

Case Study

Meissner Strengthens Team Expertise with NIBRT Biopharma Training

Meissner Filtration Products develops, manufactures, supplies and services advanced microfiltration products, single-use systems and equipment for critical applications across the globe. Their reputation as a leader in microfiltration stems from their commitment to providing high-performance products and exceptional technical support services.



Objective:

Meissner embarked on a number of customised training courses for their Engineering & Sales teams in 2024. The collaboration between NIBRT and Meissner is a fantastic opportunity to showcase how Meissner invest in their team by incorporating

NIBRT training as part of the onboarding process for new team members and to further develop the existing team by aligning their products and solutions to their customer's needs.

Training Delivered:

1. Bioprocessing Manufacturing Operations Training for Application Engineers (June 2024)

- **Duration:** 3-day course
- **Participants:** 7 newly hired Application Engineers
- **Course Focus:**
 - The course covered the theory behind drug substance manufacturing, focusing on upstream and downstream processing.
 - Hands-on competency-based sessions were included to provide practical exposure to cell culture, disposable technologies, harvest technologies, and filtration.
- **Outcome:** The engineers further developed their understanding of how Meissner's customers interact with their equipment and processes, empowering them to provide more informed solutions.

2. Extended Bioprocessing Manufacturing Operations Training for Sales Team (August 2024)

- **Duration:** 4-day course
- **Participants:** 11 members of the Sales Team
- **Course Focus:**
 - This extended course provided a holistic overview of the entire biopharmaceutical manufacturing process, from cell vial to product vial.
 - In addition to the topics covered in the June session, this course focused on drug product processes, including Cell and Gene therapy.
- **Outcome:** The Sales Team gained a deeper understanding of the full biopharma process, enabling them to apply their knowledge and expertise across all stages of manufacturing. This allows the team to work in partnership with customers to proactively find innovative solutions.

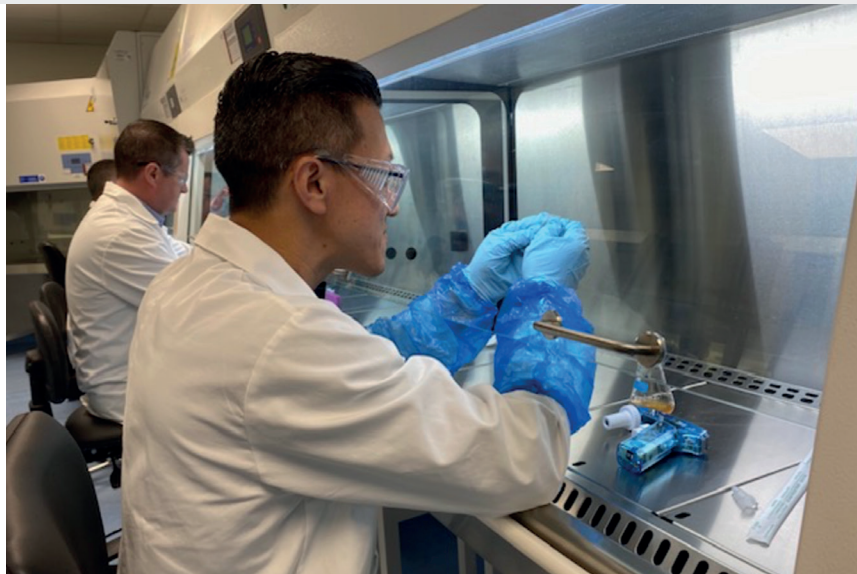


John O'Shea Site Lead | Director of Operations for Meissner Ireland:

Having a resource like NIBRT collaborating with Meissner to create and deliver customised training courses has been immensely valuable. The programs seamlessly combined classroom lectures, in-depth discussions, and hands-on learning, enabling us to efficiently and effectively train and onboard our Field Sales and SUS Application Engineering teams. This approach has significantly enhanced their skills and understanding of product applications in bioprocessing, equipping them to better support our customers to optimise processes and develop effective and innovative solutions to overcoming the challenges of bioprocessing."

Collaboration with BioPharmaChem Skillnet:

The August course was co-funded by BioPharmaChem Skillnet and this collaboration supports Meissner's investment in their team. The importance of industry partnerships in driving skill development is pivotal and NIBRT work with many funding bodies to facilitate access to training grants.



Training Outcomes & Feedback:

1. Impact on Application Engineers (June 2024 Course)



Trainee comments:

- "Excellent trainer, course was outstanding, and facility is great."
- "Well thought out. The training was suitable for both beginners and experts, with practical sessions reinforcing theoretical concepts."
- "Very useful practicals, especially the software provided, which we can use outside of NIBRT."

Training Outcomes & Feedback:

2. Impact on Sales Teams (August 2024 Course)

NIBRT facility rating

9.2/10



Trainer rating

9.5/10



Overall course quality

9.2/10



Trainee comments:



"All of our customer-facing employees should take this course."



"The instructors were credible, knowledgeable, and engaging. I would highly recommend this training."



"Good mix of theory and hands-on practicals that deepened my understanding of the biopharma processes."



Outcomes:

The investment in NIBRT's tailored training provided measurable returns for Meissner:

Improved Customer Engagement:

Both the Application Engineer and Sales teams have deepened their understanding of biopharma manufacturing, enabling them to further apply their technical knowledge when engaging with customers.

Specialised Insights into Biopharma Challenges:

Both teams gained a deeper understanding of the broader biopharmaceutical industry and specific challenges faced. This will improve the team's ability to provide effective and meaningful solutions to customers.

Skill Enhancement and Productivity Gains:

The practical hands-on sessions further developed newly hired engineers' skills, aligning theory with real-world biopharma applications, and complementing Meissner's internal onboarding programme.

Contact:

For more information on how NIBRT training can benefit your team, contact us at training@nibr.ie.