



**GRAND AVENUE SOFTWARE**  
solutions for collaborative intelligence

## Customer Profile: Quality Tech Services (QTS)

### Business Summary:

QTS is a Medical Device Outsourcing company that provides the expertise, responsiveness and exceptional quality required to rapidly bring devices to a highly regulated market.

### Quality Statement:

“Quality For Life”

We are passionate about quality as the services we provide have a direct impact on the quality of life for others.

### Quality Policy:

QTS will provide quality services through strict adherence to good manufacturing practices, regulatory requirements, customer specifications, and a commitment to maintaining effectiveness of the Quality Management System.

**Services include:** package design expertise, materials sourcing, validations, label development and printing, critical inspection, cleaning and passivation, cleanroom assembly/ kitting/packaging, sterilization, lab testing, and supply chain management. QTS operates within Class 7 cleanroom environments. ISO 13485 certified, FDA registered, and JPAL compliant.

### Quality System Goals

- Increase visibility to changes while leveraging a consistent change process.
- Reduce overall change cycle time.
- Improve the link between document changes and the required training across the organization.
- Normalize and standardize the internal training process and related activities.

### Solution

QTS has deployed the Document Control and Training modules from Grand Avenue Software.

### Results

- Significant improvements realized in reduced cycle time for changes and in tracking all implementation actions for changes.
- Up-to-the-minute efficiency and timeliness of compiling employee training records.
- Simplified the management of supplier, shop floor and customer copies of documents.

