

# IQVIA SMARTSOLVE®

## Enterprise Quality Management (eQMS)

### Technology to fuel quality maturity

Every day you depend on your quality system to drive the processes that maintain product quality, ensure patient safety, and help you stay industry compliant. A mature, compliant quality system requires a harmonized, integrated approach. That is where IQVIA SmartSolve eQMS comes in.

#### A POWERFUL FOUNDATION FOR BUILDING A MATURE QUALITY SYSTEM

IQVIA's integrated SmartSolve platform enables quality to become a centralized hub for continuous improvement throughout your business. Build, scale and evolve your quality system as the demands on it grow, significantly enhancing the quality of your operations, products, and services.

#### BENEFITS

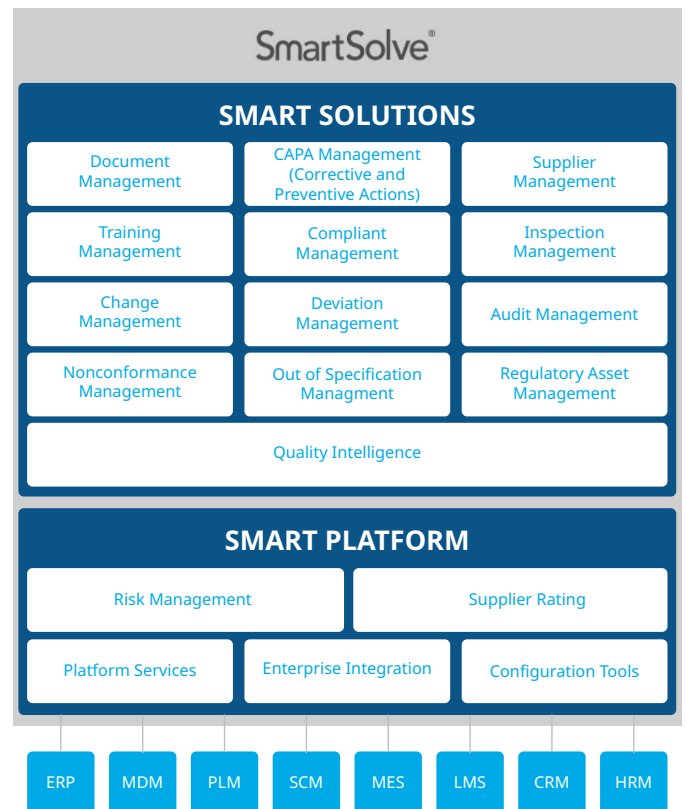
- Eliminates siloed systems
- Enables harmonization
- Provides structure to measure quality KPIs
- Enables effective quality compliance decision-making

### Built for the life sciences

Delivered on a compliance-ready platform, SmartSolve provides closed-loop process integration unmatched in the market. It is based upon ISO 9001 standards and supports the Life Science industry's most stringent regulatory requirements. With electronic signatures, audit trails, validation packs and electronic reporting, SmartSolve gives you control and confidence so you can focus on progress, not problems.



Whether you are ready to automate a single process or optimize your entire quality management system, SmartSolve gives your enterprise a strategic advantage in quality leadership.



*Companies that have deployed enterprise quality management systems formalize core risk, nonconformance and continuous improvement processes across functions. This results in improved product compliance and a higher rate of successful new product introductions*

— Dan Jacob, Analyst, LNS Research

## Risk management

Risk-based considerations are integrated with standard quality management processes to minimize organizational risk, while maximizing compliance and quality improvements.

## Quality intelligence and reporting

Robust business intelligence, coupled with pre-built standard reports, provide instant visibility into quality trends, enabling quality teams to make the right decisions at the right time.

## Cloud or on-premise

Whether you want to host SmartSolve applications within your enterprise or prefer to leave that to us, you gain access to our industry-tested, validation-ready quality management solutions. Our Cloud applications are hosted in the most advanced and secure infrastructure available, an SSAE 16 SOC 2 Type 2-certified data center.

## eQMS Implementation services

- Process harmonization, solution design and configuration
- Integration and data migration
- Project management and collaboration
- Testing, validation and go-live support

## Best practice technologies to manage:

<b>AUDITS</b>	Plan for and conduct internal and external audits
<b>CALIBRATION</b>	Manage equipment profiles, build maintenance plans as well as scheduling and recording work
<b>CAPA</b>	Build risk-based corrective and preventive action workflows to quickly resolve and prevent issues
<b>CHANGE CONTROL</b>	Record change requests and securely track approvals, progress and trends
<b>COMPLAINT HANDLING</b>	Capture customer issues, implement resolutions and simplify adverse event reporting
<b>DOCUMENTS</b>	Manage, share and control critical documents
<b>INSPECTION</b>	Streamline incoming inspection process and reduce risk
<b>OUT OF SPECIFICATION</b>	Record change requests as well as securely tracking approvals, progress and trends
<b>QUALITY EVENTS</b>	Capture, resolve and track process and product deviations as well as nonconformances
<b>SUPPLIER QUALITY</b>	Evaluate, monitor, and measure quality throughout the supply chain
<b>TRAINING</b>	Manage personnel skill sets and certification



### CONTACT US

For more information about IQVIA SMARTSOLVE®

Patrick.vandooren@iqvia.com

iqvia.com