

Speeding Up Document Change

Client

Qualitest

Industry

Pharmaceutical

Business Challenge

To develop a more efficient document change process.

Background

Qualitest, a leading developer and manufacturer of affordable, high-quality generic pharmaceuticals, wanted to improve their document change process. Document changes were taking an average of 50 to 60 days to complete. The company sought a compliant process with faster turn-around times.

Solution

Qualitest engaged Regulatory Compliance Associates® Inc. to improve the document change process. RCA quickly dove in to understand the current process, identify issues and outline areas for improvement. Together with Qualitest, RCA revised standard operating procedures to reflect the new process and embark on training with both users and management to pilot the new SOPs.

Result

The pilot of the new document change process was effective and generated some feedback for further improvement. Qualitest incorporated the pilot feedback and rolled out the new process. Today at Qualitest, on average, document change takes place in less than 30 days and, in many cases, even faster.

“RCA’s wealth of knowledge around document change control helped us speed up our process, halving turn-around time.”

