



# Life Sciences Compliance Performance

**Reputation matters. Remember that  
what you are doing today will be  
judged by tomorrow's standards**



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# Compliance performance

As the life sciences industry evolves from rules-based to principles-driven compliance, companies are challenged to shift compliance responsibility and accountability to business owners. How can this be achieved without sacrificing effectiveness? How can technology drive efficacy and efficiency?

## Engaging training

Training programs must constantly evolve to stay relevant, engaging and effective. The newest challenge is keeping pace with the transition to principles-based ethics and compliance. How do you teach value-based decision making? How do you know that your trainings are effective?

### Our solutions

- Design compliance program change management and implementation approach
- Deliver impactful training programs for all levels within your organization
- Facilitate workshops to upskill compliance personnel
- Create engaging compliance training tools that are relevant for today's audience, such as mobile apps with gamification and push notifications
- Develop performance measurement approach to assess the uptake and effectiveness of your compliance training program



## Open communication

A trusted and reliable line of communication can help you detect inappropriate activities. Issues often go unreported if employees fear retaliation or if they think nothing will be done.

### Our solutions

- Design whistleblowing procedures tailored to your organization
- Assess whistleblowing program alignment with industry standards
- Conduct employee survey to measure employee awareness, ease of use, confidence in the system, occurrences of retaliation, and unreported observed behaviours



## Effective monitoring

While traditional compliance monitoring approaches remain essential in key markets, compliance monitoring is increasingly using new technologies and data availability to identify risk more efficiently and effectively.

### Our solutions

- Develop or enhance your risk assessment and monitoring program
- Advise on technology and automation for improved risk assessment and detection
- Recommend organizational design to balance resources and risk coverage
- Conduct monitoring of your affiliates and distributors on your behalf





## Ethical culture

Compliance culture is dictated by the tone at the top and can be measured by the strength of your compliance organization.

### Our solutions

- Evaluate employee perception of your compliance culture
- Identify gaps in your compliance program and opportunities to improve ethical culture
- Assess your compliance management system's adherence to the ISO 9001:2015 standard on quality management systems

## Third party risk management

In managing third party risk, the balance between protecting the company and being perceived as a good business partner can be a challenge for compliance professionals. An effective approach must incorporate rigorous relationship management and automation to address risk.

### Our solutions

- Offer technology-based solutions for comprehensive third-party risk management, from initial screening to ongoing monitoring
- Conduct background checks and corporate intelligence
- Audit and monitor high risk third parties on your behalf

## Consistent enforcement

Consistent application of disciplinary measures tells your employees that the rules apply to everyone.

### Our solutions

- Develop policies for internal investigations and disciplinary actions
- Instruct on root cause analysis and effective corrective actions
- Conduct investigations on your behalf leveraging our global network of accredited forensic professionals
- Provide end-to-end e-discovery and investigation support including project management, data collection, processing, analysis and reporting

## Clear guidelines

Your guidelines set the stage for the rest of your compliance program. Clear, concise, and accessible guidance are critical for reaching all levels of the organization.

### Our solutions

- Transform your existing guidelines to make them accessible and relevant while still ensuring they are up-to-date with current regulatory requirements
- Consolidate and simplify your policy landscape
- Support the roll-out of new or updated policies to ensure they are understood and accepted

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## Contacts

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