



CASE STUDY

Thermoplastics Manufacturer Gains Better Visibility and Access to Quality Processes with Cloud-Based ComplianceQuest EQMS

Solution Relieves the Burdens of Regulatory Updates,
Simplifies System Management



Background

Founded in 1951, Global Advanced Thermoplastics (GAT) is a global supplier of semi-finished thermoplastic products for the life sciences, engineering, aerospace and defense, chemical, energy, and electronics industries. GAT polymers deliver critical attributes such as biocompatibility, food contact, transparency, and resistance to chemicals, heat, and wear. The privately held company operates production sites in North America and Europe, providing both manufacturing and product development capabilities.



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— Solution Architect

Global Advanced Thermoplastics (GAT)

Challenge

Though GAT used a third-party enterprise resource planning (ERP) system, all of its quality applications were developed and maintained in-house by a lean IT staff. These homegrown solutions lacked the ability to easily integrate with other critical applications, making it difficult to access and share quality-related data. The internal team found it tough to keep up with relevant regulatory changes and update the quality systems accordingly. And without a rigorous process for testing and implementing system changes, there was a risk of bugs, breaks, or other unintended consequences that could impact production.

An impending ISO audit proved the catalyst for GAT to seek a more effective approach to quality management.

“We needed to report on a lot of information during the audit, but it wasn't easily accessible,” said the Solution Architect. “It just made sense to find a better solution.”



Solution/Result

In 2022, the company began a search for an electronic quality management system (EQMS), focusing on vendors that offered a cloud-based platform and integrated with Salesforce CRM.

“We did a deep dive into understanding which modules each supplier offered and how they worked, along with how the company monitored regulatory changes and pushed them out to customers,” explained the Solution Architect.

Based on those criteria, ComplianceQuest topped the list, prompting GAT to sign on for a phase 1 implementation of the Document, Change, and Training modules. The company went live with all three modules in 2023, migrating 500+ documents along with its entire quality training history



Improved Access and Visibility Across the Enterprise

Each of GAT's 100+ employees has a ComplianceQuest software license for the platform, ensuring they have ready access to every document and data point they need, no matter where they're based.

"The fact that they're able to access the quality system without having to remote into servers was a great improvement," noted the Solution Architect. The company is no longer hampered by bandwidth issues or Internet outages that previously jeopardized access to internally hosted quality solutions.

The new EQMS makes it much easier to keep everyone informed of quality tasks that require their attention.

"With ComplianceQuest, you're automatically notified when something new is assigned," said the Solution Architect. That eliminates the need for managers to keep up with new training releases or retraining requirements that affect their direct reports.

The platform also provides a more controlled structure than the previous in-house applications, with processes clearly outlined and visible to all parties.

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Removing the Bottlenecks to Growth

With a single person managing internally developed code, GAT found it slow and cumbersome to get new functionality created or updates made. Now, development is faster and system management is easier.

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Because the platform is widely used, GAT can access a wealth of information by conducting searches or connecting with a community of users, both locally and online.

The move to ComplianceQuest will enable GAT to scale without taxing its limited IT resources.

“For me, scalability means being able to easily maintain our staff in the platform even if we tripled our employee base,” explained the Solution Architect.

No longer handling labor-intensive tasks like manual system permission setups, the manufacturer finds it simpler to provide new employees access to required modules.



Robust Reporting with Less Work

GAT must adhere to each customer's specific quality requirements, requiring the ability to report on a wide range of metrics and ratios. The company also tracks internal key performance indicators (KPIs) to ensure manufacturing processes are delivering as expected.

Previously, the homegrown applications provided limited reporting capabilities. Users needed to comb through databases, export data into Excel, and manually manipulate it to generate reports.

Now, any licensed user can access many quality reports within ComplianceQuest, significantly reducing manual work. The reporting efficiency gains will be especially valuable during audits,

saving GAT substantial time when fulfilling auditor requests.

Choosing a vendor with a dedicated compliance team and experience serving highly regulated industries has eased GAT's regulatory burden. Rather than tying up staff attempting to keep pace with evolving regulations, GAT relies on ComplianceQuest to identify new quality-related regulatory changes and update the system accordingly.

Selecting a solution built on Salesforce simplified system security, eliminating the need to manage security across multiple internal servers and applications. It has also opened the door to integrate the EQMS platform with various third-party applications, making quality data far more usable.

Based on the positive response to the initial modules, GAT will further enhance its quality function by implementing ComplianceQuest's CAPA, Audit, and Complaints modules.

CHALLENGES

- Multiple homegrown applications that were tough to manage
- Cumbersome server-based architecture
- No integration with other critical solutions
- Limited visibility into quality processes and tasks
- Burdensome approach to managing regulatory changes
- Lack of robust reporting capabilities

VALUE CREATED

- Easily accessible cloud-based platform
- Integration with the Salesforce CRM
- Full visibility into the quality function
- Faster development and simpler maintenance
- Reporting functionality at end users' fingertips
- Regulatory updates provided by the vendor

SOLUTIONS

- Document
- Change
- Training



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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