



POLICY DESIGN AND IMPLEMENTATION

Situation

A global pharmaceutical company sought assistance to create an integrated global records and information management (RIM) policy and program to enhance its ability to access business-critical information and more efficiently respond to discovery requests.

Solutions

Our professionals:

- Conducted an assessment of current record keeping practices for each business unit and geography to identify stakeholder needs, readiness for change and ability to support a global RIM program.
- Developed a global RIM policy, geographic-specific records retention schedules and supporting standard operating procedures.
- Defined the framework necessary to support the global program, inclusive of roles and responsibilities, supporting technology and compliance and monitoring protocols.
- Designed a process-based implementation methodology and phased road map to support the change necessary within each business unit to achieve compliance.

Benefits

The company improved the management, access and reliability of information used to support business operations by establishing a legally defensible records and information management program. The practical transition plan enabled business operations to incorporate RIM requirements by leveraging available technology without adding any burden to end users.