

Supplier and Supply Chain Auditing

Qualsys User Group, Sheffield – Tuesday 9th July 2019



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What is your confidence level?

More data than ever

- ✓ 269 billion emails are sent each day - [74 trillion](#) emails per year
- ✓ 90 emails per day, per person
- ✓ Average 4,000 emails per day, per business
- ✓ 49.6 days period between breach discovery and reporting dates
- ✓ Security breaches increased by 67% in 2018
- ✓ Cybercrime costs organizations \$13 million per year



It is estimated that data integrity cost British businesses £1.2 Billion in 2019

<https://www.templafy.com/blog/how-many-emails-are-sent-every-day-top-email-statistics-your-business-needs-to-know/>

<https://www.thesslstore.com/blog/80-eye-opening-cyber-security-statistics-for-2019/>

<https://www.themanufacturer.com/mdc2011/pdf/ChainReaction-The-Fragmented-Supply-Chain.pdf>



What are the challenges?

The trends

Volume

First of all, there is a vast amount of data available. With sheer volume in mind, it is not surprising that something is off. Is your current strategy equipped to handle the growing amount of data?

Sources

Where is your data coming from? If you're acquiring a new system, you may struggle transferring data back and forth. Moreover, those who manually transfer data risk human error. If your data differs between systems, how will you know which one is right?

Collaboration

How do you ensure that you are on the same page as your suppliers and customers? If your systems aren't updating in real-time, this will cause issues. Especially when transitioning with new supply chain parties, your data integrity is at risk.



**How do we put some of the
responsibility back on the
suppliers?**

Shine a light on the problem

Volume

- Clear ownership – are all suppliers equal
- Trained processes – email is not enough
- Consistent data/templates – forms & checklists

Sources

- Single source of truth – bring all data together
- Integrate – remove risk of duplication

Collaboration

- Visibility – schedule and communicate
- Real time decisions – action when needed

How do we do it?

Volume

Document Manager – Processes

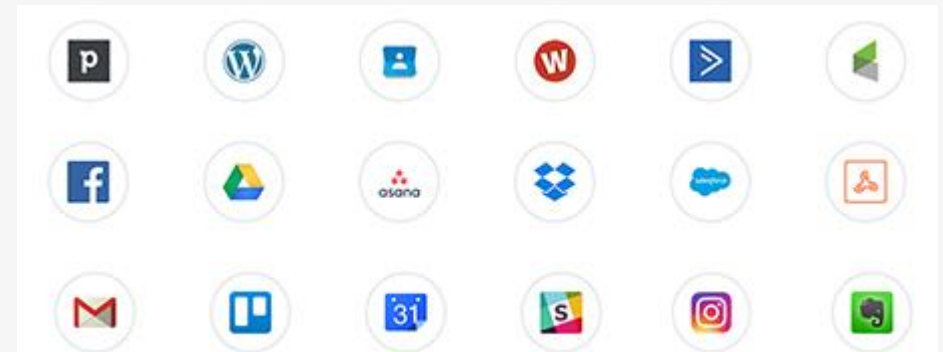
- ✓ External Provider Management [QP44](#)
- ✓ Change Management [QP43](#)
- ✓ Change Management from an IS perspective [IS Change](#)
- ✓ Provider / Contractor Assessment form [QF132](#)
- ✓ Provider Risk Assessment [QF117](#)

Issue Manager – Forms

- ✓ Qualsys Change Form
- ✓ New Supplier Requests
- ✓ Requisition Form

Issue Manager – Audits

- ✓ External Provider Management



More Than 750 Apps, Better Together

How do we do it?

Sources

- The right data in the right place
- The right process owners
- No duplication



How do we do it?

Collaboration

- Real time notifications/reminders/alerts
- Tailored communication/calendar invites
- External To Do List



To Do List

Created On	Details	Due By ▾
▶ 03 Jun 2019	P2-P7 Test Audit (REF:COTEST-516) - Action Create and Submit Action Plan: Audit COTEST, Finding Minor Nonconformance	14 Jun 2019
▶ 03 Jun 2019	P2-P7 Test Audit (REF:COTEST-516) - Action External User Action: Audit COTEST, Finding Minor Nonconformance	10 Jun 2019



How much do you trust your data?



What will you do next?

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<https://hubs.ly/H0DvqG0>



The Ultimate Dictionary of Quality Acronyms You Should Know
quality.eqms.co.uk

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<https://hubs.ly/H0jh50-0>



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Lead Responsible Person (and Marvel fan!) Laura Cox discusses Good Distribution Practice and how her new EQMS modules are the 'quality Infinity Stones' for her company, CST Pharma. ...see more



"We look at our 6 EQMS modules like the quality Infinity Stones."
Laura Cox, Lead Responsible Person, CST Pharma

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Congratulations to the Unilever Oral Care team for a perfect ISO 13485 audit! Here's how they did it.
<https://hubs.ly/H0jh6FQ0>



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