ComplianceQuest for ServiceMax

Reduce regulatory risk and improve service quality

Customer Metrics

48% | reduction in cost of quality

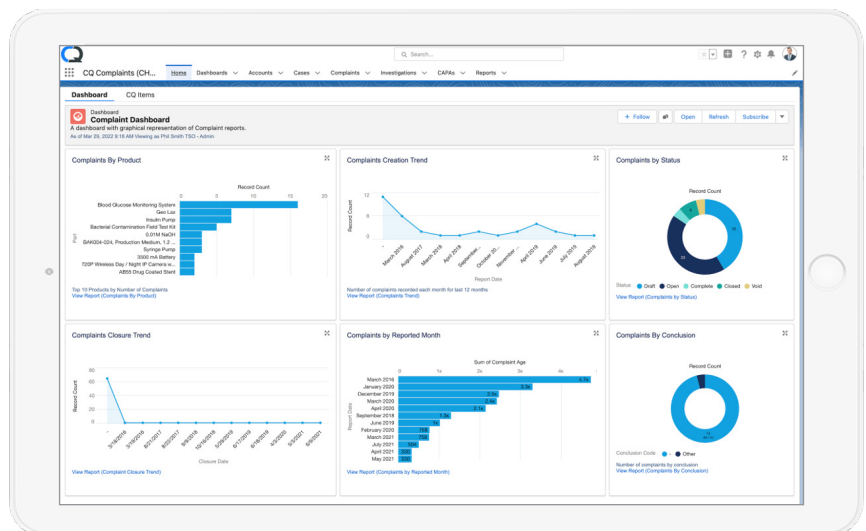**30%** | drop in customer complaints

40% | increase in customer satisfaction

Benefits:

- Pool your quality data in one cloud platform
- Analyze and compare trends in customizable dashboards
- Capture critical data for audits
- Leverage AI to trigger change processes
- Automate new training notifications

Service organizations in regulated industries face a number of compliance-related challenges. They must contend with evolving regulatory requirements, as well as meet customer expectations of improved responsiveness while maintaining safety and compliance. Next Generation Quality & Safety Management (Quality, Health, Safety, and Environmental Management) systems can play a critical role in addressing these challenges, but many are on-premise, siloed, and difficult and expensive to maintain.

ComplianceQuest is a next generation, modern cloud Quality & Safety Management platform powered by AI and natively built and run on Salesforce technologies to help firms speed product and process innovation, minimize risk, and drive continuous improvement. Together, ComplianceQuest and ServiceMax drive field service effectiveness by helping companies proactively identify trends and potential issues from quality data, such as complaints, to help mitigate risks associated with assets and field services. Whether the issue is product or process related, AI-powered CQ assesses, provides insight, and automatically triggers a formal Change or CAPA process enabling customers to be more proactive by identifying issues early while mitigating overall risk. With CQ, ServiceMax customers will see a decrease in product defects and process issues, reduced cost of quality, be audit/inspection ready and have a better customer experience. CQ is pre-validated and Part 11 compliant for the Med Device/Life Sciences industry.

Transforming the Complaints Process Management with Automation

CAPABILITIES & FEATURES

An end-to-end EQMS (Enterprise Quality Management System) solution

A complete set of solutions to manage your regulatory and compliance requirements end-to-end. Sold as a suite, the CQ EQMS platform includes:

- Audit Management – perform electronic and automated audits across the enterprise

- CAPA Management – evaluate, document, route, and review corrective actions

- Change Management – track and escalate tasks; execute and evaluate changes processes

- Complaints Management – record, review, and cross-check customer complaints

- Document Management – access relevant information at all times

- Equipment Management – record and serialize manufacturing assets; schedule and record calibration and other maintenance activities

- Inspection Management – define criteria, document results, and integrate to inventory control

- OOS and OOT Deviations – Ace your deviation with CQ's Lab Investigation Solution for Pharma and Biotech Companies

- Non-Conformance Management – document, triage, and assess events; enforce containment activities

- Supplier Management – analyze and score supplier performance; track status and access to content

- Training Management – create personnel records, define learning sessions and identify pending training

- Health and Safety Management Solution – reduce the cost due to injury, improve your safety culture, and improve health and safety related decision making for an efficient and effective operation.

Comprehensive coverage of quality data and processes, including:

- Field and contractor issues
- Product failures
- Equipment failures
- Supplier failures
- Customer complaints
- Regulatory assessment and reporting
- Root cause analysis and investigations

Life Sciences compliant

- Electronic signatures and audit trails to support 21 CFR Part 11 / Annex 11 compliance

- Decision trees to help determine when and where complaint and adverse event reports should be submitted to regulated bodies for the US, EU, Canada, Japan, Australia and Brazil

- FDA Electronic Medical Device Reports (eMDRs) that can be easily produced and submitted through the FDA B2B gateway

- A pre-validated solution with validation packs included with applications to support PQ efforts

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About ServiceMax

ServiceMax's mission is to help customers keep the world running with asset-centric field service management software. As the recognized leader in this space, ServiceMax's mobile apps and cloud-based software provides a complete view of assets to field service teams. By optimizing field service operations, industries with high value, complex, mission-critical equipment can support faster growth and run more profitable, outcome-centric businesses. For more information, visit www.servicemax.com.

About ComplianceQuest

Transform to a fully connected business with a next-generation AI-Powered Quality and Safety management platform, built on Salesforce. Our connected suite of solutions helps businesses of all sizes increase quality, safety and efficiency as they bring their products from concept to customer success. Our intelligent data-driven platform comes with best-in-class integrated processes to mitigate risks, protecting your employees, suppliers and brand reputation, and to increase innovation, compliance, profit and customer loyalty. ComplianceQuest is pre-validated and easy to implement, use, and maintain, allowing for streamlined communication and collaboration across the product value chain.

Learn more at
https://www.compliancequest.com/complaint-management-system