

### Welcome

Global organisations have had to face an overhaul in their working practices: less travel, increased online access and remote learning to meet the demands of a rapidly changing environment. Those practices have been put to the test across the pharmaceutical sector where we have seen how the development of vaccines has been accelerated with the right processes in place.

None more so than in Johnson & Johnson during the approval and rollout of their single-dose vaccine. In this edition Sylvie Devimes shares with us how they are adapting to meet the needs of their healthcare professional customers, whilst strengthening relationships across Europe, the Middle East and Africa.

When onsite meetings are not a possibility, why not let Processfix replicate the benefits of our collaborative workshops for you online. We have adapted our approach to the online channel, facilitating our workshops via our purpose-built studio in Milton Keynes. Helping you to continue to engage your teams in process improvement and build relationships wherever they are based.

### NEWSFLASH!

**London, UK – March 2021**  
The Royal British Legion select Processfix for their HR rapid improvement programme.



### Johnson & Johnson adapt for the online environment

Processfix workshops were key to Johnson & Johnson's improvement of the clinical study approval and patient engagement process; both of which have been put to good use in the global fight against COVID-19. Here we talk with Sylvie Devimes, Content Excellence Lead at Janssen, part of the Johnson & Johnson family of companies, to find out how Processfix are now supporting the rollout of vaccines in the online environment.



Every year we host hundreds of events across Europe, the Middle East and Africa with Healthcare Professionals (HCPs) to demonstrate new drugs, vaccines and appliances. By increasing knowledge about diseases and the latest standards of care, we believe that medical practice is enhanced, and therefore patient outcomes improve.

Part of my role is to ensure that we use technology to analyse how HCPs learn and to develop how best we can share our knowledge through virtual events. One of our key aims is to grow collaboration around the medical indication content in our network, whilst improving the content and uptake of the events that we make available.

We needed to adapt our processes quickly; to bring together our medical education professionals from representative companies to streamline and improve our current processes.

We needed to find ways to encourage the teams to adapt to the online environment and transfer their face-to-face expertise to the virtual world.

**“It helped us to challenge the status quo and find new ways of working”**

Prior to COVID-19 we were very much a travelling company and participated in little virtual activity. Whilst that is no longer an option, the online Processfix workshop gave us the opportunity to bring everyone together and develop a new way of working. With no venue to book and no travel to move very fast. Although I do not believe that face-to-face

can ever be replaced, this is a great way to organise a session quickly.

The workshop enabled us to collaborate around our virtual events process. It helped us to challenge the status quo and find new ways of working. Although the workshop was online, the expertise and the way that Processfix facilitated the workshop was incredibly effective. It was individually designed to reach our objective, to get people together and to engage them.

Processfix have simply adapted their methodology to the online channel and the result was a very productive session with lots of energy. I must admit that I was a little sceptical beforehand but from the moment the workshop started, the participants from all the different countries and disciplines were engaged and worked together to build and own the process. The key takeaways for me were refining the process to keep it simple, making sure roles are defined with clear accountability and understanding the journey from the end-to-end experience of the user. The diversity of the team also stood out for me. Although we are based in different markets and in different countries, the fundamental need to continually adapt and improve our processes remains the same.

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## About us

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Organisations rely on processes to get things done. Often these simply evolve over time and become inefficient ways of working. Processfix bring powerful, proven and behaviour-changing techniques to bear in a professionally facilitated environment.

We focus on engaging your teams in their own improvement, empowering them to re-evaluate the way they do things and to develop new and improved ways of working that transform performance and deliver immediate results.

Whether you require rapid improvement workshop facilitation, an organisational wide process improvement programme or to develop and train your team. Processfix specialise in engaging your people, delivering immediate benefits and instilling continuous improvement across your organisation.

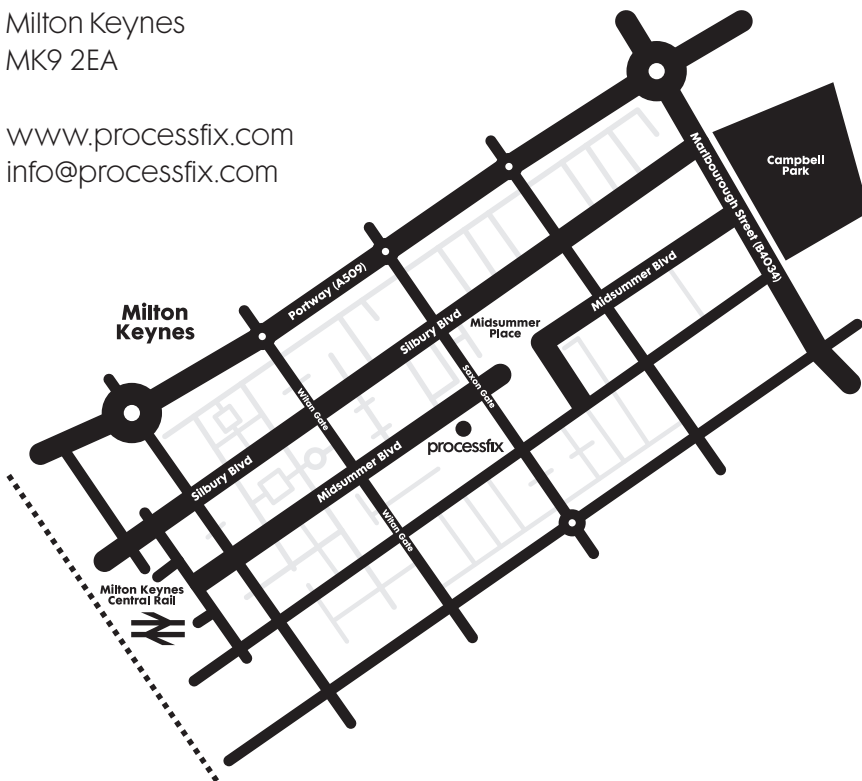
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If you would like to find out how Processfix can benefit your organisation, please contact us at:

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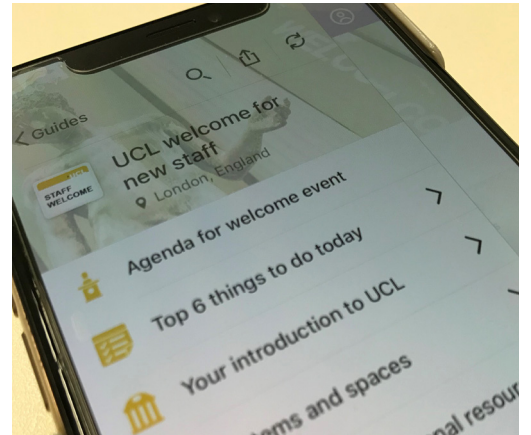


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## And Finally...

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Read how University College London are adapting their TOPS (Transforming Our Professional Services) programme for the post-COVID-19 world in the next Processfix newsletter.



Book your place at the next online Processfix masterclass and receive a **free** one-year subscription to the opextoolkit

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**24th June 2021**  
**Price £495 per person**  
**Book online at**  
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