

MOVING THE ENTIRE ORGANIZATION FROM COMPLIANCE TO PERFORMANCE

According to a 2015 Deloitte Bersin report, “performance management is increasingly deemed critical in today’s organizations and historical systems are not perceived as adequately supporting next-generation practices.”

The UL Learning & Development Platform is a cloud-based enterprise application that supports today’s best practices related to corporate development and performance, as executed by HR teams, talent management leaders, and department managers.

Made up of fully integrated cloud-based applications, the platform also contains a learning management system, ComplianceWire, that meets the needs of Quality Assurance teams responsible for meeting the rigorous GxP training and job qualification requirements of 21 CFR Part 11 and EU Annex 11.

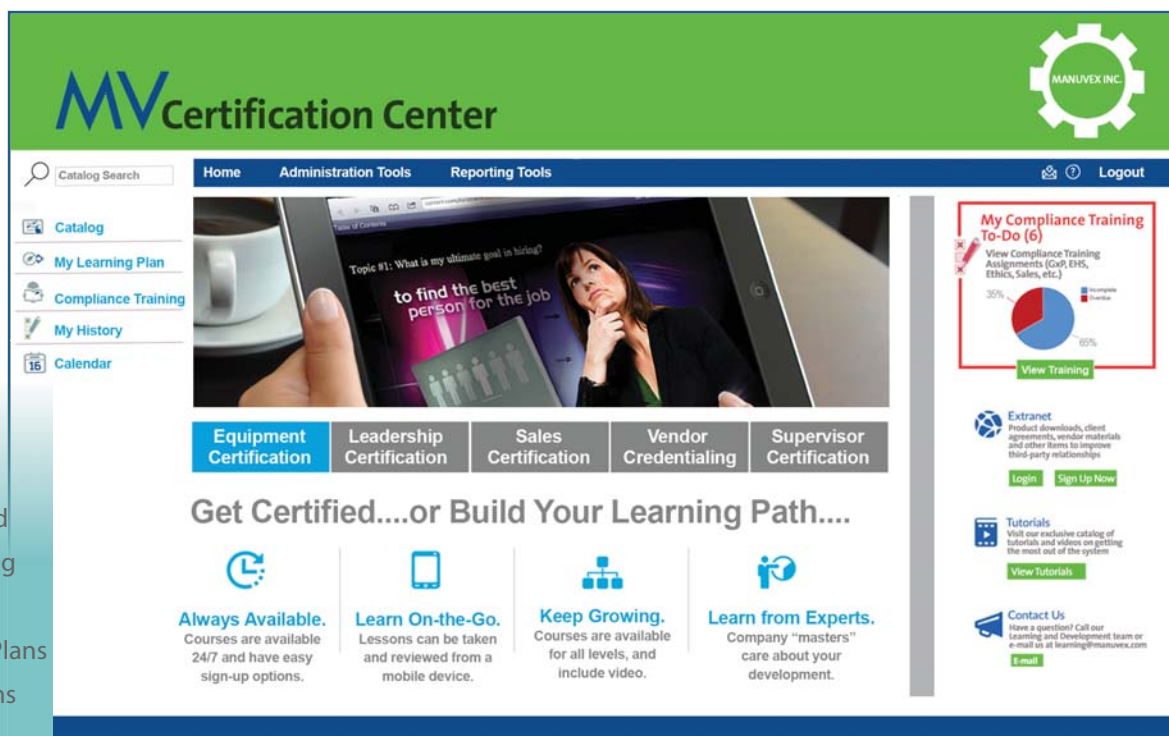
The UL L&D Platform consists of modular applications that focuses on employee performance, role-based qualifications, skills-based development, and analytics reporting so that management can quickly make decisions on learning results.

