



GRAND AVENUE SOFTWARE

solutions for collaborative intelligence

Customer Profile: Quality Tech Services (QTS)



Business Summary

Quality Tech Services (QTS) is a leading provider of contract manufacturing, assembly, packaging, and sterilization services to the medical industry. QTS customers enjoy quick and cost-effective results by tapping into team members with many years of packaging experience and expertise in a wide variety of situations. Areas of excellence include project management, process development, material sourcing, package and kit design assistance, sterilization, package validation, cleaning, passivation, adhesion/UV assembly, and cleanroom packaging. Packaging services are provided to several industries including orthopedic, spine, dental, neurological, cardiovascular, biologicals, and pharma.

Quality System Goals

- Increase visibility to changes while leveraging a consistent change process.
- Reduce overall change cycle time.
- Improve the link between document changes and the required training across the organization.
- Normalize and standardize the internal training process and related activities.

Solution

- QTS has deployed the Document Control and Training modules from Grand Avenue Software.

Results

- Significant improvements realized in reduced cycle time for changes and in tracking all implementation actions for changes.
- Up-to-the-minute efficiency and timeliness of compiling employee training records.
- Simplified the management of supplier, shop floor and customer copies of documents.

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