

# EVOLVING WA QUALITY STANDARDS



## Evolving Customer Quality Requirements and How Warehouse Anywhere Adapted

A large medical company, which we'll call Company A, researches and develops treatments to meet difficult health challenges worldwide. The company invests in novel scientific research and then moves discoveries from the laboratory bench to the bedside, where treatments can improve patients' lives.

### THE CHALLENGE

Companies working directly with medical devices, equipment, and other health products must implement quality systems to meet regulatory requirements. The logistics companies involved in product distribution are no exception. While Warehouse Anywhere was developing a quality system for a proposed contract with a medical company, the company was acquired by the aforementioned Company A. With company changes comes requirement changes, and Warehouse Anywhere's quality system didn't pass Company A's audit.

### THE SOLUTION

This setback prompted Warehouse Anywhere to invest substantially in regulatory expertise. They brought in consultants and later hired a dedicated director of quality to completely overhaul the quality system, including:

- Finalizing the implementation of an electronic quality management system
- Developing and launching standardized operating procedures to align departments, companies, and partners
- Producing a fully built-out training program
- Establishing a supplier management program
- Creating an internal audit program
- Incorporating a computer system validation program

### INDUSTRY

Supply Chain

### LOCATION

Nationwide (USA)

### DURATION

Since 2011



# EVOLVING WA QUALITY STANDARDS

- Expanded the scope of our ISO 9001:2015 certification to encompass additional processes

Warehouse Anywhere audited suppliers to ensure they met its requirements as well as customer's requirements. The team also made quality standards consistent for all customers. Warehouse Anywhere's new quality system passed Company A's re-audit and audits with two new customers: a major medical equipment manufacturing company and a multinational health technology company.

## THE RESULT

Warehouse Anywhere transformed its initial quality system in less than two years into a robust, comprehensive system that worked across multiple industries with strict regulatory oversight. Company A now uses Warehouse Anywhere's logistics system to distribute products to healthcare organizations that treat patients. With the new quality system in place, Company A can ensure alignment with regulatory requirements while benefiting from efficient supply chain management.

The implications of this story go beyond three signed contracts, however. Warehouse Anywhere also proved its ability to adapt quickly, a competitive advantage the company brings to future partnerships. Companies seeking to grow their clientele or expand into the medical device, healthcare technology, or biotechnology fields need logistics partners who can meet the challenges of the industries. Warehouse Anywhere complies with international and US quality standards and will continue adjusting systems to meet evolving standards and changing customer requirements.



## WHAT WE IMPROVED

- Operational and validated eQMS software suite

- Documentation of procedures, training, and supplier management programs

- Validation of Spyglass software to ensure integrity of medical device products and data

- Integration of ISO 9001:2015 into all aspects of the company

