

# Quality Assurance and Compliance.

Quality assurance is integral to our working practices, continuous from project commencement to delivery.

## Internal Quality Assurance Process



- SOPs for preparation of editorial items regularly updated and refresher training provided
- Senior editorial review at all key stages for:
  - Scientific accuracy/credibility,
  - Consistency with communication objectives,
  - Clarity,
  - Tone and style
- Rigorous QC
- Data and reference checking at all key stages
- Style guides
- Sign-off checklists for all editorial and creative projects
- SOPs for electronic/paper filing, archiving and version control

## Pharmaceutical Industry Standards



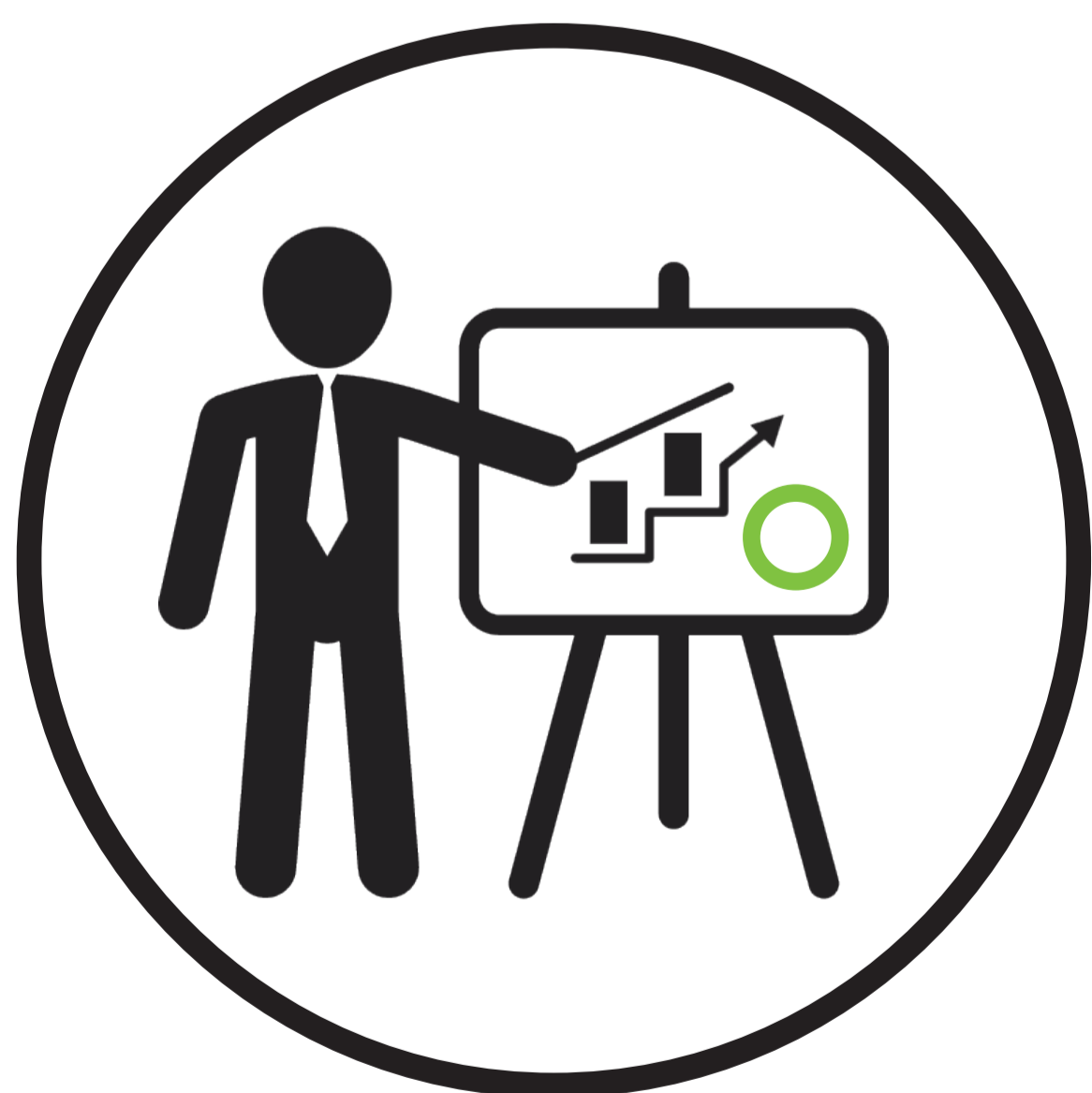
- Prime Global publication policy, incorporating industry standards
- ICMJE, CONSORT, GPP3 adherence
- ABPI, OIG, PhRMA, IFPMA, EFPIA
- Members of AMWA, EMWA, ISMPP
- ISMPP CMPPTM certified members of staff
- Regular compliance training and spot checks

## Compliance with Client SOPs



- Regular training for all account members
- Compliance officer and legal counsel
- Excellent audit feedback
- Project documentation and author paperwork scrupulously maintained
- Strict confidentiality policy
- Firewalls between agencies

## Staff Training and Development



- Rigorous recruitment and induction programme, including objective setting and monitoring
- Internal, client, industry standards/procedures
- Compliance and transparency
- Databases and tracking systems
- Ongoing audit training
- Performance management reviews
- Ongoing training programmes