

Market Complaints – Strategy Definition

Our service assists companies in developing robust strategies for managing Market Complaints in compliance with international regulations. By providing the necessary technical background through policies, SOPs, and executional templates, we equip our clients with the tools and guidance needed to effectively address and resolve Market Complaints while maintaining regulatory compliance

Regulatory Assessment

Our team conducts a thorough review of relevant regulations and guidelines issued by regulatory authorities such as the FDA, and EMA. This assessment helps us understand the specific requirements and expectations governing market complaints management within the pharmaceutical industry. By staying abreast of regulatory updates and best practices, we ensure that our clients are well-informed and compliant with applicable standards.

Strategy Development

We collaborate closely with our clients to develop customized strategies for managing Market Complaints effectively. This process involves defining clear objectives, establishing robust processes and workflows, and identifying key performance indicators (KPIs) to measure success. Our goal is to create a strategic roadmap that aligns with the organization's goals and regulatory obligations, while also addressing any unique challenges or considerations.

Documentation Framework

We provide comprehensive support in creating essential documentation to support market complaints management activities. This includes developing policies, standard operating procedures (SOPs), and templates that outline roles and responsibilities, escalation procedures, investigation protocols, and reporting requirements. By establishing a clear and standardized documentation framework, we help streamline processes, enhance transparency, and ensure consistency in handling market complaints across the organization.



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

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