

PHARMA · L&D · INTERNAL TALENT IDENTIFICATION

A data-driven internal talent identification program for pharma.

How PMaps helped Glenmark Pharmaceuticals pinpoint role-specific skill gaps and compliance readiness across QA & Operations — with custom AI talent assessments, delivered in 30 days.

QA & OPERATIONS

FDA / GMP · ALCOA+

COGNITIVE + TECHNICAL

CLIENT

**30** days

TO DESIGN & DEPLOY

100sQA & OPS EMPLOYEES
ASSESSED**>0.80**ASSESSMENT
RELIABILITY**3**

PLATFORM LANGUAGES

4REGULATORY STANDARDS
ALIGNED

01 • THE CHALLENGE

Identifying skills & 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.

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

GLENMARK'S GOALS



Pharma-tailored assessment

Build a custom psychometric assessment tailored to pharma QA & Operations roles — not just generic benchmarks.



Compliance-aligned

Ensure assessments reflect FDA/GMP requirements — ALCOA+, documentation practices, contamination control.



User-friendly SaaS

A platform accessible in English, Hindi, and Marathi, so participation was seamless across diverse teams.



Individual + team reports

Highlight strengths, skill gaps, and compliance readiness — helping HR and L&D design targeted interventions.

THE BRIEF

Turn talent assessment into audit-ready intelligence.

Glenmark needed objective, role-specific data to prioritize L&D investment, surface compliance risk early, and align internal talent identification with FDA/GMP standards — fast.

Pharma-specific AI assessments.

PMaps, pioneers of psycholinguistic AI talent assessments, designed a **dual-layered solution within 30 days** — pairing cognitive and technical assessment, built on regulatory scoring, delivered through an inclusive multi-language platform with actionable reporting.



Cognitive Assessments

LAYER 1

Surfaced critical traits for pharma success.

Attention to detail

Regulatory compliance logic

Critical thinking

Data accuracy

Analytical reasoning



Technical Assessments

LAYER 2

Role-specific modules for QA and Operations.

IPQA

Deviation handling

CAPA

Audit readiness

Documentation

Contamination risk

HPLC/GC calibration

Method validation



Compliance Alignment

AUDIT-READY SCORING

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



Multi-Language Platform

INCLUSIVITY

Available in English, Hindi, and Marathi to maximize inclusivity across diverse teams.



Actionable Reports

INDIVIDUAL + TEAM DASHBOARDS

Dashboards that mapped strengths and gaps at both individual and team levels — enabling L&D teams to create targeted training paths.

WHY IT WORKED

Two layers, one audit-ready signal.

Cognitive traits and role-specific technical knowledge were scored against the same regulatory backbone — so every result spoke directly to compliance readiness, not just generic aptitude.

From workshop to go-live in 30 days.

A consultative, three-phase rollout took Glenmark from defining role competencies to real-time reporting — without sacrificing psychometric rigor.

<div style="border: 1px solid #0070C0; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto 20px auto;">1</div> <p>PHASE 1</p> <h3>Planning & Design</h3> <p>Workshops with Glenmark stakeholders to define competencies by role and job level, aligning with both operational needs and regulatory standards.</p>	<div style="border: 1px solid #0070C0; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto 20px auto;">2</div> <p>PHASE 2</p> <h3>Development</h3> <p>Custom technical and cognitive assessments created, psychometrically validated (reliability > 0.80), and tailored for QA & Ops functions.</p>	<div style="border: 1px solid #0070C0; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto 20px auto;">3</div> <p>PHASE 3</p> <h3>Deployment & Reporting</h3> <p>Go-live with assessments and automated, real-time reporting at individual and team levels — giving HR and QA leaders instant visibility into training needs and compliance risks.</p>
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BUILT TO A MEASURABLE STANDARD

<p>TIME TO DEPLOY</p> <p>30 days</p> <p>Consultation to go-live</p>	<p>RELIABILITY</p> <p>>0.80</p> <p>Psychometrically validated</p>	<p>ASSESSMENT LAYERS</p> <p>2</p> <p>Cognitive + technical</p>	<p>REPORTING</p> <p>Real-time</p> <p>Individual + team levels</p>
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Glenmark

Shreyashee Dutta, HR Talent Lead

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.

Objective data, **audit-ready outcomes.**

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.

- ✓ Optimized L&D investments
- ✓ Audit readiness strengthened
- ✓ Scalability
- ✓ Upskilled workforce
- ✓ Higher ROI on training

STRATEGIC IMPACT – A REDEFINED APPROACH TO WORKFORCE DEVELOPMENT

- \$
 Reduced costs by eliminating ineffective, one-size-fits-all training.
- ⚠
 FDA/GMP-critical gaps flagged before they could become risks.
- 👤
 Targeted feedback boosted employee ownership of learning.
- 🕒
 Faster time-to-skill and fewer compliance exceptions.
- 🔄
 The framework can be reused across future cycles of hiring and training.

Solution coverage, **role by role.**

Each function received technical and cognitive modules tuned to its job levels — ensuring assessments mirrored real on-the-job competencies and regulatory expectations.

01

Pharma Operations & Manufacturing

FUNCTION 01

Junior Operations Officer

Senior Operations Officer

<p>TECHNICAL COMPETENCIES</p> <ul style="list-style-type: none"> ◆ IPQA, Deviation Handling, CAPA Management ◆ Regulatory Audit Readiness & Documentation ◆ HPLC/GC Calibration, Environmental Monitoring ◆ Method Validation, Risk-Based Quality Systems 	<p>COGNITIVE COMPETENCIES</p> <ul style="list-style-type: none"> ◆ Logical Reasoning ◆ Pattern Recognition ◆ Series & Sequencing, Quantitative Reasoning ◆ Problem-Solving, Analytical Relationships
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02

Pharma Quality Assurance & Compliance

FUNCTION 02

Junior QA Officer

Senior QA Officer

<p>TECHNICAL COMPETENCIES</p> <ul style="list-style-type: none"> ◆ IPQA, Deviation Handling, CAPA Management ◆ Regulatory Audit Readiness & Documentation ◆ HPLC/GC Calibration, Environmental Monitoring ◆ Method Validation, Risk-Based Quality Systems 	<p>COGNITIVE COMPETENCIES</p> <ul style="list-style-type: none"> ◆ Attention to Detail ◆ Critical Thinking ◆ Regulatory Compliance Logic ◆ Data Accuracy, Advanced Analytical Reasoning
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READY WHEN YOU ARE

Elevate internal talent identification with **AI-powered assessments.**

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

[BOOK A DEMO →](#)[CONTACT US](#)[!\[\]\(642aa997563f9a325b310230bb5078b7_img.jpg\) ssawant@pmaps.in](mailto:ssawant@pmaps.in)[!\[\]\(2b376d1a92330ab09dad2665d2f89bf5_img.jpg\) assessment@pmaps.in](mailto:assessment@pmaps.in)[!\[\]\(3cb60d42b10e53f9522bb0b392c1c4cd_img.jpg\) +91 8591320212](tel:+918591320212)

30 days

DESIGN TO DEPLOY

>0.80

RELIABILITY

2

FUNCTIONS COVERED

3

LANGUAGES