Customising & Simplifying workflows for compliance

Recently a pharmaceutical client contracted Urmi Quality Management Consulting Pty Ltd (UQMC) for some QMS improvement activities. One of the QMS elements that needed reviewing and improving was their Supplier Assurance process.

This document provides an insight into how we used the process & data mapping tools to identify areas of concern and create an action plan for improvement.

UQMC
QMS Consulting Services

case study

Challenges

- A lengthy supplier approval process requiring inputs from multiple departments & completion of multiple forms
- Several non-compliances in procedure implementation
- Lack of transparency & visibility
- Staff frustration & lack of awareness in understanding the process
- Limited use of SAP modules for effective implementation
- Repeated requests from staff to buy a new material & supplier management system (Capital cost)

Approach

- Review of existing procedure & walk through with stakeholders
- Created a process map & data map for the existing process
- Use of visual signs to highlight repetitive steps, non-compliance steps /Data integrity concerns & wastage
- Brainstorming of process & data map by stakeholders
- Brainstorming potential short-term & long-term solutions by the team

RESULT

Clarity of current process steps & pain areas	Identification of some immediate remedial actions by the team to reduce wastage, repetitive tasks, delays, non-compliance	Team assessed existing SAP module for use based on process clarity	A longer-term plan for buying /upgrading SAP proposed

Conclusion

By applying UQMC's structured mapping tools and stakeholder engagement strategies, the organisation gained a clear, visual understanding of the inefficiencies plaguing their Supplier Assurance process. What began as a frustrating, opaque system was transformed into a transparent, actionable roadmap for compliance and improvement.

Through process clarity, collaborative problem-solving, and practical recommendations, UQMC enabled the client to reduce delays, improve staff engagement, and make informed decisions about future system upgrades, paving the way for a more efficient and compliant supply chain framework.