



Eliminating silos, maximizing visibility: how Codis transformed quality operations with Dot Compliance

The challenge: siloed systems and operational bottlenecks

When Codis' Haverhill site transitioned following a corporate divestment, the team faced the challenge of replacing legacy systems under a strict 12-month Transitional Services Agreement (TSA) timeline. The primary operational hurdle, however, was siloed systems.

Quality operations relied on three separate, highly siloed platforms:

- ✂ A standalone Quality Management System (QMS)
- 📖 A separate Learning Management System (LMS)
- 📁 An independent Document Management System (DMS)

While these legacy systems communicated through custom interfaces, connections frequently dropped or lagged, processing data updates only overnight. Finding data and compiling complete records across three systems proved difficult and time-consuming, especially during audits. End-to-end tasks, such as initiating a corrective and preventive action (CAPA) or change control, updating a document, and training staff, required navigating three separate platforms.

To achieve full operational independence before the transition window closed, Codis needed a unified eQMS that could be implemented quickly, reduce operational costs, and eliminate system redundancies.

The Codis logo, featuring the word 'Codis' in a bold, sans-serif font with a red-to-orange gradient.

Industry	Pharmaceutical CDMO and quality manufacturing
Location	Haverhill, United Kingdom

About Codis

Codis is a global contract development and manufacturing organization (CDMO) specializing in spray drying, amorphous solid dispersions (ASD), particle engineering, and finished-dose manufacturing. Operating three GMP-certified facilities across the U.S. (St. Louis, MO and Seymour, IN) and the UK (Haverhill), Codis serves clients across the pharmaceutical, consumer health, nutraceutical, and OTC sectors.



The solution: rapid implementation and an intuitive, unified platform

To meet its goals, Codis evaluated several QMS platforms. Dot Compliance immediately stood out for its intuitive presentation, complete connectivity, and user-friendly interface.

“In terms of demos that we saw for other systems, Dot Compliance just seemed to click. People on the call were saying, ‘That’s awesome, that’s what we need.’ It all seemed to connect, was very visible, and highly user-friendly.”

Richard Westcott, Quality Systems IT Specialist, Codis

KEY FACTORS IN THE IMPLEMENTATION SUCCESS



Out-of-the-box functionality

Codis deployed Dot Compliance out of the box with only minimal configuration tweaks, avoiding lengthy custom development cycles.



Responsive implementation support

Despite tight time constraints, the implementation team delivered concise, clear training that helped Codis define its ways of working on the new system.



A unified ecosystem

Consolidating QMS, document management, and training into a single cloud solution eliminated redundant interfaces and overnight sync delays.

The benefits: operational efficiency, high adoption, and total visibility

Codis completed its software transition on schedule. Beyond meeting its corporate timeline requirements, the transition delivered immediate operational improvements across the facility.



Positive end-user reception

Software implementations at the site have historically been met with resistance. With Dot Compliance the pattern reversed, driven by the platform's ease of use and clarity.



Complete real-time visibility

Teams gained immediate line of sight into records, document status, training completions, deviations, and CAPAs across the site.



Smoother cross department collaboration

Integrated chatter tools flag documents awaiting review directly in the system, streamlining communication between Quality and Validation and reducing manual follow-ups.



Early dashboard wins

The Health, Safety, and Environment team deployed a dedicated departmental dashboard, giving the team direct visibility of its own work.

Looking ahead

With a validated, fully operational eQMS in place, Codis is focusing on deepening platform utilization across the Haverhill site.



Expanding reporting and dashboards

Building on the HSE dashboard's success by rolling out department-specific dashboards across operational units, so every team can log on and see its own work at a glance.



Electronic protocols and AI automation

Exploring Dot Compliance's native AI and electronic protocol capabilities to automatically generate protocols, exams, and training assessments.

“I would recommend Dot Compliance for its ease of use and visibility of records.”

Richard Westcott

Quality Systems IT Specialist, Codis