

MEDICAL INFORMATION EXPERTISE

Streamlining Product Retrieval Processes for Quality Complaint Investigation

PrimeVigilance implemented a streamlined product retrieval process for a client's Quality Department, reducing administrative burden and improving efficiency. By optimizing communication, enhancing logistics coordination, and providing real-time monitoring, PrimeVigilance delivered a **smoother customer experience and faster resolution of quality complaints**.

Challenge

A client's Quality Department sought PrimeVigilance's urgent help to manage the product retrieval process for quality complaints. Coordination with multiple stakeholders, including complainants, internal teams, and logistics providers, caused delays, miscommunication, and increased administrative workload, creating both financial and logistical burdens for the client.

**KEY TEAMS INVOLVED**

Administrative Teams, Logistics Vendors, Internal Quality Teams

Result

PrimeVigilance successfully took over the coordination of the product retrieval process, reducing the administrative burden on the client's Quality Department. The streamlined approach led to quicker resolution of quality issues, minimized operational disruptions, and improved the overall customer experience.

PrimeVigilance's solution optimized the product retrieval process, providing cost-efficiency, faster issue resolution, and improved client satisfaction. Through effective collaboration, process standardization, and leveraging technology, PrimeVigilance reinforced its role as a trusted partner, delivering enhanced operational efficiency and customer satisfaction.

Approach

PrimeVigilance quickly assembled a multidisciplinary team to streamline the product retrieval process. Key steps included:

**Communication**

A structured communication plan was developed to ensure clear and consistent messaging with complainants, internal quality teams, and external vendors.

**Process Development**

Standardized procedures were created to outline every step of the product retrieval process, including timelines, templates, and resource mapping. Administrative teams were tasked with much of the coordination to reduce costs.

**Vendor Selection**

PrimeVigilance utilized an approved logistics vendor to ensure safe transportation of potentially hazardous products, expanding their role after a thorough suitability assessment.

**Monitoring and Follow-Up**

All cases were logged into PrimeVigilance's Medical Information Query Management System (MIQMS), allowing real-time tracking and follow-ups, ensuring transparency and minimizing disruptions.

Patient Safety Without Compromise

Global, integrated MI & PV systems for intelligent processing, auto reconciliation, and data insights.