propharma

CASE STUDY

How a Global Company Overcame Quality Disconnect with DotCompliance eQMS

Quality management is complex. Managing quality is not just about reduced defects, deviations and nonconformances.

Organizations need a robust quality management system to evaluate and improve the overall processes, procedures, and systems.

More and more companies are turning to eQMS systems to help structure and streamline quality practices.

The Challenge

With over 2,500 employees across 6 continents, ProPharma has experienced rapid growth and expansion attributed to mergers and acquisitions, each with its own set of quality systems and processes.

Before implementing eQMS, ProPharma relied on separate individually run quality management systems that hindered connectivity and productivity, especially after the company began expanding across the globe.

Leadership identified document and learning management, along with other quality system components such as deviations, change control and audits, as areas where quality software could deliver significant benefits for the company.

The Solution

eQMS systems are far from a one-size-fits-all solution to quality management issues. When exploring possibilities for an eQMS implementation, it was more than just finding a system with an IT component that delivered quantifiable results, it was also important to factor in the cultural component of the organization as a whole – both in benefits and responsibilities.

ProPharma selected DotCompliance as the preferred provider for the eQMS not only because of the robust IT components but because the system architecture was as well-designed and intuitive as possible to secure user adoption in the earlier stages. The goal was for employees to view the implementation as something that aided their day-to-day operations, rather than a hindrance.

The Results

ProPharma has always enjoyed a reputation for quality thanks to the diligent efforts of its employees. The eQMS was seen as an investment that will allow ProPharma to continue delivering on that promise and meeting the needs and expectations of their clients.

Similar to the experiences of other companies that have undertaken an eQMS implementation, the solution's ability to centralize and standardize previously siloed processes and functionalities advanced ProPharma's capability for managing quality.

By using DotCompliance training management system, ProPharma could manage multiple needs including employee onboarding, on-the-job training, system security and integrations, flexibility in course setup and design, as well as addressing the pain point of fragmented data across multiple systems which was unsustainable.

Additionally, ProPharma 's mployees are now using the new electronic document management solution on a daily basis and cutting their time to save and search important documents or fi files by many hours per month. The document management solution has enabled greater control over how documents are stored, better visibility for audits, improved retention policy for different departments and a simplified data structure.

Benefits of the eQMS System Include:

- Data Integrity is enhanced by using the eQMS as all the activities performed in the system are tracked and date/time stamped, providing an audit trail for all transactions for a complete record

- Compliance with FDA (21 CFR Part 11 compliance) Requirements and other industry best practices

- Easy to use, highly flexible and configurable for ProPharma's unique business requirements

- Visibility of QMS throughout the entire organization across multiple sites and locations

- eQMS has been integrated with other management and legacy systems which has lowered operational costs