Efficiency Management in Quality Operation
cME Newsletter

May 2008 , Issue 5

Dear Colleague,

Welcome to cResults Newsletter, designed to offer you insights, news, information about Quality Operation Efficiency Management, Software solution: cME to manage batch record release and overall QA efficiency, Smart-QC 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 customers service level. At the end of the day we are not successful unless you are.

Sincerely,
Rafi Maslaton *President, cResults*

Tips of the Month

When setting up the reasons for documentation errors make sure the list does not exceed 15 main reasons. Very common mistake by companies is to try to list all the potential reasons that errors can be due to. Also when defining the reasons, develop check lists that explain what to include under each one and also be sure to let manufacturing have the same list.

cME *Compliance* Manage Efficiency

Key Performance Indicator - Cycle Time

What affects Cycle time: Cycle time is affected by almost all aspects of our operation: Deviation / Investigation / CAPA will delay the release of a BR. Not having clear cycle time expectations will prolong the cycle time as well throughout the operation in QA, QC, Mfg. and Pkg. Documentation errors lead to longer release due to back and forth interaction between QA and production. Lack of visibility in the lab may delay critical to release samples that are preventing overall release. Lack of an electronic system or good 5S practices will lead to a longer time to search for batch record.

Why cycle time (CT) is so important: Shorter CT helps reduce time-to-market and improve responsiveness, Improve service level, Improve span of control, Improve yield and quality by detecting issues fast and preventing the exposure of other batches to the same event and equipment issue. Shorter cycle time means high efficiency, reduced overtime, high throughput, lower variability & increased predictability; Lower cycle time contributes to reduction in inventory levels and holding costs, and finally helps reduce risk, and effect of process changes & forecast enhancements.

Efficiency Improvement

The key items for efficiency management that were established as the root causes and the building blocks for efficiency improvement were:

- **Improve Visibility and provide real-time Key Performance Indicators to detect trends and potential issues.**
- **Increase Ownership and Accountability.**
- **Provide accurate and factual quantification for all QA activities by process mapping, identifying the Value Added vs. Non Value Added.**
- **Have Clear Expectations and Standards for each of the QA activities to ensure ample time is being spent where needed.**
- **Establish a Continuous Improvement platform.**

Events

cResults hosted 3 major events:
On May 2nd and May 5th Webinar with over 100 participants from over 45 various sites.
On May 15 we hosted a lunch and learn at the Marriott Resort in Puerto Rico. The event was supported by cResults parent company IPS local office.

Upcoming Events

Upcoming Webinar dates: **June 27th and June 30th**.
Please visit our web site www.cmanageefficiency.com or www.cresultsconsulting.com for the latest events

New cME Features

cResults recently introduces an audit trail as a result of some of its customers' needs. Although cME is aimed at being a business tool, the audit trail is one of the features to ensure control and enforce accountability.

What's New?

cResults Launches New Application, **Smart-QC**, a web based resource planning and scheduling software as well a platform to manage efficiency in quality control laboratories www.smart-QC.com

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