

Session 12

Resilience is a Validation Activity: We Rebuild, We Validate, We Protect

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RESILIENCE IS A VALIDATION ACTIVITY

We Rebuild. We Validate. We Protect.

Elba Madouar • Closing Keynote



Five seconds.



Lonza

SANOFI PASTEUR



ThermoFisher
SCIENTIFIC

18 years.



February 2024.

Sat 23:00

Lyon ER. Released 3am.

Sun 03:00

5 hrs driving back to Switzerland. Alone.

Sun 11:00

Zug Emergency Room. Sent home.

Tue 12:00

Zug Emergency Room again. Sent home. With throat lozenges.

Thu 13:30

Ambulance.

5 days. Alone.



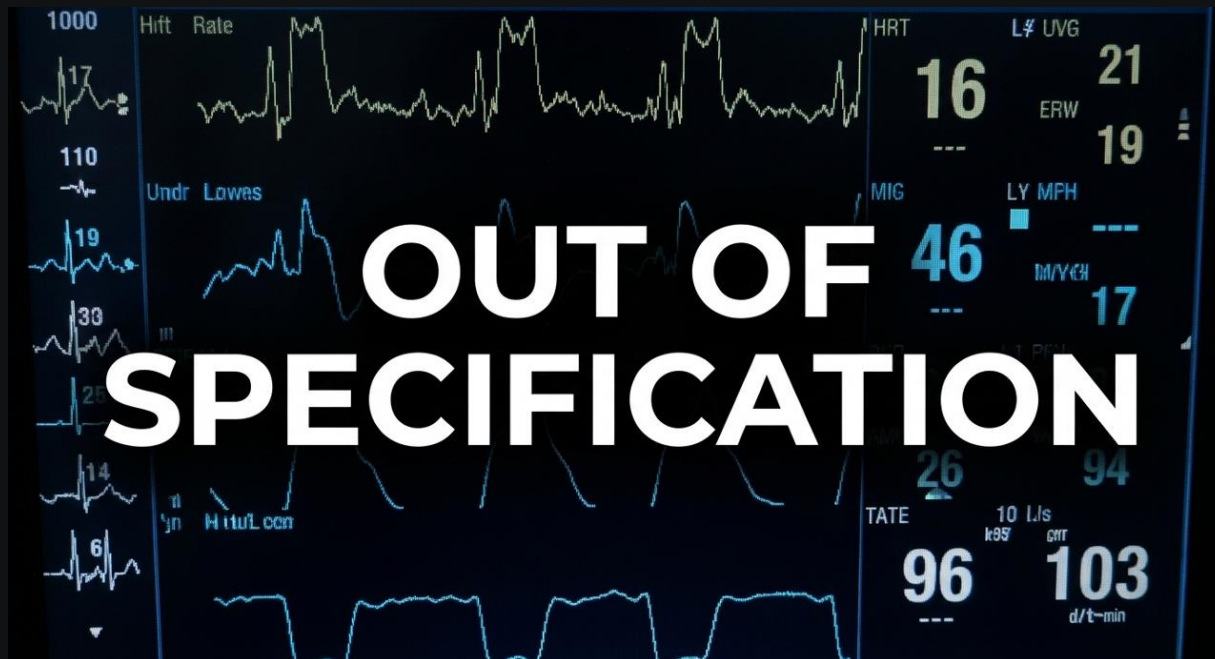
Day 5.

Hi Asma, Shane here from PDP I'm reaching out as we have tried to contact Elba following her incident we want to make sure all is okay but haven't gotten any responses from her. Can you give an update ? As we are worried and the client is looking to understand how long she will be on leave for.

12:58

Mechanical ventilation - Deep sedation - 7 surgeries - 18 days.

Day 8. Transferred to another hospital.



Don't silence the alarm because it's inconvenient. Don't silence it because someone with more authority says it's fine.

Trust Your Signal

Four Lessons

What a near-fatal system failure taught a validation professional
about the human system.

Lesson 1

Run Your Own Diagnostics



When your personal world is in system failure,
the most resilient thing you can do is run your own diagnostics.

In this industry we don't trust "it should be fine." We trust the data.

Lesson 2

You Can't Copy-Paste a Legacy Identity

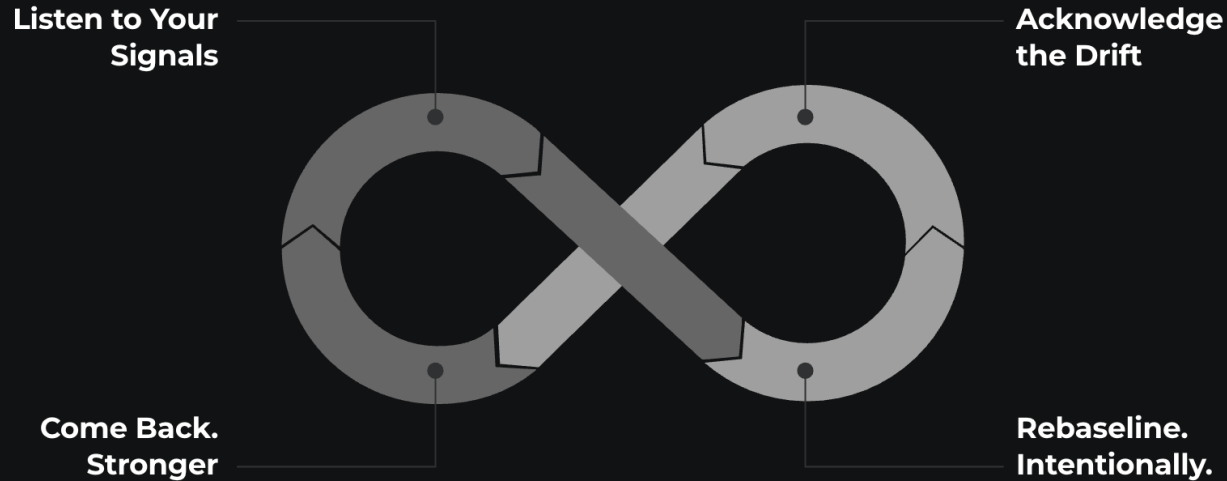


In every transformation, if you don't consider the environment, the project will fail.

Lesson 3

The Human Validation Loop.

Even the most validated system can drift.



Have the courage to pause before the system forces a shutdown on you.

Lesson 4

New Baseline. Same Purpose.



Your value is not defined by your temporary fragility.

Your Signature Is a Promise

A close-up, slightly blurred photograph of a person's hand typing on a laptop keyboard. The hand is positioned in the lower right quadrant of the frame. The laptop is dark-colored. In the background, a document with text is visible on the laptop screen, but it is out of focus. The overall lighting is soft, and the image has a professional, slightly moody feel. A dark blue diagonal shape is in the bottom right corner.

I have checked.

I have traced.

I have verified.

This system will not fail the person who needs it.

Resilience Is a Validation Activity

*Our work is a line of defence.
For the next patient. For someone like me.*

We Rebuild. We Validate. We Protect.

YOU ARE THE VALIDATORS OF RESILIENCE.