

The Essentials for Regulatory Compliance and Customer Satisfaction



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By

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Join us as we speak with Kate Coleman about the essentials for building a culture of quality while achieving customer satisfaction. Across life sciences, teams concur that quality, defined by safe, effective, and compliant products, is a prerequisite of the pharmaceutical, biomedical or medical device industry. The Quality Management System then provides the basic infrastructure needed for defining and validating the documents, processes, procedures, and systems to meet the company's quality objectives. The bi-product? ? the highest customer and patient satisfaction.

Resources from this episode:

- [Overview of the Quality System Regulation - US Food and Drug](#)
- [Guidance for Industry Q10 Pharmaceutical Quality System](#)
- [Can a robust QMS help you achieve customer satisfaction?](#)

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