

Case Study - Operations Engineer

Validation of Requests

Welcome to the Operations Engineer case study, which represents the second stage of the interview process. This document presents a case providing content that can be used to complement the interviews performed so far. We would like to better understand your thinking and approach to real challenges Qualifyze is facing.

To be clear: this case study is less about “getting the right answer” and more about “understanding your way of thinking, your preferences in technical choices and your ability to communicate them to peers”

Try to be specific in your answers - even if you are not fully sure about all the variables. (hint: if you replace Qualifyze with another company name and the content still makes sense, it is likely needed to be more specific).

For most questions, “it depends” will likely be the answer. Still, we want to understand your perspective on things, your hypotheses and your decision-making process and the evaluation criteria you apply.

If you are missing data, make assumptions, explain why, and continue. Should you feel you need more information or context to answer a specific section, please feel free to reach out at any time to obtain it in preparation for the case study discussion.

During the case study discussion we will evaluate the following aspects:

- Analytical capabilities - can you break down the problem into its component parts and create a consistent analysis and comprehensive response
- Content understanding
- Business awareness and how value creation drives your decision making,
- Collaboration approach and communication, and
- General Cultural Fit

Format & Preparation

The idea is to present the case study to selected members of the Qualifyze team and use the time also to workshop around your proposals. Any material created should be shared ca. 24hrs prior to the meeting, so that all participants can come well prepared. For the discussion itself we will schedule around 60 minutes.

It is important for us to engage with you on the content. You have complete autonomy to choose the tools and technologies to achieve this outcome. (If using powerpoint, we suggest 5 to max 10 slides in total, potentially with appendix information).

Context

Qualifyze aims to be the world leader in third-party audits in the pharmaceutical industry, and become a SaaS company, meaning that our customers value not only our service (both in terms of efficiency and quality) but also our digital platform. Trust is created through a transparent, interactive and efficient audit planning, preparation and execution process. Key stakeholders in enabling and maintaining this trust are Quality and Audit Managers of pharmaceutical companies, our audited Suppliers, auditors, and the internal users contributing to the audit process (from the request of the audit to the invoicing): customer sales, supplier account managers, customer support, quality team, legal team and finance.

Our platform (for external users) and our backoffice (for internal users) will enable direct engagement by the relevant stakeholders through our UI (insights, workflows, referrals, etc.) as well as a use of our analytics in other relevant systems (e.g. QMS, CRMs, etc.) Internally we aim to have the most advanced, secure, efficient and data-driven audit management platform in the market, giving us a distinct competitive advantage over all competitors as well as internal pharma teams.

To continue to move rapidly towards our vision it remains crucial to continue to scale the number of audits we conduct, leverage the relationships with suppliers we have built and ensure accurate, but flexible and highly performant processes which can ingest, match, and store disparate information and create for our clients.

Background

Our customers submit requests for supplier audits on our platform. To ensure data completeness and quality, we have implemented a validation step in the process. The outcome of the validation determines whether the request proceeds to the next stage, which involves scheduling the audit and selecting the appropriate auditor. The validation includes:

- Scope & Required Information Completeness
 - a. Customers must provide: who/where/when and the requested standard (GMP, GVP or GCP), contact, and the scope of the audit.
 - b. Suppliers must provide the following information: legal entity/site, site address, contact details, and availability.
 - c. Internal Quality must provide: a quality owner, an applicable checklist for the requested standard, and a lightweight risk/feasibility flag.
- Credits Accounting
 - a. Customers pre-purchase credits.
 - b. Charging rules (relative to GMP = 1x): GVP = 2x, GCP = 4x.
 - c. Validation computes credits_required and checks the wallet balance; if sufficient, reserves credits upon confirmation.
- Supplier Feasibility (Blacklist)
 - a. If the supplier/site is on a blacklist (which means no access is allowed), the request is not feasible.

For the Case Study, you will receive an Excel containing the following tables:

- Requests
- Suppliers
- Suppliers Blacklist
- Credits
- Quality Officers

Expected outcome: A structured and fully automated validation process, ideally complemented by a visual interface that enables tracking the journey of each request throughout the validation funnel. You have complete autonomy to choose the tools and technologies to achieve this outcome.