

# How PMaps Helped Glenmark Pharmaceuticals Launch a Data-Driven Internal Talent Identification Program



## THE CHALLENGE:

### *Identifying Skills and Training Needs at Scale*

Glenmark, a global leader in healthcare innovation, wanted to strengthen its internal talent pipeline and prepare employees for compliance-critical roles.

#### The obstacles were clear:

- ⚠ Existing training programs were too generic and failed to highlight role-specific knowledge gaps in QA and Operations.
- ⚠ HR and QA leaders had no objective data to prioritize L&D investments or predict compliance risks.
- ⚠ With audits always on the horizon, Glenmark needed a fast, reliable solution that could align talent assessment with FDA/GMP standards.



#### Glenmark's Goals:

- Build a **custom psychometric assessment** tailored to pharma QA & Operations roles, not just generic benchmarks.
- Ensure assessments reflect **FDA/GMP compliance requirements** (e.g., ALCOA+, documentation practices, contamination control).
- Provide a **user-friendly SaaS platform**, accessible in English, Hindi, and Marathi, so participation was seamless across diverse teams.
- Deliver **individual and team-level reports** that highlight strengths, skill gaps, and compliance readiness—helping HR and L&D teams design targeted interventions.

## THE PMAPS SOLUTION: Pharma-Specific AI Assessments

PMaps, pioneers of psycholinguistic AI talent assessments, designed a dual-layered solution within 30 days:



### TECHNICAL ASSESSMENTS

Role-specific modules for QA and Operations (IPQA, deviation handling, CAPA management, regulatory audit readiness, documentation, contamination risk, HPLC/GC calibration, method validation).



### COGNITIVE ASSESSMENTS

Surfaced critical traits for pharma success (attention to detail, regulatory compliance logic, critical thinking, data accuracy, analytical reasoning).



### COMPLIANCE ASSIGNMENT

Scoring built around FDA, EMA, WHO, and ALCOA+ principles, ensuring audit-readiness from the hiring stage.



### MULTI-LANGUAGE PLATFORM

English, Hindi, and Marathi to maximize inclusivity.



### ACTIONABLE REPORTS

Individual + Team dashboards that mapped strengths and gaps, enabling L&D teams to create targeted training paths.

## IMPLEMENTATION JOURNEY:



### PLANNING & DESIGN

Workshops with Glenmark stakeholders to define competencies by role and job level, aligning with both operational needs and regulatory standards.



### DEVELOPMENT

Custom technical and cognitive assessments created, psychometrically validated (**reliability >0.80**), and tailored for QA & Ops functions.



### DEPLOYMENT & REPORTING

Go-live with assessments and automated, real-time reporting at both individual and team levels—giving HR and QA leaders **instant visibility into training needs and compliance risks**.

## MEASURABLE RESULTS IN 30 DAYS:

Outcome	Impact
✓ Coverage	Hundreds of QA & Ops employees assessed.
✓ Gap Identification	Clear mapping of technical and compliance skill gaps for targeted training.
✓ Actionable Insights	Role-based dashboards guiding HR and L&D on where to focus interventions.
✓ Consistency	Praised by both admins and users
✓ Ease of Use	Positive feedback from admins and employees on platform intuitiveness.

## STRATEGIC IMPACT:

This initiative redefined Glenmark's approach to workforce development:

### Optimized L&D investments

Reduced costs by eliminating ineffective, one-size-fits-all training.

### Audit readiness strengthened

FDA/GMP-critical gaps flagged before they could become risks.

### Upskilled workforce

Targeted feedback boosted employee ownership of learning.

### Higher ROI on training

Faster time-to-skill and fewer compliance exceptions.

### Scalability

Framework can be reused across future cycles of hiring and training.

## CLIENT FEEDBACK:



*PMaps delivered a fully customized assessment experience tailored to our domain-specific technical needs. The platform was intuitive for both admins and participants, and the support team was prompt, collaborative, and solution-focused throughout the process.*



– Team Glenmark

## APPENDIX: Solution Coverage – Tailored Assessments by Function

### 1 Pharma Operations & Manufacturing

Job Levels:

Junior Operations Officer

Senior Operations Officer

Technical Competencies	Cognitive Competencies
<ul style="list-style-type: none"> <li>• IPQA, Deviation Handling, CAPA Management</li> <li>• Regulatory Audit Readiness &amp; Documentation</li> <li>• HPLC/GC Calibration, Environmental Monitoring</li> <li>• Method Validation, Risk-Based Quality Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Logical Reasoning</li> <li>• Pattern Recognition</li> <li>• Series &amp; Sequencing,</li> <li>• Quantitative Reasoning</li> <li>• Problem-Solving,</li> <li>• Analytical Relationships</li> </ul>

### 2 Pharma Quality Assurance & Compliance

Job Levels:

Junior Quality Assurance Officer

Senior Quality Assurance Officer

Technical Competencies	Cognitive Competencies
<ul style="list-style-type: none"> <li>• IPQA, Deviation Handling, CAPA Management</li> <li>• Regulatory Audit Readiness &amp; Documentation</li> <li>• HPLC/GC Calibration, Environmental Monitoring</li> <li>• Method Validation, Risk-Based Quality Systems</li> </ul>	<ul style="list-style-type: none"> <li>• Attention to Detail</li> <li>• Critical Thinking</li> <li>• Regulatory Compliance Logic</li> <li>• Data Accuracy,</li> <li>• Advanced Analytical Reasoning</li> </ul>

## Ready to Elevate Internal Talent Identification with AI-Powered Assessments?

### Schedule a Personalized Demo Today

Let us show you how PMaps can be tailored to your organization's unique roles and growth plans.

 **Book a Demo** |  Contact Us: [ssawant@pmaps.in](mailto:ssawant@pmaps.in) | [assessment@pmaps.in](mailto:assessment@pmaps.in)

Or Call us at – +91 8591320212