



Rx-360 Helps GSK Reduce Audit Costs and Improve Efficiencies

A member of Rx-360, GSK has been working with the consortium for more than 10 years.

GSK has leveraged the vast licensable audit report library, and it has also sponsored numerous supplier audits through the Rx-360's Joint Audit Program®. "Since the pandemic started, the real value of what Rx-360 can bring to different types of pharmaceutical businesses has become apparent," said Gary Armstrong, Supplier Quality Compliance Manager for GSK.

"Rx-360 helps maintain the quality of supplier audits. By bringing several companies together to improve the efficiency of audits, Rx-360 reduces the audit load for suppliers."

Value & Guidance

The tremendous value that Rx-360 provides its members has convinced GSK to leverage the Joint Audit Program® much more than anticipated. "It's been fantastic! We've seen a big increase in the number of audits that have become available through Rx-360," said Armstrong. "Over the past few years, the number of audits, for which we've used Rx-360, has increased exponentially. It's really taken off in the past few years."

As a result of the COVID-19 pandemic reshaping the industry and forcing many pharmaceutical organizations to reconsider the way they do business, members of the consortium, including GSK, have tapped into the immense value that Rx-360 offers. "The pushback from suppliers has increased over the past few years because of the pandemic, whether it's a pushback from wanting to do a virtual audit or they don't have enough resources because of people being out sick, and just the overall stress that everyone's felt over the last few years," said Armstrong. "So, we've had challenges when it comes to getting our audits scheduled and done, and that's where Rx-360 really stepped in to help. And suppliers realized that if they used Rx-360 for audits it would help them consolidate several of their customers under one audit."

GENERATED NEARLY
\$100,000
IN AUDIT CREDITS



Detail-Oriented & Cost Efficient

GSK recognizes and appreciates the detailed and attentive nature of Rx-360's Joint Audit Program® "The value of the Joint Audit Program to GSK is that Rx-360 allows, through the collection of information, special audit requests," said Armstrong. "So, if we have a special audit request, a special need, or we need to look into a certain quality system or process, or we need to follow up on a CAPA, Rx-360 will provide that service. The response isn't provided in the general audit report because of confidentiality reasons, but Rx-360 will provide a specialized report in terms of what that auditor observed: a written narrative or conclusion from the audit, specialized and tailored for GSK, when we sponsor an audit and have those special requests. It's a great service for us."

With organizations increasingly placing a high priority on reducing costs and being efficient with their resources, GSK has found that Rx-360 can help them do just that. According to Armstrong, "Audits we've done through Rx-360 cost significantly less than we expected, really exceeding our expectations when it comes to reducing our audit burden."

Spend Money Once, Use it Twice

The Rx-360 Credit Program is a members-only benefit that GSK has found to be tremendously valuable, as it has generated nearly \$100,000 in credits for the science-led global healthcare company. "Not only does Rx-360 help keep the average cost of our audits down, but we also get to spend our money once and use it twice because of the consortium's excellent Credit Program," said Armstrong. "In just the last five years, GSK has accrued a massive number of credits, which we've applied to subsequent audits and licensable audit reports. It's a benefit that makes Rx-360 membership a no-brainer for us."

Not only is Rx-360 helping GSK reduce costs, but the consortium is taking care of any corrective and preventative actions that result from these audits. "I fully rely on the Rx-360 team to answer questions quickly, to do follow-ups, and see the audit process through from start to finish, including corrective and preventive actions. I view the Rx-360 team as an extension of my team. It's a full-service team that is highly responsive. The team is fantastic!"