

10 QUALITY FACTS ABOUT PFSCM

Established in 2005



QUALITY MANAGEMENT SYSTEM (QMS)

Our ISO 9001:2015 certified QMS provides our clients with the assurance that our business is conducted within a standardized framework, with documented process methodology, competent staff, and defined roles.



QMS PRINCIPLES

We maintain the seven principles of a QMS namely: engagement of people, customer focus, leadership, process approach, improvement, evidence-based decision making and relationship management.



QMS ACTIVITIES

Our QMS activities include: document management, internal quality audit programme, incident management, risk management, management review, QMS training and awareness and ISO certification audits.



CERTIFIED QUALITY EXPERTS

Our QMS is guided by our Principal Auditor, and Lead Auditor who are both members of the Chartered Quality Institute, and have earned their International Register of Certificated Auditors certification.



SUPPLIER PREQUALIFICATION PROGRAMME

Through our Supplier Prequalification Program we develop sources of quality assured supply closer to demand. We have audited over 100 suppliers, and the majority of approved suppliers are based in Africa.



QUALITY SUPPLIERS

We only work with reputable suppliers who have passed our due diligence process, can produce appropriate quality certifications or accreditations, and who are onboarded in our Supplier Relationship Management system.



QUALITY HEALTH PRODUCTS

We only procure products that are prequalified by the World Health Organization, approved by stringent regulatory authorities or the International Medical Device Regulatory Forum; and meet national regulatory requirements.



QUALITY CONTROL

Our automated online sampling and quality testing system flags products for quality control testing. We work with prequalified quality control laboratories for pre- and post-shipment inspection and sampling.



RISK MANAGEMENT

Risk management and risk-based thinking is embedded in all our processes and covers all areas of possible risk including strategic, operational, commercial regulatory, legal and financial. Risk management is critical to ensure the safety of health products.



INCIDENT MANAGEMENT

We report noncompliance and process failures, and use software to manage and maintain investigations and incidents. Data and trends are analyzed to implement future preventative measures.