

SQM and Elaboration of a *Supplier Journey* Framework

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INTRODUCTION

Two of the Salient Learning Points from GENS and Associates Study (2021)*:

Supplier and Risk Management are both priorities driven by the pandemic experience and a greater patient / customer focus.

Technology modernization is shifting towards an enterprise orientation with advanced technology investment accelerating in the GMP areas.

SQM or Supplier Quality Management is definitively top of mind for quality professionals in 2023.

AIM

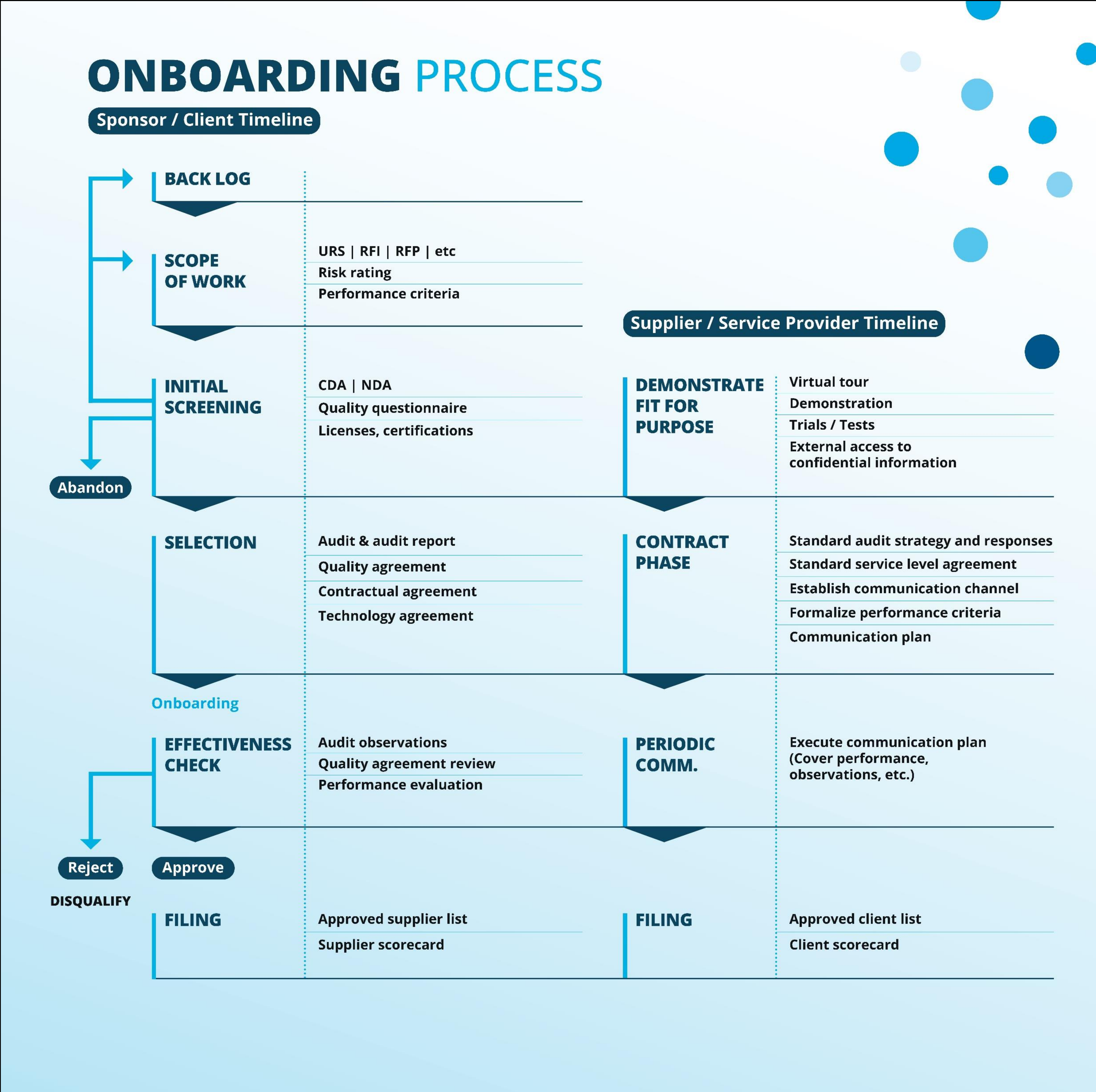
As we invest more and more R&D dollars in SQM, SOLABS' intuition and experience lead to the introduction of processes which provide a better balance of responsibilities between Suppliers and Sponsors (or clients) as well as an overall increase in the quality levels from the supplier output. An onboarding model is proposed here in a flowchart format, with references to activities performed by the Suppliers / Service Providers. The flowchart is provided as a reference and should not be considered as definitive at this point.

METHOD

At this stage, the goal is to formulate a strong hypothesis and conduct further studies and surveys.

Proposed hypothesis:

Although procedures and processes on supplier management, qualification and monitoring are widely adopted from the client (or sponsor) standpoint, there is no evidence of a standardized practice to onboard a sponsor or client, from the supplier's end.



CONCLUSIONS

The "Buyer's Journey", a well-documented sales topic, proved to be extremely useful on the suppliers' end during the sales process. From a quality standpoint, SOLABS feels that the Life Sciences industry would win by adopting a "Supplier Journey" perspective during the onboarding and monitoring of suppliers.

REFERENCES

* 2021 Quality Benchmark (Enhancing Quality beyond Compliance), GENS & Associates

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