

Market Complaints – Strategic Consultancy

We offer strategic consultancy services specialized in crafting necessary Standard Operating Procedures (SOPs) and conducting thorough evaluations of existing processes to identify areas for improvements regarding Market Complaints strategies. Our focus is on guiding companies to initiate or enhance Market Complaint management practices, ensuring compliance and customer satisfaction

SOP Development

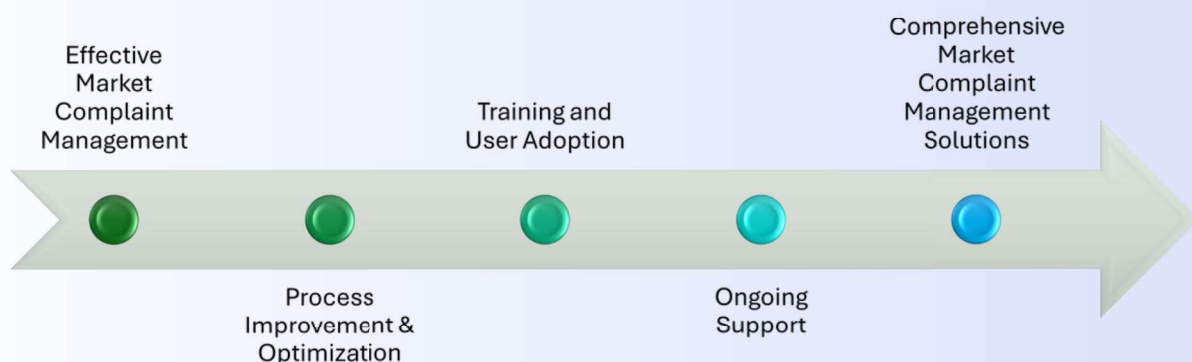
We collaborate with clients to develop standardized operating procedures (SOPs) for managing Market Complaints effectively. This involves defining clear procedures for complaint intake, investigation, root cause analysis, corrective actions, and reporting, ensuring compliance with regulatory requirements and industry best practices.

Process Evaluation and Optimization

Zamann Pharma Support conducts thorough evaluations of the client's existing Market Complaint management processes. We identify areas for improvement, such as streamlining complaint handling workflows, enhancing communication channels, and implementing risk-based approaches to prioritize and address complaints promptly.

Training and Implementation Support

We provide training sessions and implementation support to ensure successful adoption of new or improved Market Complaint management processes. This includes educating personnel on SOPs, complaint handling procedures, regulatory requirements, and best practices. Additionally, we offer ongoing support to address any challenges or questions that arise during the implementation phase.



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- Quality Consulting and Risk Management
- Qualification and Validation
- Personnel Qualification
- Customer-specific Provision of QMS

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