

Datasheet

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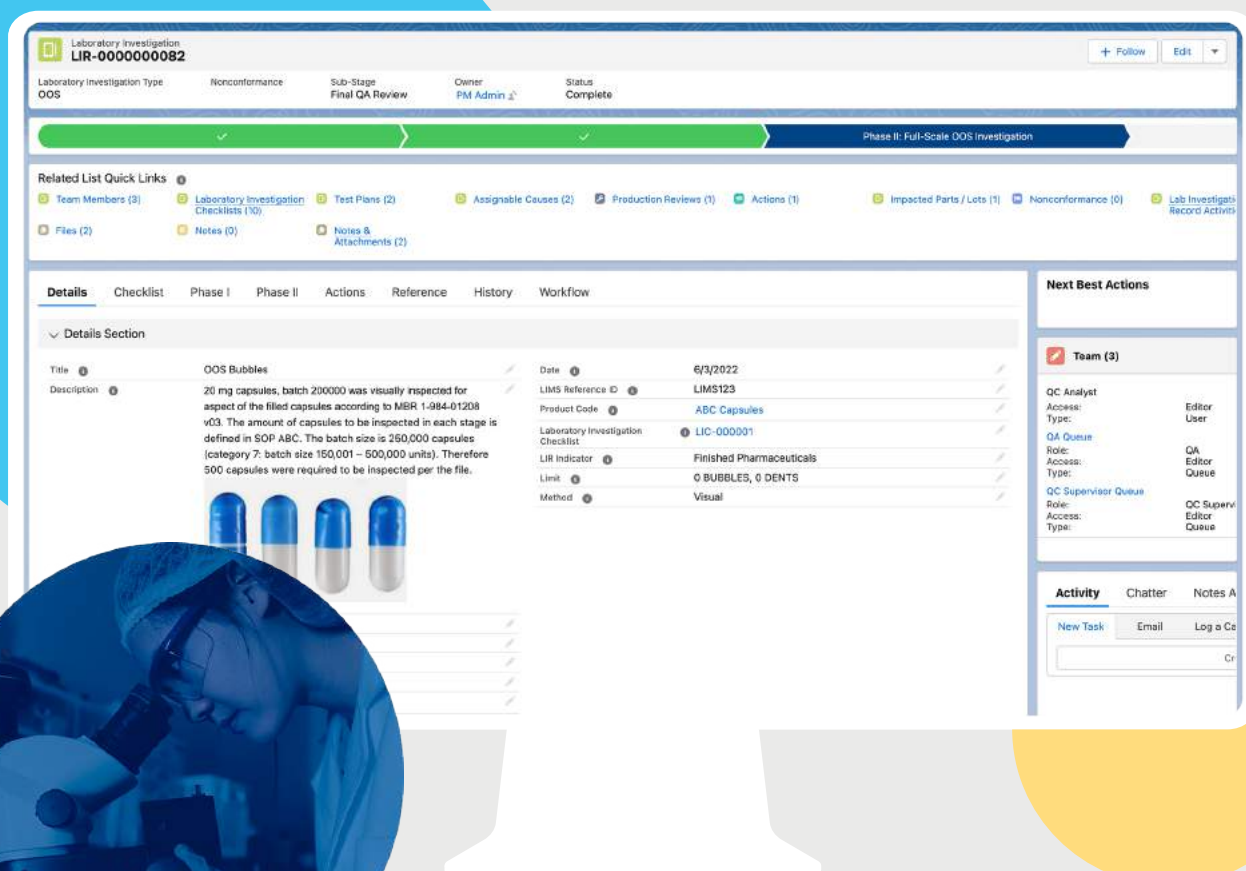
Reduction in Cost of  
Quality



# Lab Investigations

**OOS/OOT Results?** Ensure your laboratory is compliant with systematic and efficient laboratory investigations

MAKE CONSISTENT LAB INVESTIGATIONS EASY FOR YOUR QA AND QC TEAMS WITH PRE-BUILT WORKFLOWS AND CUSTOMIZABLE CHECKLISTS THAT OFFER GUIDANCE AND ENSURE COMPLIANCE, EVERY TIME



With CQ's Lab Investigation solution, you can ensure your investigations are systematic, comprehensive, and efficient. Collaboration tools and guided workflows make it easier for your QC and QA teams to get to the assignable or root cause of every OOS/OOT test result, and then act on it, while staying compliant, thanks to thorough documentation. CQ's lab investigation solution allows your laboratory teams to initiate to a phase 1 or 2 investigation whenever necessary, conduct a full production review, then escalate to a CAPA if needed to ensure high quality products.