The platform enables you to standardize your organization’s learning & development across all areas: sales, operations, R&D, quality, and more. What makes the platform so unique is that HR and department managers can focus on corporate-wide competencies and technical skills development, while Quality Assurance can focus on GxP-related qualifications within a validated state (our ComplianceWire LMS):

- Provide an engaging front-end that can be branded and customized based on an organization’s visual identity and learner needs;
- Capture individual performance reviews and appraisals, enabling managers to sign off on each direct report’s review;
- Optional GxP learning module for regulated industries.

Personalize the Learning Experience:

- Web-Based Front-End
- Access to GxP Training
- Single Sign-On
- Individual Learning Plans
- Certification Programs
- Interactive Calendar
- Role-Based Programs
- Management Roles





FRONT-END PORTAL AND NON-REGULATED LEARNING

MAKE THE LEARNING & DEVELOPMENT EXPERIENCE YOUR OWN

The UL L&D Platform enables clients to fully configure the interface to meet their own unique goals and processes. In addition, learning functions are easily integrated with UL's other performance, goals and competency management tools, if necessary, for a single integrated performance management site.

Unlike other learning management systems, the UL L&D Platform is based on a modular, web-based construction that requires very little programming to build. Tools such as e-commerce and calendars improve the learner experience, making it easy to drive developmental opportunities to employees, contractors, third-party distributors, clients and suppliers.

Easy to Configure & Deploy

With many LMS vendors, companies struggle for months to deploy an LMS.

The UL Compliance to Performance team knows each partner is unique.

Our flexible, cloud-based LMS, backed by our deployment team, ensures rapid implementation and personalized service.

We also provide a number of tools to meet your business challenges. We use Agile processes to get your LMS up and running quickly so you can get to ROI faster.

All Knowledge Captured in One Site

Manage all your learning in one place. We made it easy to use and manage content from many sources including content you create, your licensed content vendors, video, PDF, presentations, recorded webinars, and more.

In other words, all the training activities, including GxP training and compliance activities, mentoring activities, and more are captured in every learner's transcript.

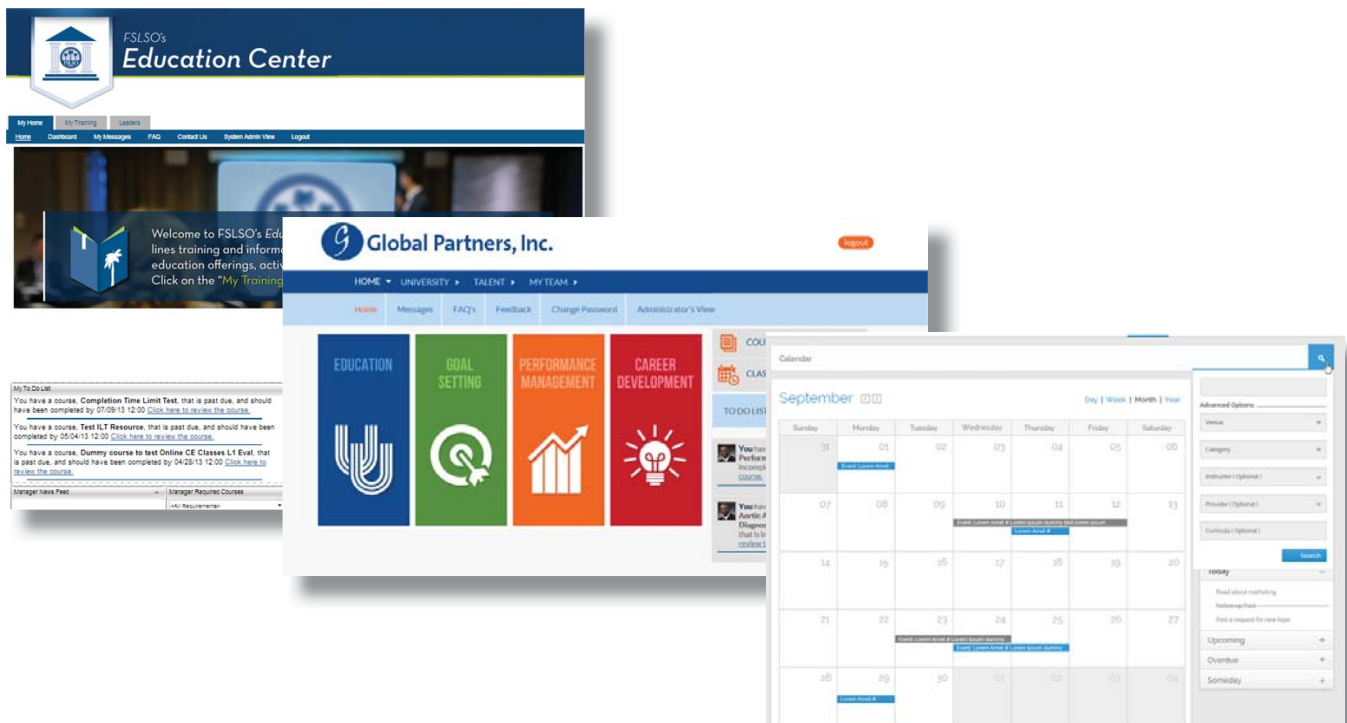
What's more, you can extend your event-based training with social interactions, supported by blogs, wikis and discussion groups, so learners can gain this knowledge directly from experts.

