

# Increase Your Quality Efficiency and Compliance with Cloud QMS

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October 26, 2017

**Who  
We Are**

**Where We  
Started**

**How We Selected  
a Solution**

**Why Pure  
Cloud**

**What We've  
Experienced**

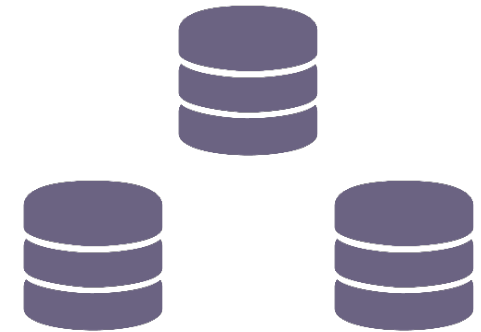
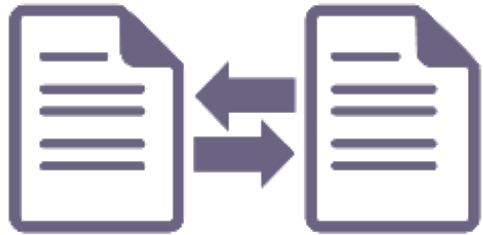
**What's  
Next**

# Who We Are

- Vitamins and supplements
- Founded in 1982 and headquartered in Brattleboro, VT
- Subsidiary of The Procter & Gamble Company (P&G)
- Third-party certified organic and non-GMO



## Where We Started – Quality Management

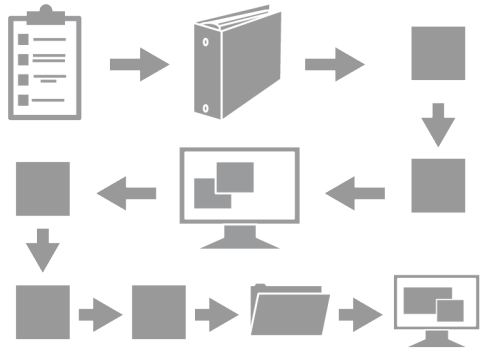


Mostly  
paper-based

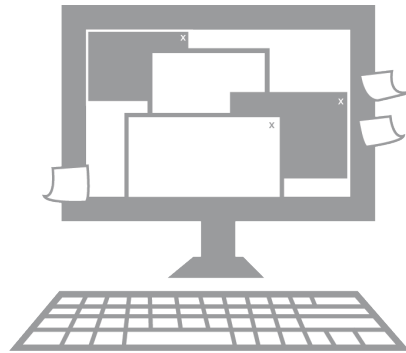
Minimal, isolated  
on-premise  
software

Siloed by  
location

## Where We Started – Biggest Challenges



- No centralized document management
- Risks to compliance
- Inefficiencies
- Data Integrity

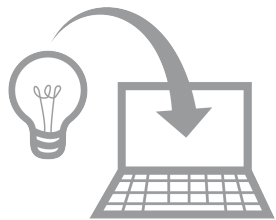


# How We Selected a Solution

## Goal

Select and launch a QMS that supported both quality document management as well as key quality processes (complaints, audits, etc.) on the same platform.

## Process



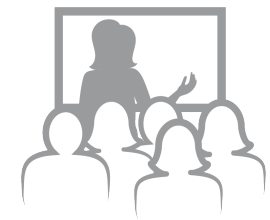
Develop  
business  
case



Six month  
review of top  
vendors



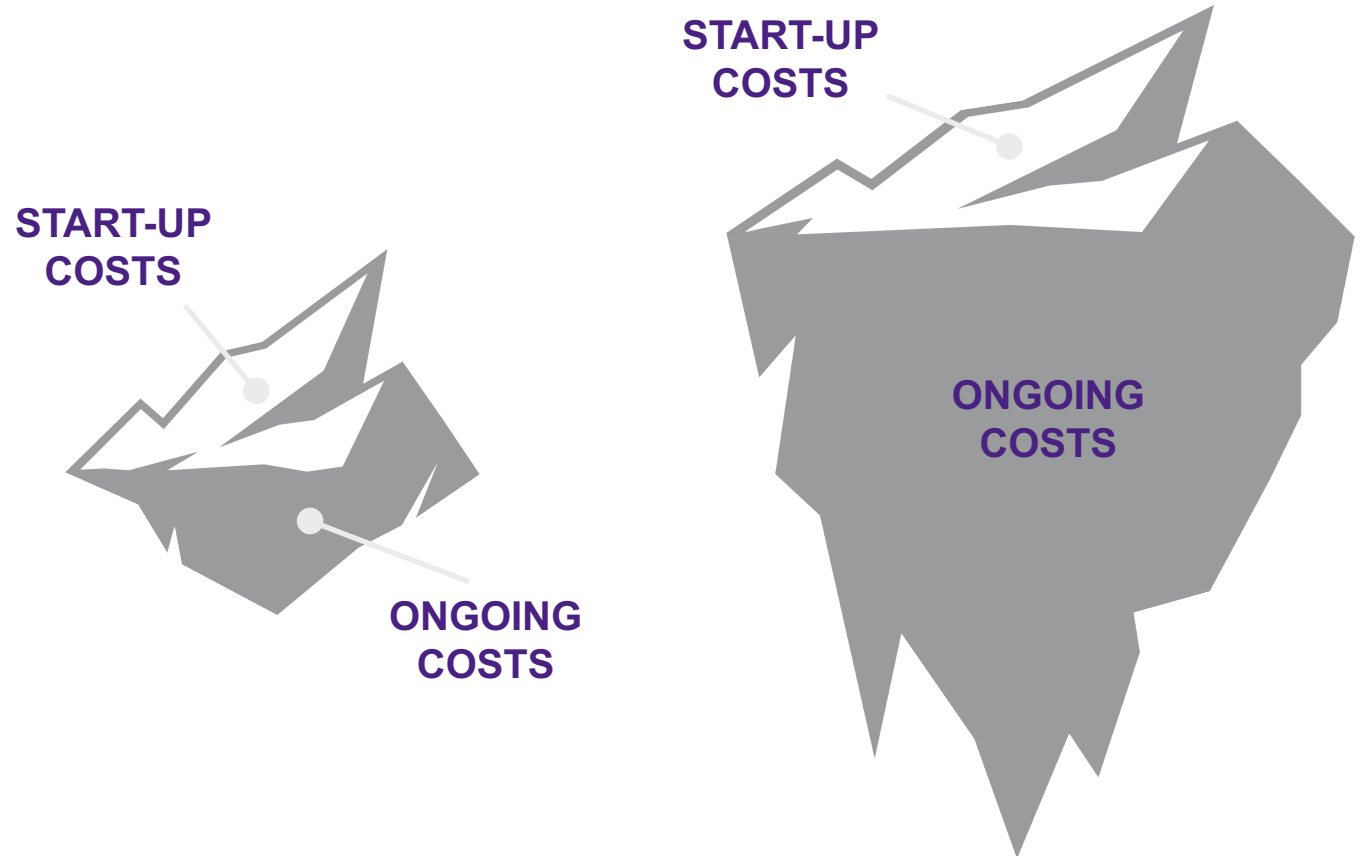
Narrow down top  
three, requested  
pricing



