**Proposal for a Pharmacy Manual for Employees**

**Executive Summary**

Walmart is a great company with a great work team. However, since the company is so big, there are often little things that go unnoticed. One of these things is how untrained the pharmacy staff is. The pharmacy is a busy workplace that rarely ever receives a break, so the staff must be confident at their ability to work in it. Currently, most of the new associates only know the bare minimum to keep the pharmacy going. They do not know how to solve all the sensitive issues such as: insurance problems, frustrated customer, and solving general problems. This leads the customer being unsatisfied with their experience at the store; which then causes the store to lose shoppers. The solution to this problem in the pharmacy is simply an instruction manual for reference. This manual is not only a reference but it is also a training guide. The manual will provide step-by-step solutions to the most common problems that appear in the pharmacy. As a technician in Walmart pharmacy, I am willing to create this manual free of charge. This manual will be an invaluable tool for everyone in the pharmacy.

I can prepare a rough draft for inspection by April 11. If you are happy with the draft, I can finalize it and have final draft by April 29. This manual will cost around $5.08 dollars to print and bind one. As I have mentioned before, I am happily going to volunteer my hours to write this manual for you.

**Introduction**

The biggest concern of any new employee may be the pace of the job position. This is especially true for pharmacy staff. A pharmacy employee job position is a fast and highly stressful job, so the associate must know how to cope with the workload associated with it. New employees will most likely be stepping into a strange environment and therefore will need proper training.

From experience, these are some of the concerns I faced when working:

* Inputting prescriptions inside the Connexus system
* Troubleshooting problems inside Resolution
* Solving insurance issues
* Dealing with frustrated customers
* Filling prescriptions rapidly and correctly

The current CBLs (Computer Based Learning) provided by Walmart Inc. are highly ineffective for training new employees. This online learning presents redundant facts the associate does not need, and the information the associate actually needs to know encompasses about 25 percent of all CBLs. I know this from experience from doing the CBLs. I was presented with 15 modules that were relevant to the pharmacy and 47 that were outside of my responsibilities. This is the biggest reason for inexperience in pharmacy staff because 90% of the training is done on a computer. Without experience, these associates would not be able to perform simple-minded task such as inputting prescription, or operating the cash register. If these simple tasks cannot be performed, then the new associate has no hope of ever working out problems in the Resolution tab. This in turn could cost the pharmacy customers because they find their trip unpleasant.

The other 10% of the training done in the pharmacy is usually unpredictable. This is due to the work pace of the pharmacy. Technicians are always busy with working on the computer or handling a customer, and this leaves very little time for them to train a new associate. The experienced technicians are often interrupted in the middle of training the new employees with urgent work or customers. This further delay the new associate’s training. The workflow of the pharmacy can be drastically improved with a simple solution.

**Solution**

As previously stated, the main problem is most of the training is done on a computer instead of inside the pharmacy. I propose a manual that operates best when presented inside a pharmacy. However, if time is limited, it would still work outside of the pharmacy. This manual will also work as a reference guides for more experienced technicians if needed. I plan for this manual to be printed for reference inside the pharmacy.

All of these problems can be solved by a simple step-by-step instruction provided in the manual. These problems cost the pharmacy time and hundreds of dollars whenever the trainee has to stop mid-task and ask for help. This may disrupt the other trainer’s work. However, with the manual inside the pharmacy, the trainee can refer to the manual for help before resorting to assistance from the staff.

This manual will also include a flexible learning schedule near the beginning for the pharmacist or veteran technician to train the new associate. The training plan will focus on responsibilities necessary for an efficient workflow. It will not include responsibilities unnecessary in the pharmacy—such as learning to operate a trash compactor or learning how to properly stock items on shelves. These tasks are the responsibilities of non-pharmacy personnel and should be separated from the training as such.

This manual will have side tabs for quick access to the most common problems. The largest section of the manual will include instruction on how to troubleshoot common problems in the resolution tab. Resolution is the hardest task for any new associate to grasp because every problem is different, and all the problems may require a different approach each time. Since problems in the Resolution tab are the most difficult to solve, it will be placed near the front of the book as Chapter 2 for easy access.

The second most stressful job is dealing with frustrated customers, therefore it will written in the manual as Chapter 3. As an employee, the new trainee must acquire all the necessary knowledge of how to deal with angry customers. The manual cannot have a response for every customer, but it will provide the basic foundation of how to deal with them. Examples may include treating the customer with respect despite their yelling or frustration.

The two remaining chapters will be placed near the back of the book because they are either easy concepts or rarely used in the pharmacy. As such, they are strategically placed in the back of the manual for when the new associate has time to search for it.

This manual will improve the workflow of the pharmacy and help train the associate as quickly as possible. In the long run, the manual could be invaluable to the pharmacy.

**Budget and Schedule**

I am willing to happily write a manual free of charge. This will help the customer have a fantastic experience every time they choose to shop at Walmart. The price to print per manual is estimated to be $5.08 through Staples and I plan to print 40 manuals for a total of $203.2, but Walmart may have their own contracted printing company.

Here is my budget for the duration of the project

|  |  |
| --- | --- |
| **Task** | **Cost** |
| Writing and editing | No cost |
| Printing and Binding | $ 5.08 per manual |
| **Estimated Total** | **$ 203.2 for 40 manuals** |

**Qualification**

I am proposing this manual because I have a deep understanding of how and where the problems arise from. This is due to my firsthand experience working as a pharmacy technician for Walmart. Through my 1 year experience working, I was able to slowly figure out solutions to the problems presented to me. I believe an experienced pharmacy employee should prepare a manual instead of someone who has never stepped in it. From experience, I have learned from situations that are outside of what the CBLs actually cover. My hands-on experience with dealing with these difficult situations is priceless compared to what a module can offer.

**Conclusion**

Everyone wants a successful company, yet without a solid foundation, it often crumbles. The staff is the priceless foundation that holds the company together. This manual can help train the associate properly while helping the company work efficiently. I gladly look forward to your response and am eager to start drafting. From my experience as a technician, this manual will be an essential tool once it is implemented.