Powerful Reporting

The platform provides standard reports and dynamic dashboards so you can hone in on metrics that make the most sense for your business.

Real-time data and flexible drill-downs put information in your managers' hands so they can react quickly to changing need.

With the UL L&D Platform, you can leverage APIs to securely send and receive data – even course launches and reporting results – with your other business systems and platforms.





PERFORMANCE MANAGEMENT

LEVERAGE COMPETENCY MANAGEMENT TO DRIVE BUSINESS PERFORMANCE

Drive superior business performance with an appraisal process that ensures every employee's competence and professional growth supports your organization's talent ecosystem. Align individuals' goals and objectives to those of your business, driving overall performance and revenue.

Our Performance Management tools provide streamlined appraisal processes that ensure employees' performances translate into organizational goals and objectives.

Competency Management tools align every employee's development plan, goals and benchmarks to each business unit's objectives to champion your business's commitment to quality.

Performance Reviews & Tools

Clients can choose tools relevant to your organization, and customize them to match your processes.

- Proactive Performance Reviews and Appraisals
- Skills and Competency Assessments
- Robust Workflow Management
- Configurable Review Forms
- Customized E-Mail Notifications and Message Board
- Dynamic Drag and Drop Dashboard Management

Goal Management

Integrated Competency Management tools provide easy access to key information at the appropriate level for executives, administrators, managers and employees that in turn allows management of company, department and employees' competencies and performance goals.

- Strategic Goal and Objective Alignment
- Cascading goals
- Automates Performance calculation
- Integrated with performance appraisal process
- Single- and Multi-Level skills and competency models are supported

Reporting & Analytics

The Competency Management system includes comprehensive Reporting and Analytics tools. Ad Hoc Reporting and Analytics tools provide administrators with the ability to create and publish meaningful data across the enterprise.

- Robust Ad Hoc Reporting Tool
- Report Scheduling Management Tool
- Powerful integrated Analytics Tool

SUCCESSION MANAGEMENT

IDENTIFY, PREPARE AND RETAIN TALENT THROUGHOUT YOUR ORGANIZATION

The UL L&D Platform provides Talent and Succession Planning tools to help you manage your talent ecosystem as well as prepare for organic changes within your workforce. Through assessment tools, development strategies, readiness ratings and comparative profiles, our Talent and Succession Planning tools analyze and track information about candidates' level of competence, potential, performance history, as well as retention risk.

Talent and Succession Planning tools create and track each employee's knowledge, abilities, competency and readiness to effectively execute the organization's short- and long-term strategies. It also shows you where your weak links are and provides tools to help you focus on those areas of concern.

