



Qualityze EQMS helps major pharmaceuticals company meet its strategic goal and reduce operational costs by 30% to 50%



Building the Culture of Quality

01



A Brief of **Customer Profile**

A major 100+ year old multinational pharmaceutical manufacturer in the Life Science space with a history of continuous research and development of innovative medications and therapeutic approaches that help make differences in people's lives and promote better patient outcomes.

To accommodate its innovative excellence, the company implemented next generation quality systems, ensuring maximum value for its customers. The robust quality management system provides them greater efficiency to respond to the global healthcare challenges and the need for a smoother supply chain while lowering the operational costs. The main objective of using the quality system is to have better control of product and process quality while making continuous improvements in the product lifecycle. These systems are designed to enable the company to comply with the regulatory standards by creating a one-single yet fully validated system to manage their processes on a centralized platform.



02



Understanding Customer's Business Challenge

After decades of strategic acquisitions, mergers, and divestitures, the pharmaceutical company had set up multiple disparate quality processes, adopting some new age digital solutions. Some of these systems were long time contributors and heavily integrated into its current corporate IT systems. Having multiple applications to manage EQMS processes such as NC, CAPA, Complaints, Supplier Quality, Audit, Change, Controlled documents, Training, and others, on a decentralized system complicated the quality management process. It was time to consolidate multiple quality systems that manage their production and quality processes for regulatory and compliance tasks into one single integrated quality management system. They initiated a search to find a solution to replace and combine these processes into one single system, if possible. They soon learned this this would be a much more complicated task than they had originally thought.



03



Software with **Solution & Strategy**

After evaluating multiple SaaS providers, including some of the leading quality management vendors, this pharmaceutical company chose to implement Qualityze EQMS Suite. It was a rigorous vendor selection process, which included the personalized demos, trials, and onsite vendor audit evaluation process. Qualityze proved to have all the required processes from development, release, implementation, and support for this major pharmaceutical company.

Based on the requirements listed, Qualityze was able to consolidate multiple quality systems in one single system with its unique user interface, which is intuitive and user friendly. Being on the Salesforce platform covered the need for security, scalability, reliability, analytics, and compliance for enterprise software.

Qualityze solution facilitated the consolidation of the quality management systems, but also the collaboration among quality teams that fostered a culture of knowledge sharing, throughout the organization. It eventually helped them enhance efficiency and productivity across all the locations.

The implementation of its fully validated and consolidated system built on the Salesforce platform marked the first milestone of excellence for the major pharmaceutical company without any compromises with compliance and regulatory standards across all their locations globally. Since implementation, the company has experienced the most simplified, efficient, and practical way of managing quality, having a more regulated system to report and resolve the quality issues.

04



Enterprise Benefits

Benefits that the major pharmaceutical company experienced includes:

- Optimized efficiency and effectiveness of its quality processes.
 - Compliance with FDA/Health Canada regulations and internal quality standards for production.
 - Standardized processes to produce consistent results and documentation.
 - Improved visibility through a single repository for all quality data and processes.
 - Use of electronic signature to streamline reviews and approvals.
 - Consolidated multiple systems into a single integrated EQMS solution.
 - Provided with a fully validated system as per regulatory requirements.
 - Presented with the ability to have Key Quality Dashboards across the organization.
- Reduced quality system and overhead cost.
 - Hassle-free migration of approximately 100,000+ quality records for business continuity and ongoing use.
 - Reduced operation costs on an annual basis between 30% to 50%.

When companies like this, committed to providing world-class products and services, implement Qualityze EQMS Suite, they can leverage its flexibility, security, scalability, reliability, analytics, and in-built capabilities to improve organizational efficiency while mitigating quality risks and meeting compliance.