On-site demos  
tailored to specific  
use cases

# Why Pure Cloud

- IT recommended
- One complete system
- Easier to use
- Lower total cost
- Drives compliance
- Constantly innovating



**Cloud vs. On-Premise**

“IT is at its most valuable when working with the business to improve processes, reduce costs, and generate more productivity through digital transformation efforts and fully realizing the benefits of key applications like Veeva’s.”

*- IT leader at New Chapter*



## What We've Experienced

- Phase I go live July 2017
- Applying best practices to processes
- Vendor-provided validation support and tools
- Veeva's commitment to customer success

**Easy-to-use**

**Efficiency**

**Traceability**

# What We've Experienced - Complaints

**Before**

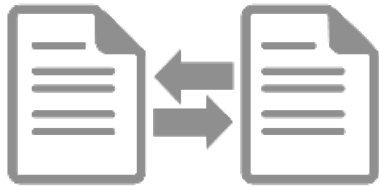


**After**



# What We've Experienced - Supplier Management

## Before



Paper-based



Low visibility and  
traceability

## After

- Building out to exactly meet our needs
- Manage all supplier documents and communications in single system
- New best practices: SCARs

# What We've Experienced - Change Controls

## Before



## After

- Revamping entire process with best practices
- In a single system the team will:
  - Start change control
  - Identify impacted areas
  - Receive inputs from affected departments via fields
  - Finalize and request approval
  - Approve and distribute with requested actions

# What We've Experienced - Audits

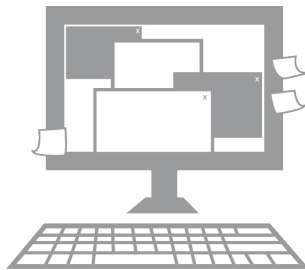
## Before



Paper-based



Low traceability



Scanned, stored on shared drive

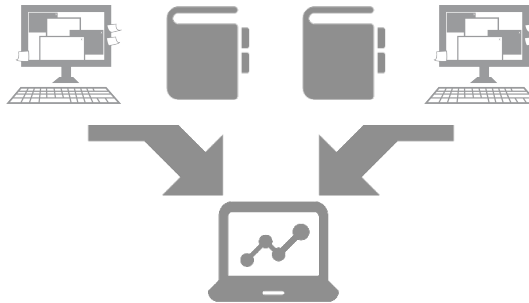
## After

- Currently building out new system
- Will accommodate suppliers with different qualification and audit requirements simultaneously
- Increased efficiency

# What We've Experienced - Results to Date



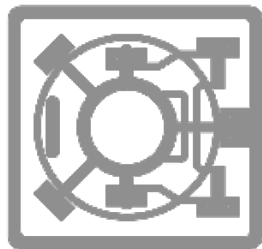
**New visibility**



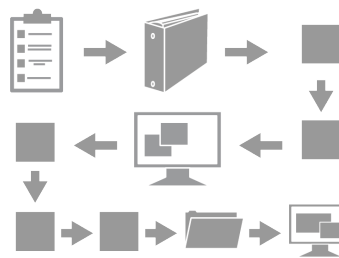
**Consolidated systems**



**Reduced cycle time**



**Stronger data integrity**

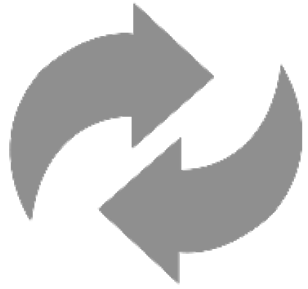


**Reengineering processes**



**Increased compliance**

## What's Next



Maximize value  
of unified QMS  
and docs



Apply best  
practices to more  
quality processes



Explore Vault  
applications  
beyond Quality

Questions?



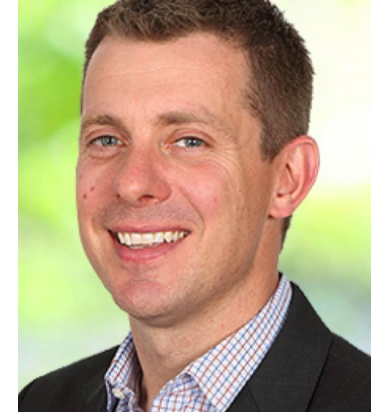
## Contact Us



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