Customized Tools

Flexible configuration options allow clients to customize tools based on the company's Talent and Succession Planning workflow.

- Configurable Talent Profile forms
- Robust workflow management
- Configurable Review forms
- Customized E-Mail Notifications and Message Board
- Dynamic drag-and-drop dashboard management

Talent & Succession Management

The Talent and Succession Planning tools provide access to talent profiles for administrators, managers and employees.

- Side-by-side comparison of talent
- Succession Planning Models
- Individual Profiles help identify and track high-potential employees
- Competency Management Tools that measure individual skills and compare to defined ratings
- Integration with Competency Management

Reporting & Analytics

The Talent and Succession Planning tools come with a comprehensive Reporting and Analytics tool. Ad Hoc Reporting and Analytics tools provide administrators with the ability to create and publish meaningful data across the enterprise.

- Gap Analysis Reports on individuals and/or groups of candidates
- Readiness Ratings based on employees' ratings by managers and others
- Robust Ad Hoc Reporting Tool



ANALYTICS & REPORTING

MANAGEMENT DASHBOARDS AND CUSTOM REPORTING

The UL L&D Platform offers a powerful, proprietary custom reporting and analytics tools allow clients to generate meaningful data from the Talent Management Suite, through 24/7, real-time on-line data access. These reporting and analytics tools drive data elements to let executives, managers and administrators identify impacts, trends, progress and results.

In addition to dozens of included standard reports, this robust analysis and reporting platform also includes a custom reporting tool for the creation of a limitless number of highly specific reports.

The platform's dynamic dashboards present quick and easy-to-understand views into the most complex data.

Management Dashboards

Management dashboards can be easily configured to present immediate views into the most complex data to executives, management or any key personnel in the organization. Dashboards are customizable, interactive and provide precise views of critical data around training and performance effectiveness, goal management and business unit performance, etc.

Ad Hoc Reports

The Custom Reports Builder has virtually limitless capacity for generating actionable reports on any data field within the Competency Management Suite. Custom analytical reports can be developed and rolled-out to specific business units or job roles – providing the right data at the right time to make important business decisions.

Workflow Dashboards

Dashboards are a powerful way to lay out and track workflows inherent in the business process that the dashboard is monitoring. Dashboards are used graphically so users can see the high-level processes and then drill down into the lower level data that is managed by the Competency Management software.

Tools

Our digital Dashboards are driven by our reporting engine and ready-to-use widgets:

- Analytics and Forecasting widgets
- Feeds, Blogs and Podcasts widgets
- Home Page widgets
- Server statistics
- Social widgets
- Training initiatives

SOCIAL COLLABORATION

BUILDING. SHARING. BELONGING.

The platform's Social Learning features integration provides aid to the organization to build "sharing communities" that are secured and alive, constantly allowing users to share their knowledge and expertise with others in the company's secured community.

The UL L&D Platform provides an interface that's familiar with social media users, providing similar abilities. Your employees can get access to in-the-moment, usable knowledge from a peer, manager or expert in your company, securely – through our integrated posts, Blogs and Articles, and Discussion Forums; all of which can be monitored and/or moderated to maintain your organization's professional "voice" internally.

Features

- Blogs
- Wikis / Knowledgebase
- Social searches combine relevant social data with other search results
- Content Ratings
- Collaboration
- Discussions
- Comments on all social objects
- Built-in tools to report abuse
- Administrative Control

Benefits

- Develops higher level thinking skills
- Promotes employee/manager interaction and familiarity
- Builds self-esteem in employees
- Enhances employee satisfaction with the learning experience
- Promotes a positive attitude toward the subject matter
- Creates an environment of active, involved, exploratory learning
- Uses a team approach to problem solving while maintaining individual accountability
- Stimulates critical thinking and helps employees clarify ideas through discussion and debate

CASE STUDY: VALVOLINE

PROVIDING ADVANCEMENT AND ROLE-BASED DEVELOPMENT

Valvoline Instant Oil ChangeSM (VIOC) is one of the two largest providers of drive-through oil changes and maintenance services, built from a brand synonymous with lubricants since 1866. VIOC not only offers maintenance services to individual drivers and company fleets, they also offer franchise opportunities to entrepreneurs.

