Fact Sheet

Digital Quality Management System

Promoting continuous improvement through quality and innovation

IQVIA Technologies demonstrates our commitment to quality management by implementing a Digital Quality Management System (QMS) to improve end-to-end quality, enhance process efficiencies, promote client satisfaction, and ensure ongoing regulatory compliance.

Delivering Quality Products and Services

IQVIA Technologies has designed, built and deployed "Digital QMS" which addresses the critical need in developing and maintaining products compliant with Global Regulatory Requirements & Industry Best Practices (ISPE GAMP). Digital QMS also applies to ensuring consistent methodology and quality processes used to deliver solutions to our clients and the ongoing support delivered after they go live.

The core principle promoted behind the "Digital QMS" is to deliver the highest quality products and services and continually improve customer satisfaction levels by following a Plan-Do-Check-Act (PDCA) Risk-Based approach. This cyclical process approach enables us to plan and identify all risks, implement corrective and/or preventative actions, check to ensure mitigations were effective, and act to continually improve process. It also ensures regulatory compliance to all the applicable requirements throughout the end-to-end process of developing and deploying our products and services.

ISO 9001 certification designates global compliance with QMS standards and leads to the development of more dynamic and futuristic products and processes to meet industry challenges and drive further innovation in the life sciences market. Certification explicitly reinforces IQVIA's ongoing commitment to fostering customer satisfaction, encouraging process efficiencies, and promoting continuous improvement practices to ensure end-to-end quality.

Under certificate number FS 701420, BSI recognizes the standards used by IQVIA Technology Solutions for key products such as OCE Sales, OCE Marketing, and MDM and includes all deployment and implementation services.

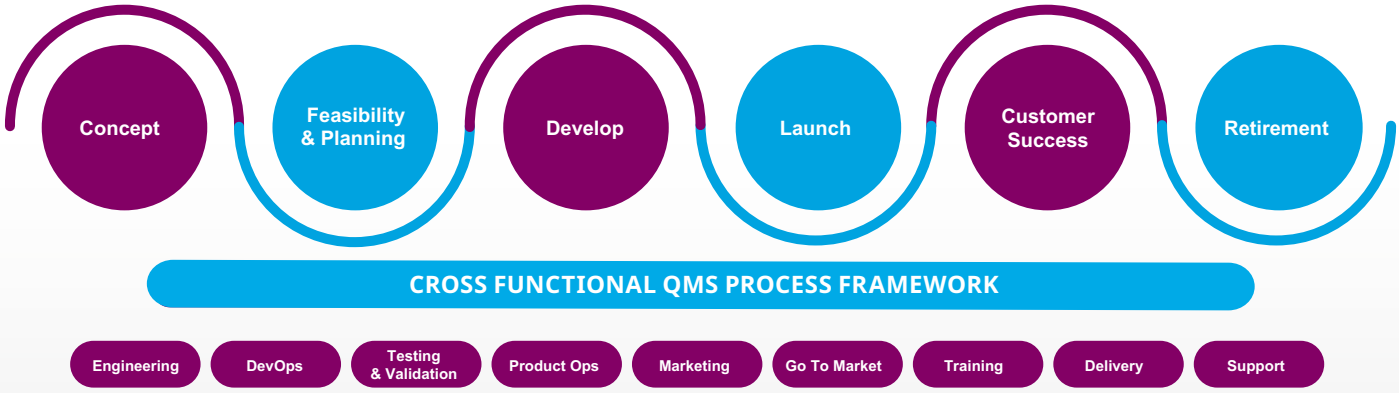
UTILIZE IQVIA INDUSTRY EXPERTISE TO ADDRESS REGULATORY COMPLIANCE

Digital QMS comprehensively addresses global regulatory agency requirements to help ensure ongoing compliance by optimizing the effort involved in each phase of the Software Development Life Cycle (SDLC) process. This builds resilience into products, allows for flexibility, accommodates current technologies, and scales down the traditional barriers resulting in delivering more efficient and effective products and services to our customers.

DRIVE QUALITY BY DESIGN PRINCIPLES

Digital QMS diligently embraces taking a risk-based approach consistent with ISO and GxP expectations. A Centralized Risk Tracking System uses checks and balances to fulfill project objective and help manage risk during each process level. Life Science Tailored Functional Risk Assessment is being practiced for all the GxP products to promote efficient design and development of life science software packages. Critical thinking from a product design perspective drives quality by design principles resulting in reduced cycle times and faster implementation.

QMS integration in IQVIA Technologies solution lifecycle



IQVIA Technologies is dedicated to continuously improving quality within the global regulatory landscape to guarantee that our products and services are developed, implemented, and maintained in a manner that meets or exceeds the needs and expectations of our clients. We are committed to ensuring ongoing regulatory compliance by deploying the Digital QMS approach across the entire product lifecycle to promote quality assurance and deliver world class products and services to our life sciences customers.

LEVERAGING THE SMARTSOLVE™ DIGITAL REPOSITORY

The IQVIA Digital QMS is housed in our robust validated SmartSolve™ Digital Repository, which helps QMS structurally organize various modules to support all the key quality assurance functions. SmartSolve™ also helps in aligning the overall QMS processes specific and generic to various product pillars within the IQVIA Technologies portfolio.

Note: IQVIA's Digital QMS is compliant with regulatory agencies including the FDA and MHRA.

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IQVIA TECHNOLOGIES

Orchestrate Outcomes