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DBA

**The Pharmaceutical
Training Experts**

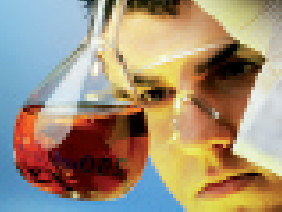
**KPIs and Performance
Measures for Quality
Systems**

**Your Key to Continuous Quality
Improvement**

Wednesday 21 and Thursday 22 April 2010

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

About This Course



Quality System Performance Measures

How Good is Your Quality Management System?

The quality of your product is determined by the effectiveness of your Quality System and the people operating it. Unfortunately, many Quality Systems have become so complex, slow and bureaucratic they no longer meet regulatory expectations and the low cost 'efficiency' demands of your business.

To remain 'regulatory compliant' and reduce costs you must simplify and improve your Quality System. To do this you must have accurate measures of performance, without which any improvement is impossible. This course will provide you with very practical guidance on:

- How to select simple, accurate and reliable performance indicators for your Quality System
- How to quickly interpret and report the data and information to
 - reduce risks to your business and your patients
 - improve your regulatory compliance
 - reduce your Quality System costs
 - simplify your Quality System

Our objective is to provide you with practical tools and techniques to dramatically improve the compliance and efficiency of your Quality System.

What You Will Learn

- How to select the 20% of measures that provide 80% of 'value adding' information. Remember, less is more!
- How to select performance measures that
 - are accurate
 - are simple
 - are reliable
 - improve the performance of your quality system
- How to easily collect and present information in the most interesting and user friendly way
- How to review, report and act on the data within days, not weeks or months
- How to use performance data to drive **continuous** quality and compliance improvements and to motivate your workforce
- How to ensure that the performance measures actually result in genuine and lasting improvements, and are not filed and forgotten

Who Should Attend

- Qualified Persons and QP delegates who must have confidence in their Quality System **before** they release the product
- Manufacturing managers and supervisors responsible for cost effective and 'low risk' manufacturing operations
- QA personnel focused on simplifying Quality Systems to improve performance and regulatory compliance
- Engineers interested in getting more with less from their plant and equipment!

Reserve your place today

email: courses@DBA-global.com

Course Outline

The course will show you which performance measures to select for key elements of your Quality System and how to use the data to improve performance, including:

- Manufacturing processes and operations (including equipment performance)
- Documentation systems and SOP compliance
- Product release activities and the Batch Manufacturing Record review and approval process
- Change Control systems
- Deviation Reporting and CAPA systems
- Planned Preventative Maintenance and Calibration systems
- Training and people 'performance'
- Management and control of contractors and 'third parties'
- The internal Audit and Self Inspection programme
- Customer complaints
- Quality Control activities (Chemical and Microbiological)

Discussion and Working Groups

A significant proportion of the course will be devoted to group work, where delegates have the opportunity to put theory into practice.

Additionally, a tutor-led panel session will provide delegates with an opportunity to obtain answers to their specific questions.

Your Tutors



Martin Lush
David Begg Associates, UK

Martin is Senior Partner with DBA and has worked in the Pharmaceutical Industry for over 30 years. Martin has extensive 'hands on' experience with simplifying and improving Quality Systems for a wide range of products and processes.



Stewart Green
David Begg Associates, UK

During a 40 year career Stewart has seen the craze for performance measures come and go. During this time he has been able to recognise what makes a successful KPI, i.e. one that brings value to the business and one that doesn't. In many cases the latter type are positively harmful to a business. He has developed KPIs, helped staff to recognise their importance and what to do when they are going in the wrong direction, and made senior corporate management aware when the wrong indicators have been used and are counterproductive.

What previous attendees said about this course

These are just some of the comments we have received and are typical of the kind of feedback we've come to expect after a DBA course.

"Eye opening!" Kees Piket, Solvay, The Netherlands

"Great tutors, great material, great course!"
Michael Kirk, Cara Partners, Ireland

"Course extremely beneficial and value adding" Shannon Bearpark, Shire Pharmaceuticals, UK

"As with all DBA courses – great course atmosphere" Karin S-Ohlson, Polypeptide, Sweden

"Fantastic course – incredibly knowledgeable course tutors" Claire Nickless, sanofi aventis, UK

"Taught me more than I ever expected"
Novi Holvast, NVI Vaccines, The Netherlands

"Very good tutors – provided excellent answers and solutions to real life problems"
Jef Van der Leij, NV Organon, The Netherlands

Booking Form

KPIs and Performance Measures for Quality Systems

Wednesday 21 and Thursday 22 April 2010

Manchester Marriott Victoria & Albert Hotel, Manchester, UK

Please reserve me a place on this course...

