



“ Our most important asset is the quality of our products. Our QAD Enterprise Applications upgrade included Quality Control capabilities which have elevated our results to even higher levels.

Toni Clubb, CFO, Vitatech

CUSTOMER CASE STUDY
VITATECH

HIGHLIGHTS

Company	Vitatech Nutritional Sciences Inc.
Headquarters	Tustin, California, USA
Industry	Life Sciences
Products	Custom nutritional supplements
Solutions Utilized	QAD Enterprise Applications Enterprise Edition



QUALITY-FOCUSED COMPANY BENEFITS FROM QAD ENTERPRISE APPLICATIONS QUALITY CONTROL CAPABILITIES

THE COMPANY: VITATECH NUTRITIONAL SCIENCES INC.

Vitatech Nutritional Sciences Inc. (Vitatech) has been an FDA-licensed contract manufacturer of dietary powders, tablets and two-piece capsules for sixty years. They have a tradition of excellence in producing the highest-quality nutritional supplements for a variety of private-label partners worldwide. Vitatech sources top-quality raw materials, offers Ph.D.-level formulation assistance, has extensive research and development capabilities, and runs state-of-the-art manufacturing facilities.

Quality control is the highest priority at Vitatech. They monitor, document and approve every step, from inbound receipts through production and shipment; they test for purity and compliance; and not only do they comply with FDA and current Good Manufacturing Practices (cGMP) requirements, but they also exceed such requirements in many areas.

This high level of quality is maintained across their massive manufacturing plant, which includes in-house analytical laboratories, an R&D lab and a microbiological lab. Vitatech offers customized manufacturing for:

- Tablets, both coated and uncoated
- Two-piece capsules and capsule banding

- Powders
- Enteric coating of soft gels

THE CHALLENGE: UPGRADING QUALITY CONTROL

“Our quality control system was paper based and labor intensive, with laboratories in several adjoining buildings, requiring all activities to be very carefully managed. We needed a faster, more effective quality control system,” notes Toni Clubb, CFO at Vitatech.

Vitatech needed a system as exacting as the formulas and finished products they create; one that would:

- Reduce paperwork, paving the way for paperless processes
- Improve the notification of quality personnel for the need to test incoming raw materials
- Standardize reporting practices to establish consistency in documentation
- Shorten the quality evaluation process
- Enable test result trending
- Make quality data visible to the entire workforce

THE SOLUTION: UPGRADE TO QAD ENTERPRISE EDITION TO TAKE ADVANTAGE OF NEW QUALITY CONTROL CAPABILITIES

QAD’s Process Manufacturing Customer Advisory Board was the initial catalyst for improving quality control capabilities in the newest QAD Enterprise Application Enterprise Edition (QAD EE) version.

As part of the Advisory Board, Vitatech knew the advantages and capabilities offered and they chose to upgrade to QAD EE and reap the benefits. Areas of particular interest to Vitatech include:

- Increased legibility of test results
- Easier retrieval of information for analysis
- Simplification of analytical test reporting
- Automated error-proofing of results based on values input by users and specifications stored in the system
- Consolidation of records and reporting into a database, replacing the individual records of their paper-based system
- Automation of in-bound material inspection
- Better access of detailed audit trail reporting for recording test results

“With QAD’s help, the process from planning to go-live was accomplished in only six months,” says Clubb. “After the initial data load was completed, we went through several phases of extensive product training with executives and end-users, doing testing and validation well in advance. By the time we went live, the implementation was basically flawless.”

THE BENEFITS: GREATER QUALITY CONTROL AND INCREASED EFFECTIVENESS

Vitatech’s QAD EE upgrade with Quality Control enhancements supports detailed recordings of quality attributes and traceability of materials throughout the supply chain from a single access point — supporting

backwards and forwards navigation through lot data.

Benefits of the upgrade and Quality Control implementation include:

- User-entered results are validated against pre-established specifications, eliminating human error during evaluation
- In-bound material inspections are automated, saving time and money
- Information for analysis is more easily retrieved and less manual
- Data processing has been streamlined and made increasingly paperless
- The ability to manage a product recall has been greatly improved using the new Lot Trace Workbench
- The ability to track, trace, and report quality results on additional material characteristics has been enhanced

Vitatech is also now able to run reports to trend testing results, determining how an item has tested over time. This helps Vitatech in decisions such as whether or not specification ranges need to be revised, or which suppliers to qualify or disqualify.

Vitatech prides itself on the quality of their products and their ability to provide the most innovative and responsive solutions to meet changing customer, global industry, and regulatory needs. The QAD EE upgrade with enhanced Quality Control makes all of these tasks easier and more effective.

“QAD’s willingness and ability to understand our need for extremely effective Quality Control in our exacting marketplace has made this upgrade a success for Vitatech.

Toni Clubb, CFO, Vitatech



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