VIOC needed LMS technology to manage the company's development program, which spanned more than 900 geographically dispersed locations. The high-turnover quick lube industry demands that employees are constantly gaining developing opportunities. Within VIOC, development cycles are short, starting at 60 days, and as many as 6,000 new hires require these opportunities annually. Rather than seek a traditional employee-based LMS, the company was seeking an LMS that could optimize these extended development opportunities,

Management Goals

The company's main goal was to create a single, standard training platform for everyone working in a VIOC branded store, whether company-owned or franchised.

Also, VIOC wanted to shorten the time it took for employees to reach each level of competency. It is critical that employees complete their training quickly and be able to show their progress in order to plan for future replacements.

Track Various Modes

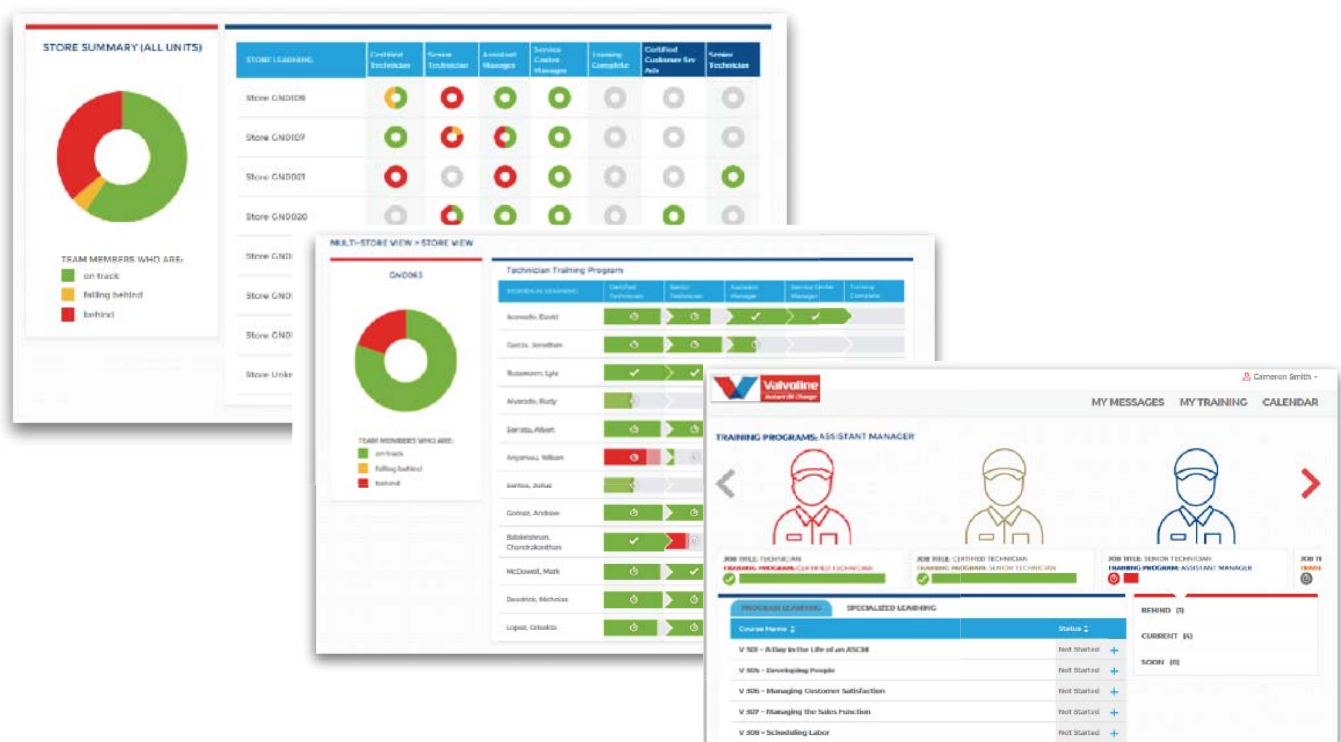
The training program includes manager-led learning, classroom training and asynchronous eLearning; managers, field trainers and regional office managers must be able to register employees for manager-led and classroom training and mark that learning complete. The UL L&D Platform makes it easy for managers to register and manage the high volume of learners.

