

Comprehensive Program on Effective Project Management

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A photograph of a sunset over a dry, cracked landscape. The sky is a deep orange and yellow, with the sun low on the horizon. In the distance, there are several acacia trees silhouetted against the bright sky. The foreground is a cracked, dry earth, suggesting a desert or a very dry region. The overall mood is one of desolation and heat.

Quality

seems like a

never ending

Mirage...

Quality Speedbreakers & Stonewalls

People

- Resistance to Change
- Poor Quality Orientation
- Poor process or customer requirements understanding
- Lack of proper training
- Lack of technical skills
- Low motivation and incentives
- No reward for quality

Process

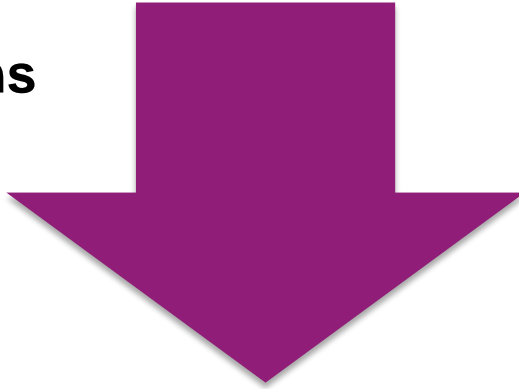
- No defined process or process flow
- Vague or poorly defined processes
- Incorrectly defined processes
- Complicated processes
- Lack of inbuilt QC and QA checks
- Lack of process training
- Lack of process updates

Price

- Cost of quality not included in specifications
- Cost of quality may be too high
- Cost of change management or technology upgradation may be too high

Conflict Situations

Operations



Operations Bandwidth
Operations Overheads
Customer Demands
Internal Team Demands
Management Demands

vs.



