCNL Chimico-Farmaceutico

PER CANDIDARSI

E' possibile candidarsi esclusivamente online. Le offerte sono pubblicate sul sito del C.O.F www.cof.unict.it.

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