



Developing personalized compliance training with UL's Create™

As part of a broad compliance program, online compliance training can provide frontline workers with consistent, high-quality instruction in less time it would take to deliver it through the classroom. Custom e-learning development can be crucial for organizations that require less common training topics. Content that is complex, specific to an organization's operating policies or regulatory in nature is well-matched for professional development. For compliance and risk initiatives, a well-designed course using proven adult learning principles and engaging presentation could make a big difference for some employees.

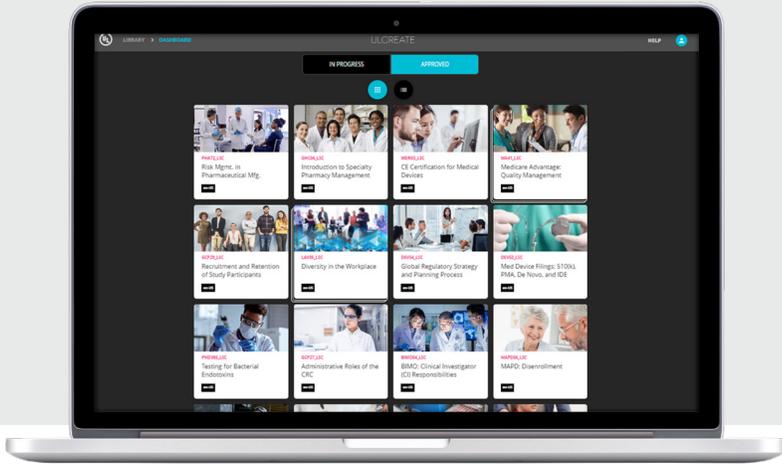
When a U.S.-based medical device manufacturer wanted to improve its regulatory training, they turned to UL, the global life sciences leader. The medical device manufacturer builds point-of-care ultrasound machines and medical informatics solutions. With more than 1,300 employees, they needed an easy way to track and manage training and compliance.

According to the customer's senior director for regulatory affairs, quality systems and compliance, the company was looking for interactive training. "Our training was mostly read-and-sign documents, which wasn't an engaging learning experience. There was a need for modular content to boost engagement and meet compliance requirements." They purchased UL's ComplianceWire® learning management system (LMS) to track their regulatory training, UL life sciences e-learning content, and UL's Create™ self-authoring course tool, to customize content.

Adopting Create into the company's training program became a game changer for the organization. They were able to take UL's life sciences e-learning content and add their own branding. The team used Create to customize, then easily publish the edited course into ComplianceWire®, utilizing the dedicated API between Create and ComplianceWire®, for distribution. Additionally, they turned



CASE STUDY



existing PowerPoint training into e-learning with the authoring tool. This dramatic change made a difference for learners in the organization.

The company's first Create project was to work on a company-specific version of the "Basics of the AdvaMed Code," a UL off-the-shelf healthcare and life sciences e-learning course, that included custom branding and company-specific regulatory requirements. The employees responded strongly so they offered the course to their parent company in North America, more than 6,000 employees total.

The senior director appreciates the ease of using Create, saying "Because it's cloud-based, I can get on a phone call with someone from across the country and we can both edit the same content online and discuss changes live." Previously, building training out of PowerPoint was slow and labor-intensive, and hindered the ability to collaborate. Using Create has saved days-worth of time for the team as they coordinate edits in real time.

Further, Create is easy to use. "It doesn't take a learning specialist to build," he said. "Our compliance and regional teams are able to adjust content. We get feedback on the drafts immediately through the tool."

Building on success, the company plans to add and adjust more content, both licensed through UL and proprietary. They are looking for additional Create licenses to allow other areas of the business to take advantage of the collaborative tool.

The company's senior director looks forward to incorporating more

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For more information about Create, please call 609.527.5300 or visit [UL.com/custom-courseware](https://ul.com/custom-courseware)



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