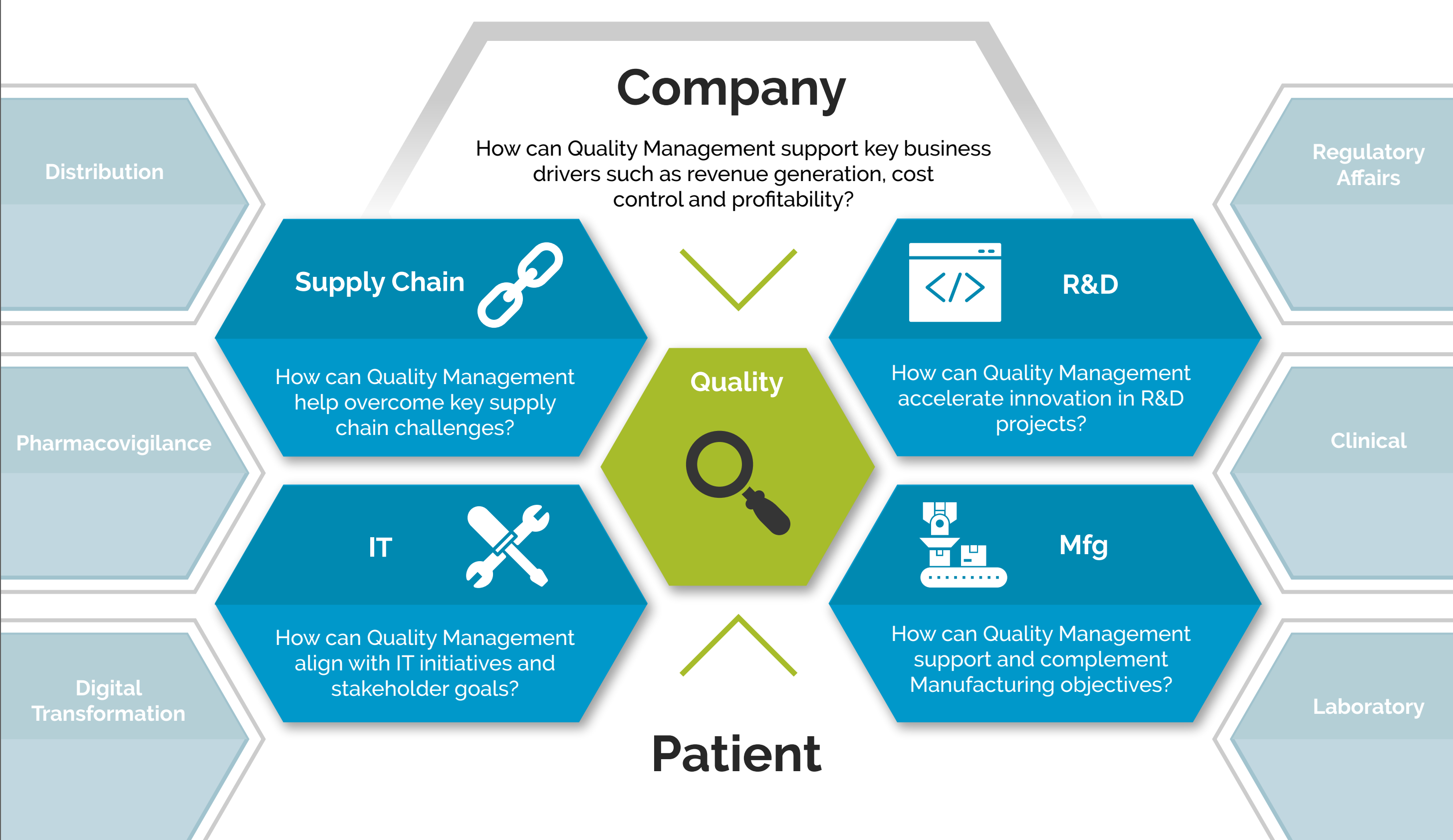


Three Guiding Principles for Setting Quality Objectives

1

ALIGN with the wider business

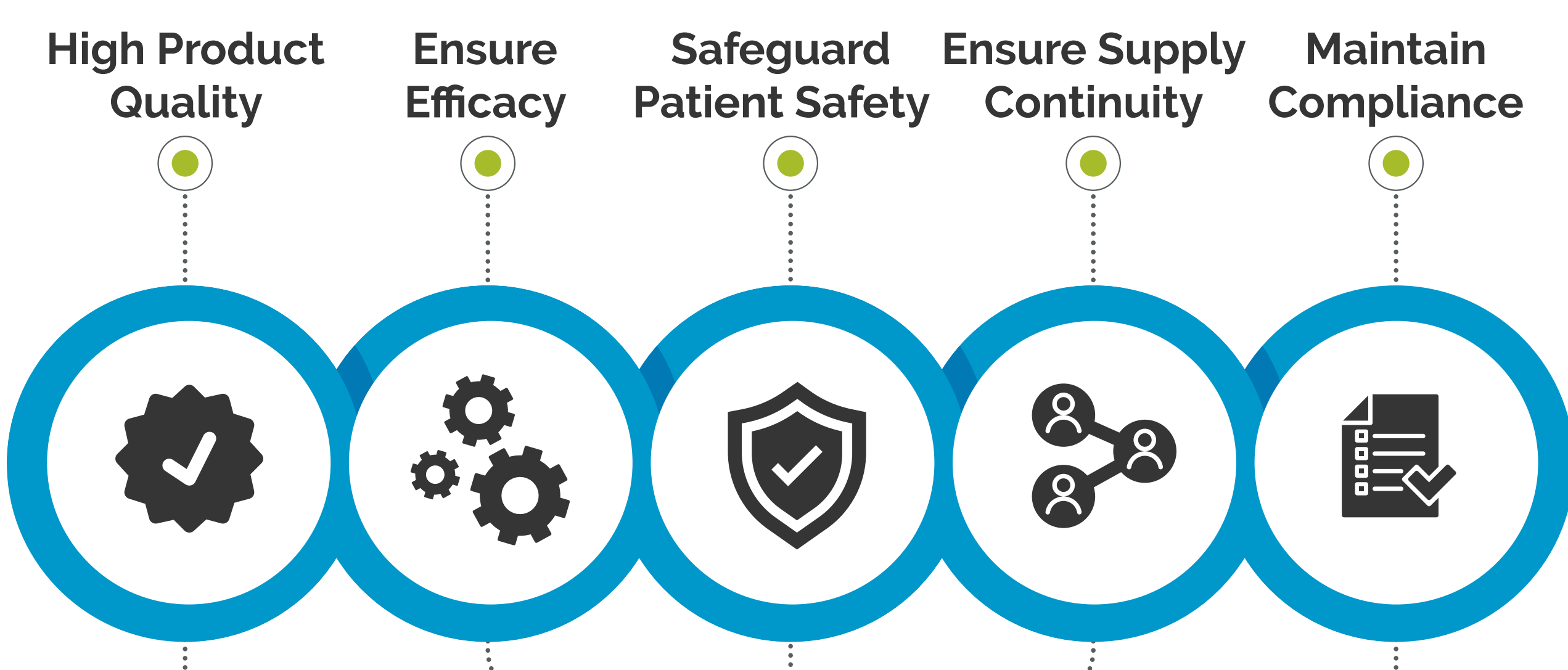
Quality needs to support overall company objectives, but also align with other business unit objectives like manufacturing, supply chain and IT for example. Such alignment will ensure a stronger overall business case for investment in your Quality initiatives.



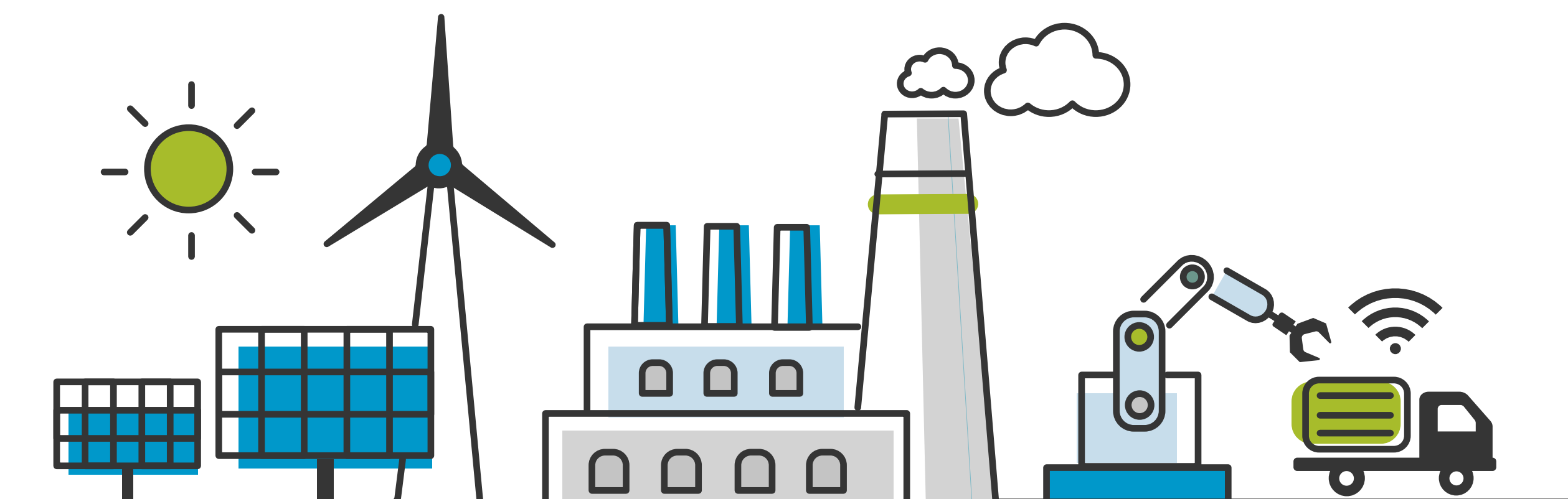
2

DEFINE based on core Quality Imperatives

There are traditionally five proven, over-arching objectives commonly shared by Quality Leaders in Life Science companies.



These objectives ultimately look to instill operational stability, predictability, efficiency and incremental continuous improvement by addressing today's Quality challenges such as:



Change Control Improve change control for rapid response & agility	Complaint Resolution Manage volume of complaints & post-market response	Process Complexity Respond to market pressures & new product introductions
Audits & Inspections Manage internal & external audits and inspections	Supplier Quality Onboard, manage & collaborate with growing network of suppliers	Operational Visibility Manage and improve operational outcomes & insights

3

REFINE by considering future trends and needs

Although core quality objectives remain fairly consistent, quality leaders are facing increasing pressure internally and externally. Industry trends are changing the way businesses operate to remain competitive, which puts even greater demands on quality departments to innovate and add value.

