



How one of the large Pharmaceutical enterprise streamline and automate its quality management practices.

QEdge – complete quality management solution

Client background

One of the largest and fastest expanding pharmaceutical company in Bangladesh, has its headquarter in Dhaka (the capital of Bangladesh).

This MHRA and TGA approved company involved in the manufacturing and distribution of a diverse range of pharmaceutical products, therapeutic drugs and veterinary products in various countries like Europe, Australia, South- Africa, Asia-Pacific and many more.

Business challenges

Being a part of Pharmaceutical industry our client needs to maintain quality standards and improve it with the changing needs of customers because the poor quality of product not only a health hazard but also a waste of money and time for both government and end consumers. As an exporter our client also need to adhere the various quality standards for various countries to ensure quality, safety and efficacy.

Earlier they used to rely on manual system to maintain quality parameters but had various limitations like:

- Poor allocation and utilization of resources
- Lack of integration within departments and ERP
- Poor flow of information affects decision making
- Error prone, time and money consuming and not reliable
- Poor documentation control
- Poor visibility of change of control, CAPA, deviations
- Inability to produce valuable business insights

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Business solutions

So our client decided to upgrade the current manual system in a way that offer better involvement of top representatives for overdue actions and critical deviations/ Change controls and product complaints hence adopted web based QEdge- Enterprise quality management software with cloud mobility and SAAS.

The scope of their QMS automation project was to automate and effective interlink all the quality processes including CRF, Deviation, Investigation, CAPA, Product complaint, OOS and OOT in a single implementation phase.

Our expert team worked very closely with them to understand their overall requirement and developed smart quality management software which offered a centralized platform to record, monitor and improve quality processes. Among the multiple benefits that we offered them here are few of the major benefits:

Results after QEdge implementation

- There was an increase in production due to decrease in resource allocation and management time and a more controlled regulatory environment for quality unit
- A centralize platform with effective interlinking of various key process helped in achieving the quality goal with effective investigation and CAPA closure
- Facilities like auto-alerts, email and notification helped in waiting time elimination with advantage of real time access to data, trends, reports and pending actions
- After the implementation, the physical movement need for chasing and tracking the people was totally eradicated resulted in improvement of production, time saving and better resource management

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- With the assurance of data integrity and date-time bound e-signature and audit trail, the staff now easily utilize the data that are consistent, reliable and well linked
- QEdge offered the firm an effective ability to manage, integrate and utilize the data at all stages of the workflow cycle from event initiation to closure which enable it to derive maximum benefits
- The last but not the least point is that the ability of QEdge to seamlessly integrate with SAP which provide real-time enterprise-level visibility across diverse sites and functions

Do you think quality as an accelerator to your business?

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