First/only delegate attending: £1320.00 Plus VAT at the prevailing rate

Additional delegate(s) from same site: £1056.00 Plus VAT at the prevailing rate

Includes: Includes: tuition, comprehensive course notes, attendance certificates, lunches and refreshments

Excludes: all hotel accommodation and dinners (See Hotel Accommodation section)

Course begins at 09.00 on Wednesday and finishes at 15.00 on Thursday

Please write clearly in BLOCK CAPITALS

Mr/Mrs/Miss/Ms/Dr First Name Surname

Job Title Company

Full Site Address

Post Code

Delegate Tel No Delegate Fax No Delegate Email

Accommodation: I require accommodation (please tick box) YES NO See *Hotel Accommodation section for details*

Please indicate any special needs (dietary/accommodation):

To guarantee your accommodation reservation, credit card details must be supplied (please write clearly)

Card Number Expiry Date

Sterling cheques, payable on a UK bank to David Begg Associates (York) Ltd, for the full invoiced amount (net of ALL bank charges) to be attached to this Booking Form and sent to David Begg Associates (York) Ltd at the address below. Settlement must be received at least 10 working days prior to the course start date. A VAT invoice will be provided. VAT Reg No GB 927 3679 85. Under UK law all applications are subject to VAT irrespective of the country of origin of participants. Most VAT registered companies/organisations can reclaim this tax. Cancellations within 25 working days of the course start date are subject to charges (see Cancellations section). If a Purchase Order number is necessary to effect settlement of our invoice please provide it in the box below.

Purchase Order number

Authorised Signature Date Cheque enclosed

To aid prompt confirmation of your booking, please ensure you submit a completed application form which bears an authorised signature and Purchase Order number

The programme and other information contained in this brochure are correct at the time of printing and are published in good faith. David Begg Associates reserves the right to make any changes which may become necessary.

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The Venue

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The Manchester Marriott Victoria & Albert Hotel stands on the banks of the River Irwell, near the city centre but convenient for Manchester Airport (19km), the city's Piccadilly rail station (3km) and the UK's motorway networks. Recently lovingly restored, this Grade II listed building bears many modern features. The hotel has its own car park and the Living Well Health Club with pool, gymnasium, sauna and steam room is just a few minutes from the hotel. Also nearby are the Imperial War Museum North West, Lowry Museum and Manchester's three theatres. A few minutes' walk takes you to the city's main shopping and eating district.

- David Begg Associates has a block booking of bedrooms at the Manchester Marriott Victoria & Albert, at the specially negotiated bed and breakfast rate of £107.22 (plus VAT at the prevailing rate) per delegate per night.
- The nights of Tuesday 20 and Wednesday 21 April 2010 inclusive will usually be reserved.
- Accommodation should only be reserved through us using the Booking Form. Credit card details must be provided to ensure this reservation is kept for you. Please do not contact the hotel directly as this could cause duplicate reservations.
- Your account with the hotel should be settled at check out.
- Any charges made by the hotel as a result of you not taking up your reservation for any reason will remain your responsibility.
- Where at all possible, your booking for accommodation should be received six weeks before the course start date. Places on the course will be available after this time but we cannot guarantee bedroom or rate availability.
- Where no indication is made on the Booking Form, no accommodation will be reserved by us.

To Book on this Course

- Fax the completed and signed form from this brochure to our Course Administrator. Your place will then be confirmed by post and a course fee invoice will be issued.
- Provisional bookings can be made via our website, in the Training Courses section. Online reservations must be confirmed by the completion of a Booking Form (pdf brochure and Booking Form files can be downloaded via the website).
- Make sure you write a Purchase Order number on the Booking Form if this is necessary for settlement of our invoice.
- Reserve a place by telephone or email (contact details are on the Booking Form) confirming as above.

Cancellations

Written cancellations with a full refund will be accepted up to 25 working days before the start date of the course. A cancellation fee of 50% will be payable for cancellations received between 10 and 25 working days before the start of the course. If you cancel within 10 working days of the course start date, full course fees will be chargeable. Delegate substitutions may be made at any time up to the start of the course.

**Booking your place
couldn't be easier!**

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