

ACCELERATED PATIENT SAFETY AND QUALITY

Overview

The launch of the Patient Safety & Product Quality Global Program marked a significant milestone in tackling a wide array of safety and quality challenges spanning the organization. It set out to enhance supplier standards, streamline CAPA procedures, bolster data analysis capabilities, and establish a resilient Quality Management System (QMS). This comprehensive initiative aimed to cultivate a culture of continuous improvement and ensure the utmost integrity and efficacy across the organization's portfolio.

Customer Name

Philips

Cyient's Role

Cyient played a pivotal role in driving transformational initiatives, leveraging expertise in outsourcing, quality oversight, and process harmonization to enhance patient safety and product quality across the global program.

Tools Used

CAPA management systems, data analytics platforms, and QMS harmonization frameworks.

The Challenges



Our Solution

Outsourcing Supplier Quality Engineering (SQE) to drive quality and compliance improvement among suppliers. This involved developing an open audit Supplier List, addressing regulatory compliance gaps, and enhancing supplier quality systems and processes.

Delivery of CAPA-related data to customers, coupled with quality oversight of the CAPA system. This included managing investigations and risks throughout the CAPA cycle.

Reviewing deliverables, monitoring tasks, identifying deviations, and **providing support for resolutions**.

Driving the transformation of disparate **QMS parts into a unified group-level QMS structure**. This involved conducting gap and impact assessments to harmonize the QMS.

Achievements

Enhanced supplier quality and compliance through SQE outsourcing, leading to improved audit outcomes and regulatory compliance.

Strengthened CAPA handling processes, resulting in better response times, thorough investigations, and reduced recurrence of issues.

Improved Big Data analysis capabilities, enabling better insights into safety and quality trends.

Establishment of a standardized group-level QMS, streamlining processes and ensuring consistency across the organization.

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Cyient played a vital role in Philips' global quality enhancement initiative. Their hands-on approach in improving supplier quality, managing investigations, and ensuring compliance through CAPA processes was commendable. Swift allocation of effective resources accelerated our journey of improvement, addressing potential gaps with precision. Cyient's commitment and expertise made them an invaluable partner in our pursuit of elevated quality standards at Philips.

Erika Santiago

Senior Director Transformation Program Office, Philips

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Cyient (Estd: 1991, NSE: CYIENT) partners with over 300 customers, including 40% of the top 100 global innovators of 2023, to deliver intelligent engineering and technology solutions for creating a digital, autonomous, and sustainable future. As a company, Cyient is committed to designing a culturally inclusive, socially responsible, and environmentally sustainable Tomorrow Together with our stakeholders.

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