

Team recognition and ownership of the process

Helpful Hints

During implementation

- Recognition by leadership of completion of the process as well as quick wins
 - Verbal praise during staff meetings
 - Company newsletter
- Recognize effort as well as success
 - Recognition of team members will also increase general awareness of the QbD program throughout the organization
- Highlight team members who embraced the process change and were most willing to think about errors that matter outside their own “department”

During maintenance

- De-brief with the QbD team about the initial QbD planning process - what worked well in, what didn't, what can be improved in the next trial?
- Create a regular meeting schedule to review CTQs, thresholds reached, utility of mitigation plans and process improvement as needed
- Involve team members as mentors for new employees interested in implementing QbD
- Incorporate QbD team recognition into existing rewards and recognition mechanisms (e.g., Quality Awards, Spotlight on Quality)