Knowledge Management in the Pharmaceutical Industry

Enhancing Research, Development and Manufacturing Performance

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About the Authors

Elisabeth Goodman is the Owner and Principal Consultant of RiverRhee Consulting, whose primary aim is to enhance team effectiveness. Knowledge Management is one of the four main approaches used to achieve this. Elisabeth has 25 years’ experience in Pharmaceutical Research and Development (R&D), where she has held management roles in Information and Library Management, and internal training and consultancy roles supporting business teams on a global basis. In the 1990s she co-led SmithKline Beecham’s Information Management department’s efforts to introduce an organisational Knowledge Management strategy. In 2001 she joined an internal GSK business consulting team to foster knowledge working practices within the team and the wider organisation. Elisabeth is the author of several articles, book chapters and presentations on Knowledge Management. She has a BSc in Biochemistry, an MSc in Information Science and is also an experienced and certified practitioner in change management, Lean Six Sigma, Myers Briggs Type Indicator (MBTI), and a registered and approved Growth Coach and Leadership and Management Trainer for GrowthAccelerator.

John Riddell has a BSc in Chemistry and over 30 years’ experience of working in pharmaceutical production where he has held technical, operational and project management roles working with both small and large teams from a local to a global basis. For nine years John played a key role in the GlaxoSmithKline Manufacturing Knowledge Management programme spread across 80 manufacturing locations globally, from its inception through to it being embedded in manufacturing operations. He was responsible for a wide range of activities including leading the communities of practice programme, managing the expertise location system, developing knowledge transfer techniques and the training of local knowledge managers as change agents. John has Associate status with RiverRhee Consulting and Knoco, is a certified practitioner in Lean Six Sigma and is a Member of the Association for Project Management.