



CASE STUDY

Dr. Reddy's Partners with ComplianceQuest and Salesforce to Drive Next-Generation Quality Standards with AI-Powered Platform

Future-Ready Quality with CQ: Under 5-Minute Deviation Reporting and Nearly 80% Fewer Clicks



Background

Dr. Reddy's Laboratories, a globally recognized pharmaceutical company, has always focused on strengthening Quality systems while enabling speed, clarity, and ownership at the shop-floor level. The company's mission to impact 1.5 billion patients by 2030 inspired a move toward a unified, future-ready Quality ecosystem that could deliver efficiency and consistency across global operations.



“With CQ, we’re establishing a data-driven, efficient quality system that automates routine tasks and improves decision-making across the board.”

— Krishna Venkatesh

Global Head of Quality & Pharmacovigilance,
Dr. Reddy's Laboratories Ltd

“At Dr. Reddy's, our focus has always been on strengthening Quality systems while enabling speed, clarity, and ownership at the shop-floor level. With the implementation of new QMS we successfully transitioned from multiple disparate Quality systems to a single, integrated Quality Management System. This initiative was not a traditional system implementation, but a true Quality transformation program. The strong collaboration, deep domain expertise, dare to challenge the existing process and process re-engineering by the team including CQ Partner throughout every phase of this program were key enablers of this successful transformation.”

— Rajesh Thempadiyil

Head Mfg. & Quality-Digital and Process Excellence (DPEX) Dr. Reddy's Laboratories Ltd

Opportunity

To achieve this vision, Dr. Reddy's sought to modernize its Quality Management System and standardize processes across sites. The goal was to create a scalable, integrated platform that would enhance visibility, improve decision-making, and support operational excellence.



Case Study: ComplianceQuest // Dr. Reddy's Laboratories Ltd.

Solution

Dr. Reddy's partnered with ComplianceQuest, built natively on the Salesforce platform, to implement an AI-powered Enterprise Quality Management Solution (EQMS). This initiative represented a comprehensive Quality transformation program.

- **Collaborative Approach:**
Product Squad including Process owners, Product owners, Leadership Team, worked closely with the Solution architects ComplianceQuest team to reimagine the process and suitable for



business needs. Through multiple rounds of evaluation and redesign, they collaboratively re-engineered and standardized Quality processes.

- **Comprehensive Integration:**
The CQ Solutions seamlessly integrates critical processes including all Quality Systems modules. This provides a unified, scalable Quality ecosystem across global sites.
- **Technology Highlights:**
The platform integrates with SAP and third-party systems, supports FDA 21 CFR Part 11 requirements, audit trails, and validation - enhancing transparency and governance across all functions. CQ's AI capabilities streamline deviation management by automatically structuring problem statements and investigation summaries, making tasks faster and more consistent.

Implementation

Dr. Reddy's successfully completed the global rollout of ComplianceQuest across 18 Manufacturing sites and marking a significant milestone in its quality transformation journey.

Impact

- **Simplified Processes:**
Deviation and CAPA workflows, from initiation through closure, are now completed independently by operators in under five minutes - with nearly 80% fewer clicks.
- **Improved Efficiency:**
Faster cycle times and standardized workflows across sites have delivered measurable productivity gains and strengthened regulatory compliance.

- **Enhanced Visibility:**
Intelligent impact assessment and right-first-time deviation classification provide consistency and transparency across functions, giving supervisors, HODs, and QA teams real-time visibility for better planning and prioritization.
- **Operational Excellence:**
The transformation enables Dr. Reddy's to move beyond compliance - driving continuous improvement and reinforcing its unwavering commitment to patient safety and product quality.

Dr. Reddy's partnership with ComplianceQuest and Salesforce has set a benchmark for digital quality transformation in the pharmaceutical industry. By embracing an AI-powered, unified platform, the organization has achieved measurable efficiency gains and strengthened compliance across global operations.





About ComplianceQuest

Transform into a fully connected business with a next generation **AI powered Product Lifecycle, Quality, Safety, and Supplier 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, protect employees and customers, and strengthen brand reputation.

ComplianceQuest is pre validated and easy to implement, easy to use, and easy to maintain. It enables streamlined communication, collaboration, and continuous improvement across the entire value chain.

For more information or to request a demo, please contact:

- Visit www.compliancequest.com
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