



GRIFOLS

Academy Synopsis

2017

Breaking Records

Training Hours



Training Support Academy on Wheels

The Grifols Academy continued its support of the Ambassador Program which hosted center tours for over **160 patients** in 2017, as well as, traveling to **14 new centers** to facilitate the *Welcome to Grifols* program with over **366 employees**.



31,992 Online Training Hours

2017 was another **record setting year** for online training completions! These offerings include over **31** courses containing information on several topics including **phlebotomy, customer service, error prevention** and **ethics**.

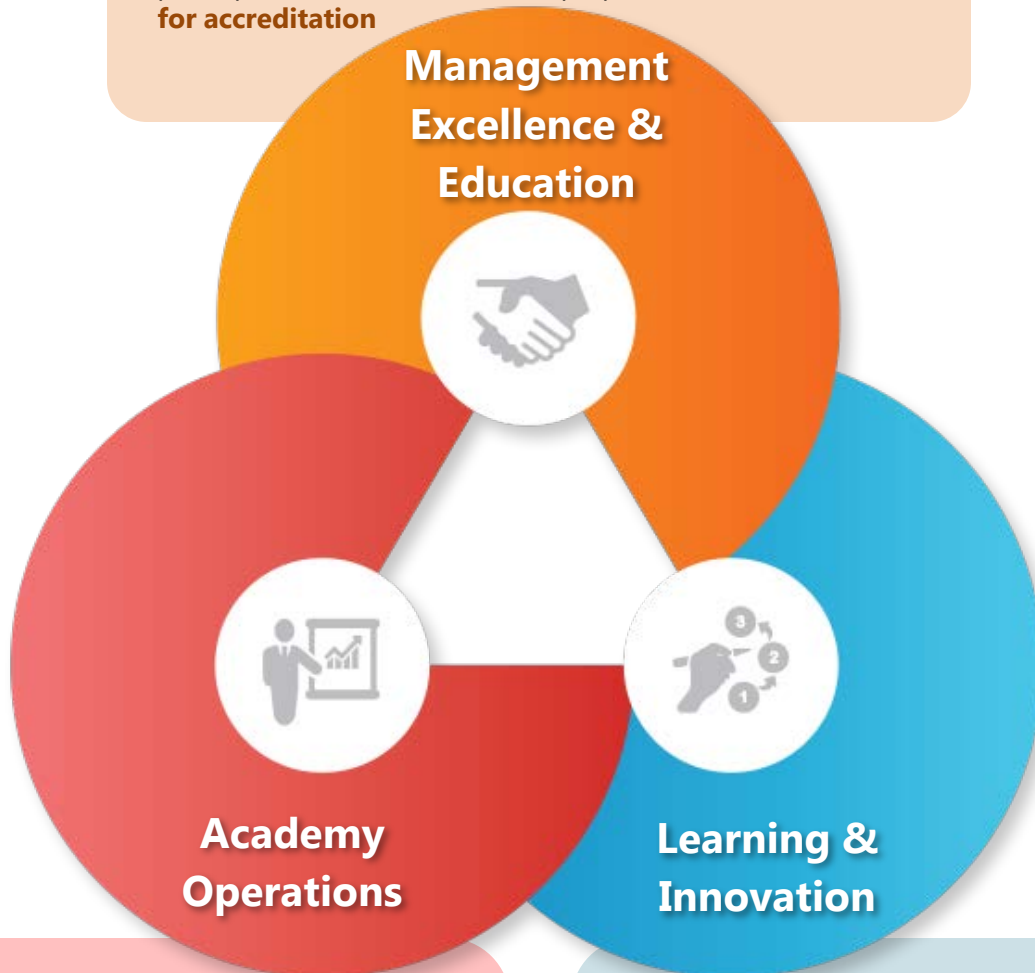


29,705 Onsite Training Hours

During 2017 the Grifols Academy hosted more than **214** classes for **1,908** students comprised of our operations, quality, medical, and training curricula which is a **17.5%** increase in participation and a **12.3%** increase in the number of training hours.

Academy Services

- Over 2017 **8 new cohorts** began their journey to becoming part of the Grifols family
- The program graduated **28 Center Managers, 46 Assistant Managers** and **18 Center Quality Managers** to support our growing center platform
- Since its inception the CLDP has delivered **152 graduates!**
- Ongoing updates and revisions have been completed based on participant feedback and for the preparation to submit the **CLDP for accreditation**



- The **20,000 sq. ft. expansion** of our Glendale campus was completed in May of 2017 as part of our **strategic plan** to support the growing needs our business
- Submitted our eLearning program for **ACCET accreditation** and received our initial site visit
- Hosted routine **Biomat USA Field Leadership** divisional meetings to support the **continued development** of our leadership teams
- Delivered **42 PCS2 Repair Tech classes** and **4 Aurora Repair Tech classes** to provide the field with an additional **245 certified technicians**
- Facilitated **13 tours of our centers** for **109 employees** from the Clayton and LA facilities allowing us to show our **Pride and Passion @ Work**
- Continued our articulation agreement for **89 classes** with the **University of Phoenix**

- Facilitated **9 Human Performance** classes which allowed **75 centers** and more than **300 employees** to align towards a unified goal
- Delivered the new **Point of Impact** training to promote opportunities for **continuous improvements, error reduction** and **cost versus impact analysis**
- Redesigned **specialty** training programs to enhance program understanding and support **increased collection goals**
- To promote continuous professional growth for our Field Leadership teams, we delivered training on **personal and organizational change management, business planning & execution, human performance,** and understanding **service culture** behaviors to support **servant leadership**
- Sponsored **13 management employees** to attend **Six Sigma Greenbelt** training

Academy Partnerships



College for America

The Grifols Academy has continued its innovation partnership with the College for America which allows our employees to pursue a college degree without any out-of-pocket expenses. We currently have over **87 employees enrolled**, **47 employees who have earned Associate's Degree** and **3 who have earned a Bachelor's Degree**.

1



Vietnamese cGMP Training

As part of Grifols involvement with APEC (Asia Pacific Economic Cooperation) and at the request of the Vietnam National Blood Program, Grifols Academy collaborated with Grifols Global Diagnostic Marketing to create and deploy **3 training modules** focused on the value of GMP in Blood Centers and how to begin meeting the WHO GMP standards for Blood Establishments. This eLearning is now available to **50 employees in 5 blood centers in Vietnam**.

2



California Board of Registered Nurses

The Grifols Academy is proud to continue offering courses which provide our staff with Registered Nursing degrees the opportunity to obtain **continuing education** hours which are required to maintain their licensure. In 2017, employee completed a total of **5572 hours** of training that were recognized by the California Board of Nursing.

3



American Society for Quality (ASQ)

Since 2010, the Grifols Academy has partnered with **ASQ** to provide preparation classes to our employees that will assist them with obtaining the Certified Quality Improvement Associate and Center Manager of Quality /Operational Excellence certifications. As of November 2017, **38 employees** have earned their ASQ certificate.

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