



SME Directory

Pharmaceutical Quality

Ben Mills

Senior Director, Quality & Audit Operations

Areas of Expertise:

- GMP operations and global quality standards
- Pharmaceutical and supplier auditing
- Supplier and contract manufacturer oversight
- Data-driven quality improvement

Role in Rx-360: Ben leads audit programs, best practice documentation, and member education, helping promote consistency and transparency across the pharmaceutical value chain.



Supply Chain Security

Ryan Kelly

Interim CEO / Senior Director of Supply Chain Security & Brand Protection

Areas of Expertise:

- Pharmaceutical supply chain integrity and resilience
- Supply chain technology, product management, e-commerce, and digital transformation
- Regulatory compliance and quality systems
- Secure logistics, emerging pharmacy distribution models, and risk mitigation

Role in Rx-360: Ryan provides strategic and technical leadership across Rx-360 programs, contributing deep expertise in supply chain security, technology strategy, and product-driven transformation to support member collaboration and consultative guidance around secure, compliant, and resilient pharmaceutical supply chains.



Supplier Qualification

Kristen Hedrick

Lead Auditor & Quality Specialist

Areas of Expertise:

- Supply chain security and risk assessment
- Vendor management and quality agreements
- Regulatory intelligence and interpretation
- Quality culture development
- Good Laboratory Practice (GLP) compliance and laboratory quality systems
- Aseptic manufacturing principles, sterility assurance, and contamination control strategies

Role in Rx-360: Kristen conducts pharmaceutical industry quality and process audits. She lends her knowledge to members and customers through advising and resource development contributions.

