

GPSS Provides Just In Time Knowledge Transfer for the Dimension Vista™ System

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The objective of this work was to identify user requirements and develop an advanced on-line knowledge transfer system to support training and enhance performance of laboratory personnel. Laboratory managers today face increasing training challenges—more personnel to be trained, greater depth of technical knowledge to assimilate—while dealing with increasing workloads. Traditional solutions may not suffice to meet current training needs. Online training has proven helpful, but does not solve the problem of providing the needed information at the right time. Attendance at off-site training impacts laboratory uptime, and we found that even after training, people did not always remember or know where to look for information when needed.

We conducted extensive surveys of over 200 laboratory personnel in the US and Europe to understand their working environments. The findings show the top three training needs are:

1. fixing minor problems with minimal support—most important to 97% of survey respondents
2. accessing troubleshooting help quickly—most important to 95% of respondents
3. determining if an instrument can be fixed without calling external help—most important to 92% of respondents.

Operators want easy access to information in order to resolve minor problems in a minimal amount of time. We have used this information in developing a new training and support system, the Dade Behring Global Performance Support System (GPSS). This system provides an integrated online environment that is available to and easily accessible by laboratory personnel, and is structured to provide immediate individualized access to a full range of information using a media rich format.

A significant aspect of GPSS is “Just in Time Knowledge Transfer.” Laboratory personnel need fast access to information on system operation and maintenance. GPSS will provide the needed information on demand through a context sensitive delivery system (CSDS) that shadows real-time system operation to intuitively respond when help is requested. The system specifications are to provide context sensitive help within one click, 95% of the time. We worked with customers through usability studies to identify key system problems and appropriate resolutions. Results of our usability studies, based on participants’ survey responses or interviews afterwards, showed that CSDS:

1. met customer needs, noted by 90% of participants
2. reduced downtime, noted by 85% of participants
3. lowered operating costs for the laboratory by reducing need for overtime, as well as reducing service visits by manufacturer
4. increased operators’ confidence solving problems, as demonstrated by reduced time to solve problem
5. minimized time spent looking for solutions (10 to 20 minutes less) vs. looking in Operator’s Guide.

GPSS demonstrated the capability to identify and quickly provide the needed information to support a task at hand, and has been well received by test users.

* Product under development—not available for sale.