

From culture to impact: Elevating FSP engagements and outcomes

A KEY QUESTION



How can a culture of collaboration promote adaptability, improve retention and create greater satisfaction in long-term FSP engagements?

KEYWORDS

Consultative FSP Approach, Talent Retention, Quality Delivery, Continuous Process Improvement

At Fortrea FSP, we're driving a cultural shift to the clinical research industry—and going beyond the standard of delivering quality services on time and on budget. With each FSP engagement, we're fostering a culture of collaboration with our drug and device development sponsors to:

- Unify teams toward a common goal of delivering life-saving treatments to patients faster
- Improve overall team performance, delivering better teamwork and increased innovation
- Attract and retain top talent in a highly competitive market
- Increase adaptability and resiliency to solve our customers' unique challenges

Discover our approach to integrating culture into our practice and how it yields tangible benefits for sponsors.

Developing our culture-based approach

Our culture at Fortrea defines how we think, act and create purpose-driven experiences to bring the change our industry needs. We approach each FSP engagement by listening to the sponsor's needs, recognizing their constraints and understanding their goals.

With this awareness, we meet with the sponsor to define our joint cultural pillars. After developing our shared definition of culture, we help unify our teams toward a common goal and create a framework for adaptability and resiliency to solve for unique challenges.

The power of a shared culture

Fortrea has nurtured numerous collaborations for 15+ years.



Five cultural pillars build a stronger, long-lasting engagement

1. Early alignment

We develop our shared vision for success, define current and future needs and create a “one team” spirit that promotes transparency.

2. Joint strategy

As we outline our development and implementation plan, we define communication and escalation paths, incorporating best practices and lessons learned. We take a consultative approach, and we're always looking to be a strategic collaborator and a true extension of the sponsor team.

3. Building together

We establish fit-for-purpose governance and define goals for recruitment and retention to quickly fill needs to support sponsors' patients and studies.

4. Quality delivery

We determine measures for quality and set up a framework for recognizing success while incorporating best practices to support continuous improvement.

5. Innovation

Knowing that needs will evolve, we share our “speak up” culture to encourage thought leadership, elevate innovation and develop new, more efficient ways of working together.

Providing the right resources at the right time for patients

Attracting, developing and retaining top talent in a highly competitive market represents a key factor in a successful FSP collaboration. Based on the sponsor's needs, we build staff member profiles to find the right fit, provide role-specific training and develop a career roadmap for all sponsor-dedicated team members.

Our proven strategies speed sourcing and increase retention

<15% attrition

~19-day average to fill positions

Through effective onboarding, training and development and employee engagement plans, team members become connected to our shared culture and develop a valuable community. Our efforts have resulted in a low turnover rate, which helps support business continuity for our sponsors.

Creating greater satisfaction with a collaborative culture

Fortrea FSP is committed to working alongside, understanding and delivering quality for sponsors. These efforts don't go unrecognized: Many of our FSP engagements grow beyond single functions; in fact, over 50% of our FSP sponsors are supported by two or more Fortrea functions.

Our long-term FSP engagements, some of which have continued for 15–20 years, serve as a powerful testament to our ability to foster unique, collaborative cultures and consistently deliver successful outcomes for our customers.

A recent survey of our large pharma FSP sponsors found that:

91%

Agree that Fortrea collaborates with sponsor's team members to meet shared objectives

92%

Agree that they are satisfied with quality of staff put forward by Fortrea

91%

Satisfied with the staff's functional knowledge and skill level

90%

Agree that Fortrea staff deliver high-quality work

The Fortrea FSP difference

How we show up for sponsors matters. By creating the foundation of a shared culture, Fortrea FSP:

- Rapidly builds unified teams with high retention rates
- Meets sponsors' expectations and establishes long-term engagements
- Agilely responds to evolving needs to create a pathway for mutual success

“ We have a long working relationship with Fortrea. We love your commitment to continuous process improvement.”

Sponsor testimonial

Learn more about how Fortrea FSP can serve as a true collaborator throughout your drug and device development journey.

fortrea.com/clinical-solutions/functional-service-provider

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