



BETTER SOLUTIONS. TRUE PARTNERS.

The World's Largest Research Consulting Organization (RCO)

DELIVERING SUCCESSFUL OUTCOMES:

Product Quality Complaint Management

Maintaining quality standards of pharmaceutical, medical device, and diagnostic programs is of paramount importance to ensure the safety and well-being of patients, particularly in a complex and dynamic environment. With robust knowledge of the local market, deep domain subject matter expertise, and extensive experience, ProPharma's team of industry-leading consultants is uniquely positioned to provide best-in-class partnership to support clients with Product Quality Complaint (PQC) Management services and solutions.

ProPharma's PQC Management Overview:

- Intake & Registration of PQC
- Communication with Patients, Pharmacies, and/or Healthcare Professionals
- Follow-Up Activities (Sample & Picture Retention)
- Reconciliation
- Creation & Communication of Report to Authorities
- Support with Recall Activities
- Ability to Work within Client QMS & per ProPharma's SOPs
- Complaint Trends Analysis

ProPharma's Value Proposition:

- Regional Expertise & Legislative Intelligence
- Network of Distributors and Warehouses
- Proficiency in Local Languages
- Partnership Focused on Maximizing Resource Allocation
- Dedicated Team of Project/Program Managers



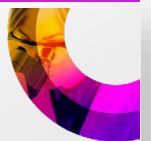
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Learn how our experienced team can help ensure successful outcomes throughout the product lifecycle. <https://www.propharmagroup.com> | info@propharmagroup.com



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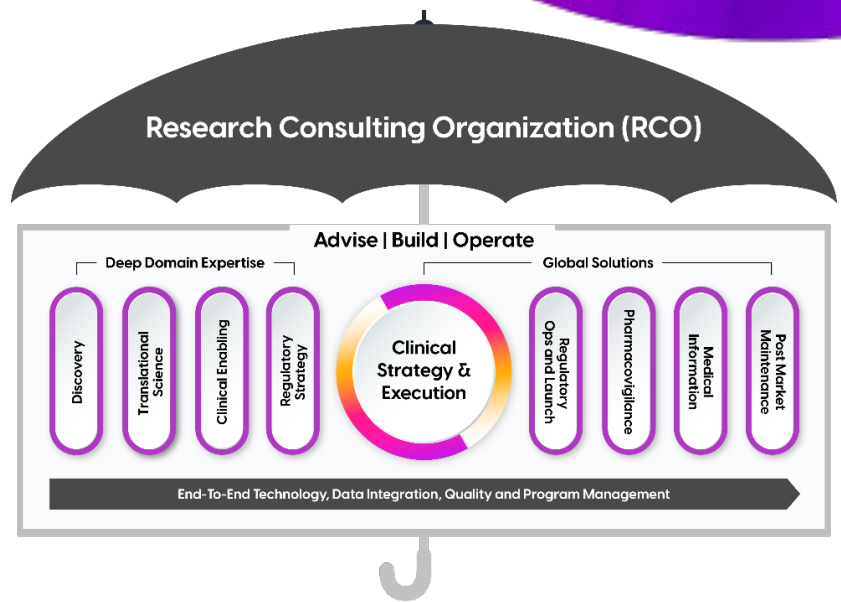
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About ProPharma

For the past 20 years, ProPharma has improved the health and wellness of patients by providing advice and expertise that empowers biotech, med device, and pharmaceutical organizations of all sizes to confidently advance scientific breakthroughs and introduce new therapies. As the world's largest RCO (Research Consulting Organization), ProPharma partners with its clients through an advise-build-operate model across the complete product lifecycle.



With deep domain expertise in regulatory sciences, clinical research solutions, quality & compliance, pharmacovigilance, medical information, and R&D technology, ProPharma offers an end-to-end suite of fully customizable consulting solutions that de-risk and accelerate our partners' most high-profile drug and device programs.



regulatory sciences



clinical research solutions



quality & compliance



pharmacovigilance solutions



medical information



R&D technology



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