Efficiency Management in Quality Operation
cME Newsletter

September 2008 , Issue 9

Dear Colleague,

Welcome to cResults Newsletter, designed to offer you insights, news, information about Quality Operation Efficiency Management, Software solution: cME (www.cmanageefficiency.com) to manage batch record release and overall QA efficiency, Smart-QC (www.smart-qc.com) for QC Laboratories Planning and Scheduling, events and quality related efficiency improvement ideas.

We hope this issue of cResults Newsletter will spark new ideas to help you better manage your quality operation, and improve your customer service level. At the end of the day we are not successful unless you are.

Sincerely,
Rafi Maslaton *President, cResults*
As in the previous newsletter, we have dedicated a portion of this newsletter to our QC Laboratories Resource and Planning web based software tool and related tips regarding QC. Please be sure to register to our upcoming Webinar about Key Performance Indicators in Quality Operation on September 26 and September 29.

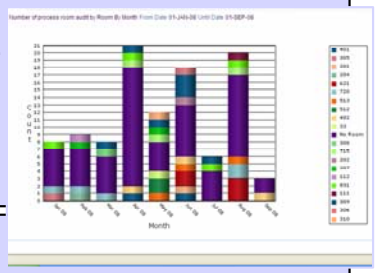
Tips of the Month

Establishing clear roles and responsibilities for all the departments involved in the release process is critical to get control of the overall cycle time. Set a goal for production for how long it should take them to return the batch record once errors were found by QA, define Turn Around Time for QC to minimize delays related to QA waiting for QC results, and define review Turn Around Time for QA to complete the review of the batch record. The challenge in establishing the goals is how to measure the adherence to these goals. This is where cME will fill the gaps and help not only set business rules with expected due date based on the value stream, but also measure each group's performance.

Key Performance Indicators – Lean Six Sigma

The availability of meaningful Key Performance Indicators is crucial to any process improvement initiative, and should be in place prior to initiating any new project / investment. In some cases, the measurement task is challenging and in some cases multiple initiatives could effect similar business objectives and KPI; cME - efficiency management application with its robust KPI capabilities, assists Lean / Six Sigma teams in this area by enabling the following:

- Provide robust KPIs to measure various performance levels throughout the quality organization and beyond.
- Support the identification of opportunities for lean / six sigma projects by measuring deviation from standard and trends / root causes / variability in actual performance
- Identification and quantification of value added vs. non-value added activities
- Continuous measurement of the impact of ongoing lean / six sigma projects, so benefits can be measured corrective actions taken.



News and Events

Upcoming Events:

- Upcoming Webinar dates: **September 26th and September 29th .**"**Key Performance Indicators in Quality Operation**"
- Please visit our web site **www.cmanageefficiency.com** or **www.cresultsconsulting.com** for the latest events

News:

- Read about Managing Efficiency in Quality Operation by cResults and Par Pharmaceutical. This article describes the journey toward Operation Excellence in quality operation. (both laboratories and quality assurance operations)
- NEW ADDITION: Please click on the following link to read the article:http://www.nxtbook.com/ygsreprints/ygs/phpr_1-24628441/

QC Section – SMART-QC

More About Smart QC – Resource Planning and Scheduling for QC Laboratories

- In today's business environment many organizations have been focusing on cycle time as one of the key indicators to improve the overall business performance. Since QC accounts for 20-40% of the overall cycle time, the need for a robust planning and scheduling platform is becoming clear. Smart-QC could support the business to achieve the following main goals and have a substantial impact on the business processes and general performance:
- Provide a standardized process for planning and budgeting across multiple geographically dispersed lab operations.
- Identify capacity expansion needs that could have a major impact on throughput but also on cycle time and service level.
- Perform "What-if" analyses at an aggregate level as well as at the site specific level (i.e., Stability, Raw Material release)
- Provide common Key Performance Indicators and terminologies to evaluate performance across sites and benchmark them against internal and external best practices.
- Proactively smooth variable work-load across sites with minimal cost and service level impact.
- Provide one common platform for productivity improvement projects justification.
- The true impact of QC on cycle time should be assessed in conjunction with cME metrics. Only when the batch record is released or manufacturing is waiting for QC results, than there is an impact on the overall supply chain cycle time. Often, we are measuring QC turn around time as the impact on the overall cycle time which is inaccurate.
- For more information about smart-QC please visit us: www.Smart-QC.com