Visual Dashboards

Employees, managers, and multi-unit managers must quickly know the status of each employee's progress and view a summary of each store's progress at a glance. For franchisee compliance, it's also important to know the percentage of employees properly trained for their current role. Franchisees can easily view the status of each required course.

Easy to Use Interface

The UL L&D Platform's configurable dashboards and portal tools allowed VIOC to develop a unique graphical interface that provides the status of training in each store through an easy-to-read dashboard. Status graphics show green when an employee is current in their training plan, yellow when they are falling behind and red when they are behind their training plan.





WORLD-CLASS REGULATED LEARNING AND QUALIFICATION

COMPLIANCEWIRE FOR REGULATED INDUSTRIES

ComplianceWire is a key application in the UL L&D Platform and is used by more than 450 companies in regulated industries. Designed to meet the stringent requirements of 21 cfr Part 11 and Annex 11, ComplianceWire was designed to improve productivity and reduce risk within a regulated environment, and is also the application chosen by the FDA to train more than 36,000 global, federal, state and local investigators.

Within the L&D Platform, ComplianceWire can be added to the front-end learning experience, so that learners can be notified of compliance training and GxP activities as part of the entire learning and development experience for the organization.

Streamlining Validation

ComplianceWire supports the quality and validation constructs defined by Good Automated Manufacturing Processes (GAMPs) and GxPs, and includes features such as Electronic signatures and records, Audit logs, Record versioning, Data security, Fully documented Software Development Life Cycle (SDLC), and Quality systems.

Audit-Ready Reporting

The Custom Reports Builder has virtually limitless capacity for generating actionable reports on any data field within the Competency Management Suite. Custom analytical reports can be developed and rolled-out to specific business units or job roles – providing the right data at the right time to make important business decisions.

eLearning Assets

Knowledge assets that include a standard library of more than 450 Life Science courses, including 110 developed by the FDA and UL, as well as custom coursework created for individual companies.

SOP Training Tools

ComplianceWire enables companies to manage the distribution of SOPs, corporate policies, forms, surveys and routine communications with documented electronic receipt and tracking to employees, suppliers and contractors.

BUILD A ROBUST GXP AND COMPLIANCE TRAINING PROGRAM

MANAGE PRESCRIPTIVE TRAINING AND VALIDATION REQUIREMENTS

ComplianceWire provides the versatility and flexibility to enable you to manage multiple training items within multiple locations and departments, to ensure the right education is targeted to the right groups, at the right time. One of the biggest challenges in regulated training programs is properly distributing and track SOPs and other critical documents – and changes to those documents – in a timely way. ComplianceWire provides dozens of features to address these challenges, including:

Versioning Support

ComplianceWire enables you to maintain an unlimited set of training items and curricula with full support for versioning, change control and 21 CFR part 11 and Annex 11 requirements.

As a training item is “up-versioned” from Version 1 to Version 2, this triggers a new training assignment automatically to the specific user group that is assigned to this item.

Dynamic Role Support

You can link related training items to meet specific job function certification requirements, and assign these curricula to these roles, so when employees transfer to new job roles, they will automatically receive new training.

