

Pfizer Finds the Right Medicine



Keeping the Edge Sharp



The need

Pfizer, one of the world's leading providers of life-saving drugs, wanted to maintain top performance in one of its largest manufacturing plants - located in Dalian, China - after its current Managing Director retired. The pressures to keep the edge sharp and the plant at peak productivity were enormous.

The Solution

After careful planning with the client, Team Results designed a customized 2½-day program based on identifying, reality-testing, reformulating and retesting the top-level leadership strategies that would lead this critical plant into the future. Characterized by fun, laughter, the right cultural fit and a basis in the four Team Results principles - Originality, Credibility, Results, Measurement - the leadership team emerged with practical, proven refinements to the world-class dynamics which they had already had in place under the previous leadership.



Top managers from Pfizer on a program

The Results

After the program and the post-retirement change in Managing Director, the Pfizer Dalian plant went on to new strengths, handling the leadership transition smoothly and maintaining - in fact, slightly increasing - all productivity measures. Though the credit for productivity improvement should always go to the client, top Pfizer management identified the Team Results program as critical in sustaining and improving performance over the transition and into the future.

Productivity measurement results from this program can be seen at www.teamresultsusa.com.

“We’ve used Team Results in China before. They were so successful that we brought them back for this critical mission. A successful handover of power to the new leadership team was essential, and there is nobody we would have trusted for that but Team Results. They ran a two-day session that was fun, relevant, practical, business-based and very right for our team and organizational culture. It was a pleasure working with them again!”

Ms Lu Hong, Vice President for Human Resources AsiaPac, Pfizer

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