

Streamlining Quality Management Processes at CMP Pharma, Inc. with the Dot Compliance eQMS

The Challenge

CMP Pharma, Inc., a pharmaceutical company with nearly five decades of industry experience, faced significant challenges in tracking and trending quality systems due to reliance on spreadsheets and paper-based systems. Critical issues arose from the cumbersome process of assigning and managing deviation/change control/complaint/OOS and OOT investigation numbers, at times, leading to delays in identifying and resolving quality issues.

In their quest for a quality management software solution, CMP prioritized dependability, compliance with Part 11 regulations, and cost-effectiveness. After evaluating multiple software providers, they found Dot Compliance to be the optimal choice, offering a tailored solution that met their specific needs while being practical and economical for their operations.

The Solution

CMP implemented the Dot Compliance eQMS in three phases:

- Phase 1: Document control, training management
- Phase 2: Deviations, quality events, CAPA, complaint management, protocol building
- Phase 3: Change controls, supplier management, audit management

Despite facing challenges during implementation, including changes in project managers and training methods, CMP adapted by conducting internal training sessions to ensure smooth integration.



Employees

63

Industry

Pharmaceutical

Location

USA

About

CMP Pharma, Inc. addresses the critical needs of older and younger patient populations through the development and manufacturing of a portfolio of high-value semisolid and liquid products.

“The eQMS has truly been an asset in tracking our quality systems. Policies and procedures can be assigned a retraining frequency within the eQMS. When training is due, employees receive email notifications that training is required. As documents are revised, the system automatically supersedes/archives the older version once the revised document is made effective. The eQMS is a single repository for our GMP documents.”

Melanie Little, QA Director
CMP Pharma, Inc



The Benefits

Since implementing the Dot Compliance eQMS, CMP Pharma, Inc. has experienced notable improvements in process tracking, employee notifications, and document management. The system’s automation capabilities have streamlined workflows, reducing the need for manual intervention, and enabling timely completion of tasks. The ability to generate customizable reports has enhanced data visibility, facilitated informed decision-making, and enhanced overall operational efficiency.

Based on their experience, CMP highly recommends the Dot Compliance eQMS to other organizations.

The endorsement is reinforced by the observation that several of their suppliers also utilize the same system, reflecting the widespread trust and reliability associated with Dot Compliance in the pharmaceutical industry.

By leveraging the Dot Compliance eQMS, CMP has transformed its quality management processes, driving compliance, accuracy, and efficiency.

Dot Compliance offers the industry’s first ready to use Quality Management Solution powered by the Salesforce.com platform. The Dot Compliance solution suite includes an extensive set of off-the-shelf ready eQMS and compliance pre-configured processes, that enable customers to deploy quickly and cost effectively. Trusted by hundreds of companies worldwide, Dot Compliance is driving Quality 4.0 innovation.

For more information, visit us at www.dotcompliance.com