

GMP Training Systems, Inc.

Creators of the GMP Ready-to-Use Training System™

Have a Safe Flight

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“Have a safe flight.”

This is what I hear from my wife whenever I leave on a trip that involves an airplane. They are the last words from her mouth when we part. I wish she wouldn't say that, because I can't think of anything to respond with that would leave her feeling comfortable. So I just grin and nod my head to acknowledge her.

The only words I can think of to say are these.

- “I'll make sure to buckle my seat belt.”
- “I'll be sure that my tray table is raised and locked.”
- “I'll have my seat in its upright position.”

Those are the only things that are in my control as an airline passenger to help ensure a safe flight.

Have a safe trip means that the pilot and co-pilot are competent and will be following their procedures today.

Have a safe trip means that every air traffic controller on duty in and around the air spaces that my airplane will be traveling through or near is competent and will be following their procedures today.

Have a safe trip means that every mechanic or maintenance person who

has ever touched that specific aircraft was competent, followed their procedures, and properly documented their work.

Have a safe trip means that the flight attendants are competent and will be following their procedures today.

Consider for a moment the airline industry. What's the worst thing that can happen when there's a product failure?

The worst thing is the airplane crashes and people die or are injured. It's a once in a lifetime event when an airplane lands in the Hudson River and no one gets hurt.

Consider our industries – those industries regulated by the Food and Drug Administration (FDA). What the worst thing that can happen as a result of a product failure?

Death and injury.

So when your customers buy and use your products and/or services, they are expecting to have a “Safe flight.”

As airline passengers, we trust the pilots, co-pilots, air traffic controllers, mechanics, and flight attendants to know their jobs and do their jobs properly – ALL THE TIME.

By the same token, our customers , often called patients, trust that everyone at our company knows their job and performs their job properly ALL THE TIME.

Even when we're tired. Even on those really busy, stress-filled days. Even on the afternoon before a three-day weekend.

The proper implementation of GMP principles revolve around TRUST. Here are some basic principles regarding TRUST to stress in your GMP training sessions.

- Our customers trust us to be competent and to do our jobs properly ALL THE TIME.
- Our customers trust us to have the right education, training, and experience to perform our jobs.
- Our customers trust us to write good procedures.
- Our customers trust us to ALWAYS follow our procedures, and to properly investigate and document any deviations from those procedures.
- Our customers trust us to review, revise, and update our procedures on a regular basis.
- Our customers trust us to ask questions when we are not sure. They do not want us guessing.
- Our customers trust us to manage and control our systems and processes, and work continually to optimize our systems and processes.
- Our customers trust us to check and double-check our work.
- Our customers trust us to achieve 100% accuracy in our work.
- Our customers trust us to maintain accurate, complete, and legible records.
- Our customers trust us to maintain an effective documentation control system.
- Our customers trust us to maintain an effective documentation change control system.
- Our customers trust us to maintain a clean, neat, and orderly workplace.
- Our customers trust us to manage our materials to reduce the probability of contamination, cross-contamination, mix-ups, and errors.
- Our customers trust us to choose competent and reliable suppliers and work closely with our suppliers.
- Our customers trust us to communicate effectively with our employees and suppliers.

Our work in designing and conducting GMP training for over three decades has led us to believe that when people view these GMP principles from a customer perspective as well as from a compliance and regulatory perspective, there are fewer GMP violations.

We TRUST that you find these principles helpful and useful in your GMP training process.

David Markovitz is the Founder and President of GMP Training Systems, Inc., (www.GMPTrainingSystems.com) a top tier provider of GMP training products and services. David can be reached at David@gmptrainingsystems.com and at 714-289-1233.

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