

Laboratório Globo streamlines SGQ and document management by using SoftExpert solutions

The need to improve its Quality Management System led Laboratório Globo, one of the largest pharmaceutical industries in Latin America, to develop a process mapping project for all sectors of the organization with the support of an outside consulting service. According to Randel Moreira, IT Manager at the company, because it perfectly meets the need for rigid control involved in the elaboration, approval, updating and processing of documents, the industrial division opted for the SoftExpert solution. "The software's capacity to operate in an entirely online environment was a major differential when choosing the system," Moreira said.

Another important aspect was the possibility for customization of different parameters without the need for development, since there was no time to await these changes. For Moreira, the document processing has already started to generate positive effects for industrial division, since the time between the elaboration and publication of the document has been optimized as the users become more familiar with the tool. "The SoftExpert project was implemented quickly and the time required for the adoption of the solution by the users was quite natural, considering that the pharmaceutical segment is legally required to work with reliable and secure records that guarantee the quality of products and do not represent risks to the population," he explains.

The fact that SoftExpert solutions supports access to work stations that use the Linux operating system and permits installation on Linux servers was also considered, since it reduces the costs of the project and maximizes the potential of investments in training or the acquisition of other modules. "The six modules acquired were strategically chosen to maximize improvements in Laboratório Globo product and process quality," concluded Moreira.

About Laboratório Globo

Present in market for the past 54 years, Laboratório Globo has earned a name for its competence and quality, producing a diversified product line. The company's head office, is constructed in an area with approximately 12,000 m², and is based on the quality standards required by Health. Its customer service system became more efficient, while its tests, research and intense development indicate new product launches. Already operating in the generics market, Globo is one of the largest industries in the segment and is currently experiencing intense growth.

About SoftExpert

SoftExpert is the global leader in the field of excellence and compliance management software. More than 1,500 companies worldwide trust SoftExpert's solutions to streamline their work processes, simplify tasks and manage information. Developed for any type of business in a wide range of industries, SoftExpert solutions help reduce costs, minimize risk, improve performance, and gain the flexibility to respond to changing business needs. The integrated and modular management solutions are directed to the following areas of application: Enterprise Content Management [ECM], Business Process Management [BPM], Corporate Performance Management [CPM], Enterprise Quality Management [EQM], Project and Portfolio Management [PPM], Product Lifecycle Management [PLM], Environmental, Health and Safety Management [EHSM], IT Service Management [ITSM], Governance, Risk and Compliance Management [GRC], Enterprise Asset Management [EAM] and Human Capital Management [HCM]. All of these solutions implement their internal controls in compliance with globally adopted regulations, including: ISO 9000, ISO/TS-16949, FDA, ISO 14000, OHSAS 18000, SOX, COBIT, ITIL, COSO, ISO 20000, ISO 22000, ISO 27001, BSC, PMBOK, CMMI, etc.