



Maintaining and Promoting Quality Culture

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Scientifically Defined.

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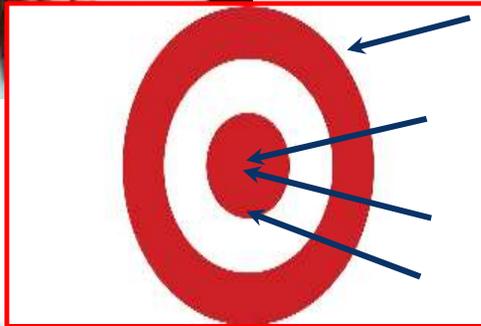
“Quality is the best policy”

If customers can trust you for quality, it becomes the basis for a strong business relationship. Companies that see quality as a cost eventually pay a higher price.

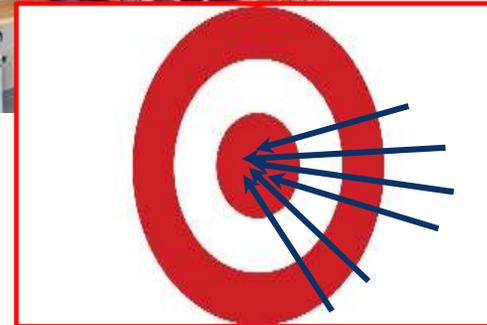


Quality vs Quality Culture

Quality



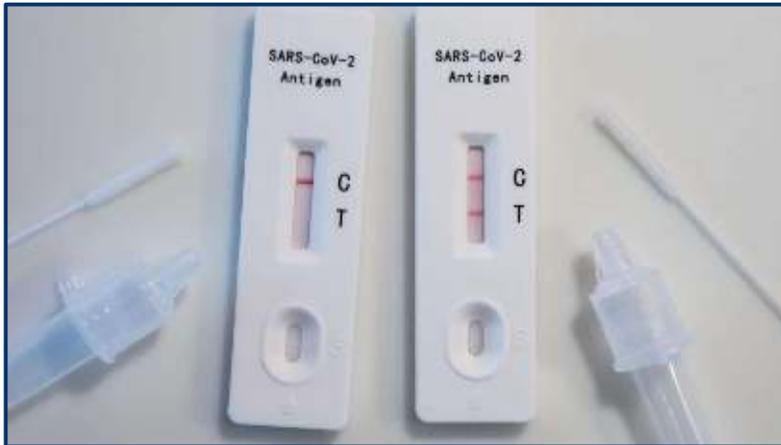
Quality Culture



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ID Test for Quality Culture

ID Test COVID-19



ID Test Compromised Quality Culture

Investigation and CAPA Management System

Sign of a Deteriorating Quality Culture

1. Increased batch/test failure
2. Unexpected inspection outcome
3. Increased market complaint
4. High turnover rate
5. Increased mix-up, deviation, OOX (OOS/OOT)
6. **Customers leaving / reduced business**

**Competitive
Business
Environment**

**Employee
Training**

**Selfish &
Greedy
Employee**

**Investigation
Manager**

Human error

**Tough
Inspector**



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Realization is the first step towards ensuring a “Quality Culture”

Most organizations who are firefighting, failed to identify the need for an organizational change.

Almost all leading organizations have gone through a quality transformation phase.



Major Aspects of Quality Transformation

Initiated by the senior executives & driven by real leaders

Phase one in a renewal process typically goes nowhere until enough real leaders are promoted or hired into senior-level jobs. (John Kotter)

A meaningful, measurable and transparent quality KPIs

Without a sensible vision, a transformation effort can easily dissolve into a list of confusing and incompatible projects that can take the organization in the wrong direction or nowhere at all. In failed transformations, you often find plenty of plans, directives, and programs but no vision. (John Kotter)

An ambitious timeline for achieving quality KPIs is the key

When the urgency rate is not pumped up enough, the transformation process cannot succeed, and the long-term future of the organization is put in jeopardy. (John Kotter)



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Promoting Quality Culture

- Company goals and objectives
- Leadership team
- Compliance status
- Recruitment policy
- Employee empowerment
- Performance review plan
- Accountability
- External eye
- Management commitment
- **Company culture**

Quality objectives in annual plan

Most sacrifices must come from leaders

Inspection ready (for tough auditor)

Employees including Leaders

Quality objectives for all functional areas

Empower employees for decision making

Budget oriented or skill oriented

Is company culture ready to embrace Quality Culture

Resource allocation

World class consultants



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**I don't say
"Quality is free",
I say,
"Quality is profitable"**





Thank You