Multiple Modes

ComplianceWire supports learning methods for a blended system that includes instructor-led, classroom, on-the-job and mentoring components. We supplement best practice compliance-driven courses with internal content to assure conformance to company-specific procedures.

Assessment Tools

ComplianceWire includes quiz tools that provide more than five different quiz question types, including matching and sequence, and the assessment is made part of the training item and linked to an SOP or any policy item stored on your document managementsystem or internal server. A self-standing exam tool and assessment or survey tool is also available.

CASE STUDY: GLOBAL MEDICAL DEVICE COMPANY

IMPROVING BOTH COMPLIANCE AND QUALITY CULTURE

A global Medical Device manufacturer with nearly 10,000 employees at approximately 20 facilities in North America, Europe and Asia, had been relying on several “departmental” Learning Management Systems (LMS). Global qualification standards were not defined and not easy to consolidate or manage across multiple sites, exposing the company to risk by US FDA and other global regulatory agencies.

In addition, the disparate systems were not integrated into the corporate HR system, nor were they integrated with the other content management systems, where SOPs were saved. Managers could not easily identify compliance or knowledge gaps.

Integration with HR

The company chose the ComplianceWire LMS and also leveraged UL’s technology services to integrate the LMS with the corporate Human Resource Information System (HRIS) and Data Management System (DMS).

Training Matrix

The company was able to map the existing training matrix into ComplianceWire for each specific product line and facility.

In addition, the global quality team was able to standardize qualifications based on individual roles, taking advantage of 12 of the 34 language interfaces available in ComplianceWire

Global Deployment

The company rolled out to more than 3,000 employees in two of the company’s largest facilities. These assignments revolve around the creation of 1,000 curricula that includes 300 UL off-the-shelf courses, company policies and internal training materials.

Easy to Use Interface

The company has been able to enforce global qualification standards while identifying knowledge gaps among manufacturing employees. UL was given an “Excellent” rating for technical support and adherence to the project schedule. As a vendor, UL was rated “Outstanding” for exceeding expectations and adapting to the company’s culture.

The image displays three overlapping screenshots of the ComplianceWire LMS interface:

- Top Left Screenshot:** Shows a course completion summary with two circular progress indicators, both at 100%. Below the indicators are buttons for 'Continue', 'Feedback Report', and 'Summary'. Above the indicators, it says 'Congratulations! Please click CONTINUE to proceed.'
- Top Right Screenshot:** Shows an 'Exam with Images' interface. It includes instructions: 'Please complete the exam below to receive credit for this item.' The first question is 'Steps for New Pump Installation.' with a list of steps: 'Remove the cover to expose the terminal block.', 'Attach the green wire to the terminal.', 'On the terminal box, remove the screw cover and hold the box in place.', and 'Unscrew the safety collar.'
- Bottom Screenshot:** Shows a course catalog table with columns for course name, ID, and due date. The table lists several courses, including 'Orientation to GMP Compliance', 'Quality Task Assessment', 'Sales Assessment Smart Forms', 'Basics of HACCP: Prerequisite Programs and Preliminary Steps', 'Basics of HACCP: The Principles', 'EPA Inspections', and 'Good Laboratory Practices (GLPs)'. Each row has a status indicator (e.g., 'In Progress', 'Overdue') and a dropdown arrow.

About UL Compliance to Performance

UL Compliance to Performance provides knowledge and expertise that empowers Life Sciences organizations globally to accelerate growth and move from compliance to performance. Our solutions help companies enter new markets, manage compliance, optimize quality and elevate performance by supporting processes at every stage of a company's evolution. UL provides a powerful combination of advisory solutions with a strong modular SaaS backbone that features ComplianceWire®, our award-winning learning and performance platform.

UL is a premier global independent safety science company that has championed progress for 120 years. Its more than 12,000 professionals are guided by the UL mission to promote safe working and living environments for all people.

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