

## Vivian, the teacher who never really left the classroom

Vivian has always been in and around training and education. In high school, she was on the tutoring squad and had a part time job at the Huntington Learning Center. During her first week of college, she decided to become a Math Teacher because Mr. Keegan took the time to explain "the why" and it made sense. Vivian concluded that it was only a matter of the way it was taught to students. So Vivian got a **dual degree in Math and Math Education** and taught fractions to middle school students. The administration also gave her the responsibility for something at that time called "computer literacy". Fascinated and up to the challenge, Vivian got her **first masters degree in Educational Computing with a specialization in Database Management** and received her **permanent teaching certification for NY State**.

Vivian left teaching however, and fell into pharmaceuticals, where she found herself working with and "teaching adults". The walls and floors of the classroom shifted to offices, conference rooms, cafeteria and the shop floor. Recognizing that adults learn differently than children, Vivian got accepted to **Teachers College Columbia University** and got her **second masters in Adult and Continuing Education with a focus in workplace, training and development**. It was during her first semester's project that the original idea for **Qualifying SMEs as Trainers Workshop was born**. As Vivian was finishing up her degree at Teachers College, she was given an opportunity to implement her Master's Thesis. She built **an entire department to run Robust Training Systems**. After a series of post inspection follow ups, FDA changed the company's GMP status to acceptable and the site resumed product approvals again. Vivian knew that she had designed a worthwhile program.

## Vivian, the system thinker

One of the essential success factors for a robust training system is that it is built upon systems thinking. When Vivian **got promoted to Director of Training**, she began to interact with other engineers. She cultivated a unique ability to "see both the forest and the trees" and on a weekly basis, she met with the General Manager to map out ideas and strategies for his improvement initiatives or what he called "pie in the sky" sessions. Afterwards, she would meet with the VP of Operations, who was an uber-engineer, and map out the blue print details to launch site wide initiatives and projects. Once **Vivian's system thinking visualization and project management implementation skill set was discovered**, she was sought after to launch multiple performance improvement projects for other departments.

## Vivian, the external Quality Systems Consultant

Restless and wanting a new challenge, Vivian joined the compliance consulting firm, Parexel. She **published her first of many articles** and had **the privilege of working side by side with former FDA investigators** including former FDA commissioner, Ron Teztlaff. Unfortunately, there was very little opportunity to work on training systems. So when the opportunity to leave Parexel arose, Vivian parted ways amicably. **Within 24 hours, HPIS Consulting, Inc. was launched** and the first client secured within the week.

## What Vivian loves the most about working at HPIS Consulting, Inc?

Every time a prospective client says "***we've been looking for someone like you. You have the right mix of compliance experience and you are schooled in how to design training programs.***" To which, Vivian responds, "***and I've been looking for you. We are a perfect match for each other!***"

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