Quality

Quality Objectives
Quality Processes
Quality SLAs



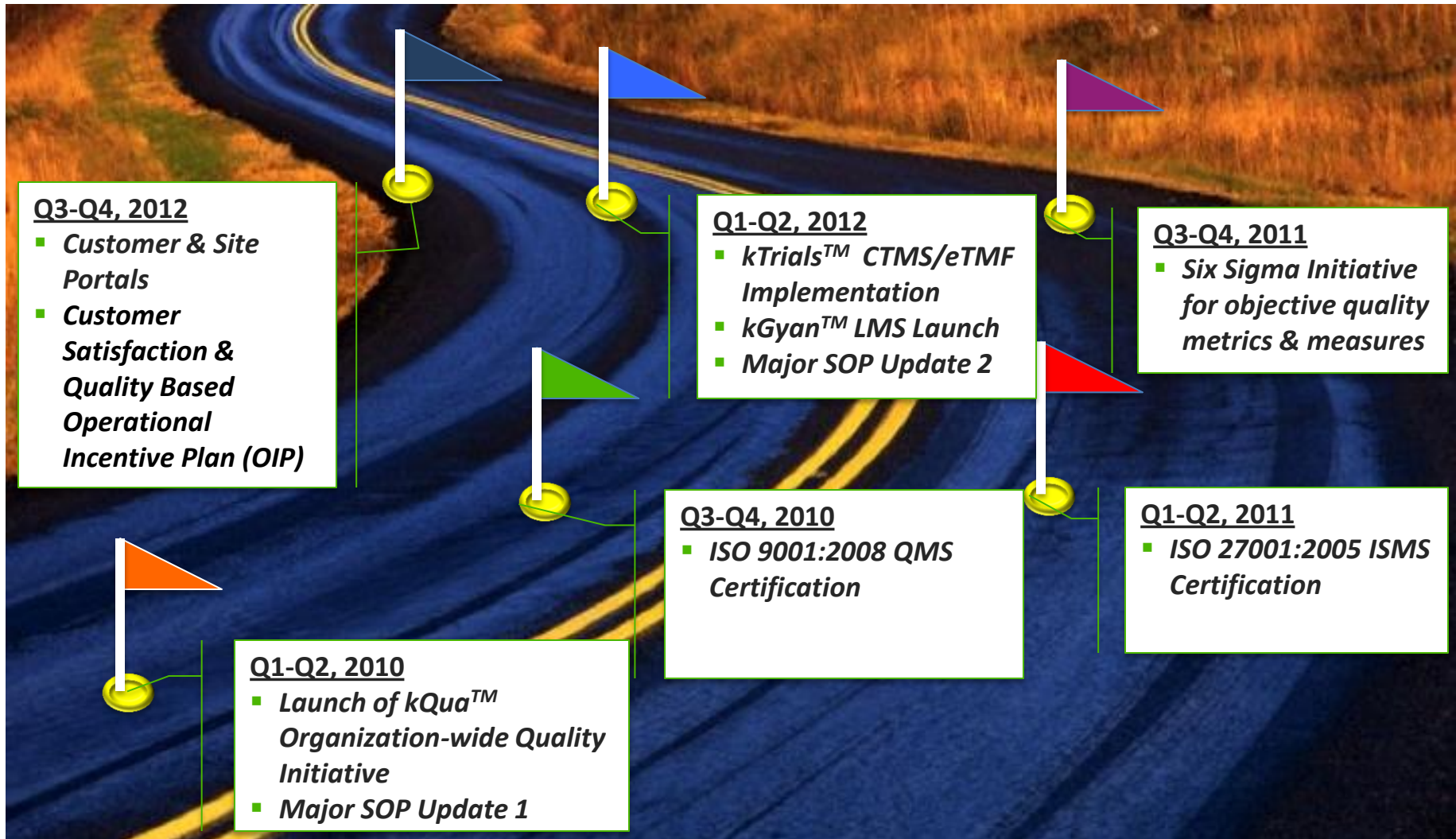
Key Quality Tools & Techniques



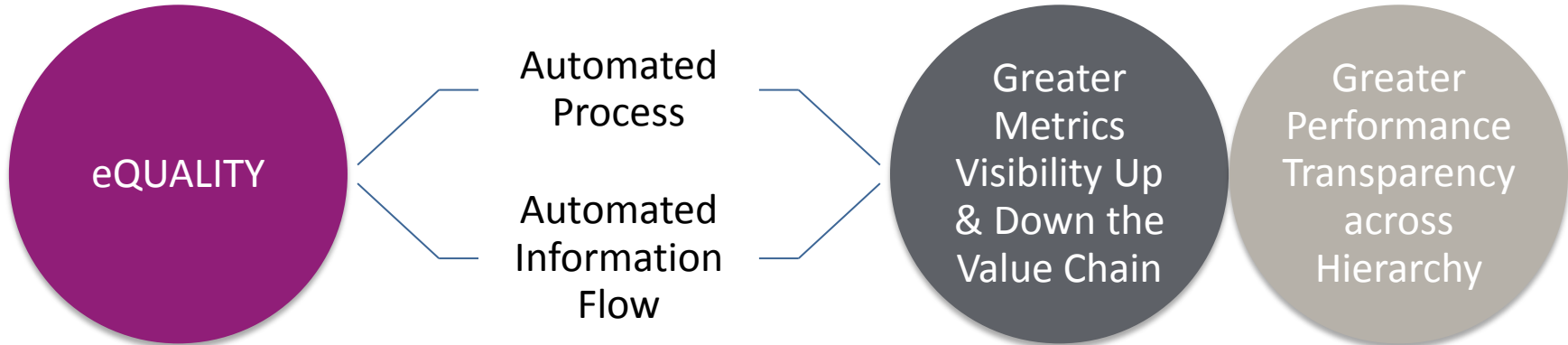
Development of Ethos in Quality



Case Study: *kQua*TM Initiative at Karmic



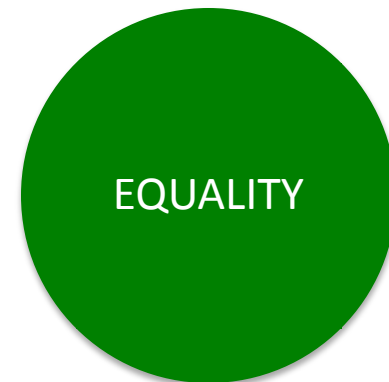
Case Study: *kQua*TM Initiative at Karmic



eQuality = Equality

A screenshot of the Karmic software interface for creating a study. The interface includes a navigation bar with icons for HOME, SPONSOR, STUDY, SITE & INVESTIGATOR, VENDOR, STAFF, and SUPPL. MASTERS. Below this is a sub-navigation bar with options: Create / Modify CPP, View Project trackers, Schedule Monitoring, and View Department trackers. The main content area is titled 'Create Study' and contains several tabs: VIEW STUDY MASTER, ADD EDIT STUDY, Study Summary, Study Scope, Study Team, Site and Investigator, and Study Vendor. The 'Study Summary' tab is active, showing a form with the following fields:

Study Code:	<input type="text"/>	Study ID:	<input type="text"/>
Protocol No.:	<input type="text"/>	Study Name:	<input type="text"/>
Sponsor Name:	<input type="text"/>	Protocol Title:	<input type="text"/>
Therapeutic Area:	<input type="text"/>	Study Type:	<input type="text"/>
Total Study Period:	<input type="text"/>	Indication:	<input type="text"/>
No of Visits:	<input type="text"/>	No of Subjects:	<input type="text"/>
		No. of Sites:	<input type="text"/>



Case Study: *kQua*TM Initiative at Karmic

Problem

- *Lack of Process Understanding*
- *Lack of Quality Orientation*
- *Repetitive Quality Issues*
- *Ongoing Customer Complaints*

Solution

- *kQua*TM Organization-wide Quality Initiative
- *ISO 9001:2008 QMS & ISO 27001:2005 ISMS Certification*
- *Strong Focus on QC/QA Process Definitions, Quality Tollgates and Quality Metrics establishment leveraging Six Sigma Tools*
- *kTrials*TM based automation of the entire process & quality chain
- *Customer Satisfaction & Quality Based Operational Incentive Plan (OIP) with direct financial reward for all operational employees*

Benefit

- *Improved Customer VOC*
- *Improved Employee Motivation & Quality Commitment*
- *More Quality Improvement Ideas from team*
- *Improved Process Efficiency & Turnaround*
- *Better Inter-Departmental Coordination*
- *More Cost-Effective Operations*

Finding the Oasis!



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