### Management

Reduce costs and increase quality with consistent laboratory investigations, while monitoring trends with easy access to data and dashboards



### Quality Leaders

Standardize lab investigation processes and ensure comprehensive documentation while managing full scale investigations



### Heads of Laboratory

Minimize human errors, simplify documentation, and ensure lab investigations are done in a timely and effective manner

## Lab Investigation Features





### Phase 1 to Phase 2 Escalation

Start with Phase 1 laboratory investigation and escalate to Phase 2 as needed



### Pre-Built Checklists

Populate investigations with customizable checklists to guide investigation and ensure thoroughness



### Reports and Analytics

Generate any report or dashboard needed to keep track of lab investigations and identify trends



### Collaboration/Communication

Communicate using Chatter and tag relevant team members whenever needed



### Automated Alerts and Notifications

Automatically notifies quality team if a field alert (e.g. OOS in stability testing) or customer alert is needed at end of investigation



### Configurable Queues

Easily set up workflow and approval matrix queues to fit business needs and processes



### Lab Error Records

Document issues that happen before QC tests that arise from user errors, contamination, equipment malfunction and more



### Test Planning

Ensure tests are running flawlessly with versatile test plans for every suspect result



### Attachments

Include images or tables in lab investigation descriptions, conclusions and test plans



### Impacted Batches & Material

Reference impacted batch or material in investigation record for full traceability



### Field Alert Assessment

Reminder will automatically show if the OOS test result is for stability testing



### Integrated Risk Management

Embedded risk assessment in lab investigation record



### Escalate to NC

Launch NCs and actions directly from the investigation record and link records together



### Formatted Printouts

Assign investigation document structure for customized printouts of lab investigations



*We found ComplianceQuest to be our best option out of over 8 in-depth demonstrations and reviews of competitive software. After weeks of selection, we were not disappointed in our choice. We found CQ to be highly configurable to meet our unique business needs but also challenged us to change the way that we do things to provide efficiencies and stay within the software. **The dedication and support were excellent from the start and before we had even selected them, and remains consistent.***

**Jordan H, Safety Coordinator**





# Achieve Your Quest for Digital Operations

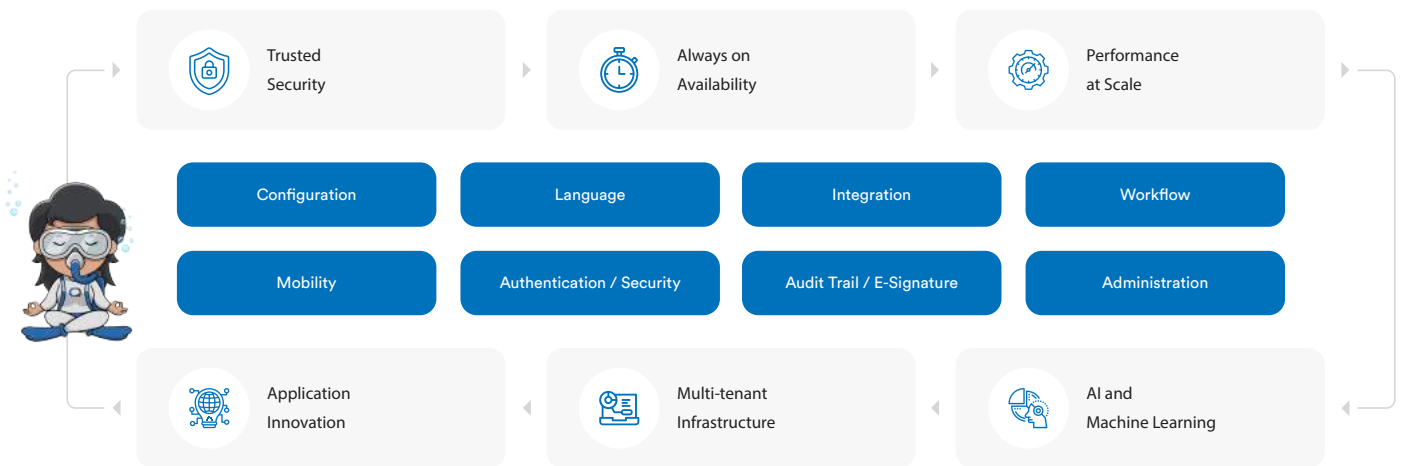
CQ intelligently automates operations from product innovation to customer success



## CQ Solutions Powered by Platform

100% modern cloud infrastructure supports innovation

ComplianceQuest is a 100% native force.com application suite. As such, ComplianceQuest solutions inherit all attributes of the Salesforce platform.



## About ComplianceQuest

Transform to a fully connected business with a **next-generation AI-Powered Product Lifecycle, Quality and Safety management platform, built on Salesforce**. Our connected suite of solutions helps businesses of all sizes increase quality, safety and efficiency as they bring their products from concept to customer success. Our intelligent data-driven platform comes with best-in-class integrated processes to mitigate risks, protecting your employees, suppliers and brand reputation, and to increase innovation, compliance, profit and customer loyalty. ComplianceQuest is pre-validated and easy to implement, use, and maintain, allowing for streamlined communication and collaboration across the product value chain.

For more information, or to request a demo with a ComplianceQuest expert, contact ComplianceQuest today:

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- Email us at [marketing@compliancequest.com](mailto:marketing@compliancequest.com)
- Call us at **408-458-8343**