

# WHAT IS QUALITY MANAGEMENT?

A QMS helps coordinate and direct an organization's activities to meet customer and regulatory requirements and improve its effectiveness and efficiency on a continuous basis.

A quality management system (QMS) is defined as a formalised system that documents processes, procedures, and responsibilities for achieving quality policies and objectives. In terms of Pharmaceutical QMS the following regulations are adhered to 2003/94/EC the GMP directive and 2001/83/EC as amended.



## Key Tasks

1. Management and creation of the Controlled Documents, SOPs, Policies Management of Change Requests
2. Management of Supplier/Customer approval processes
3. Management of Technical Agreements
4. Management of Audit Schedules
5. Management of Annual Product Quality Reviews (APQRs)