Preparing to grow with an opening market

Industry	Cannabis
Regulations	• ISO 17025 • California Bureau of Cannabis Control
Uses Qualio for	• Documents • Training • Events

About LabPlex

LabPlex is a cannabis and hemp testing laboratory based in California. LabPlex protects and safeguards the safety of customers' cannabis products with an array of potency, microbial, pesticide, solvent, moisture and mycotoxin testing – ensuring a quality end product for consumers.

The challenge

LabPlex acts as the gatekeeper of an expanding product in an undeveloped and still semi-legal market.

As the cannabis market expands and certain states compare regulatory standards with a view to an optimal, rigorous benchmark of quality, LabPlex wanted to prove it was meeting the highest standards of the industry and to position itself to grow with the market.

But LabPlex was using a basic and manual paper-based operational approach, without a formal eQMS or LIMS in place.

The organization wanted to implement a trusted, quality-centric operation, underpinned by a digital quality platform. Quality Manager Ania Washington led the search for a new quality management system.

90%

Company engagement with the quality system

5 seconds

To pinpoint quality documents within Qualio

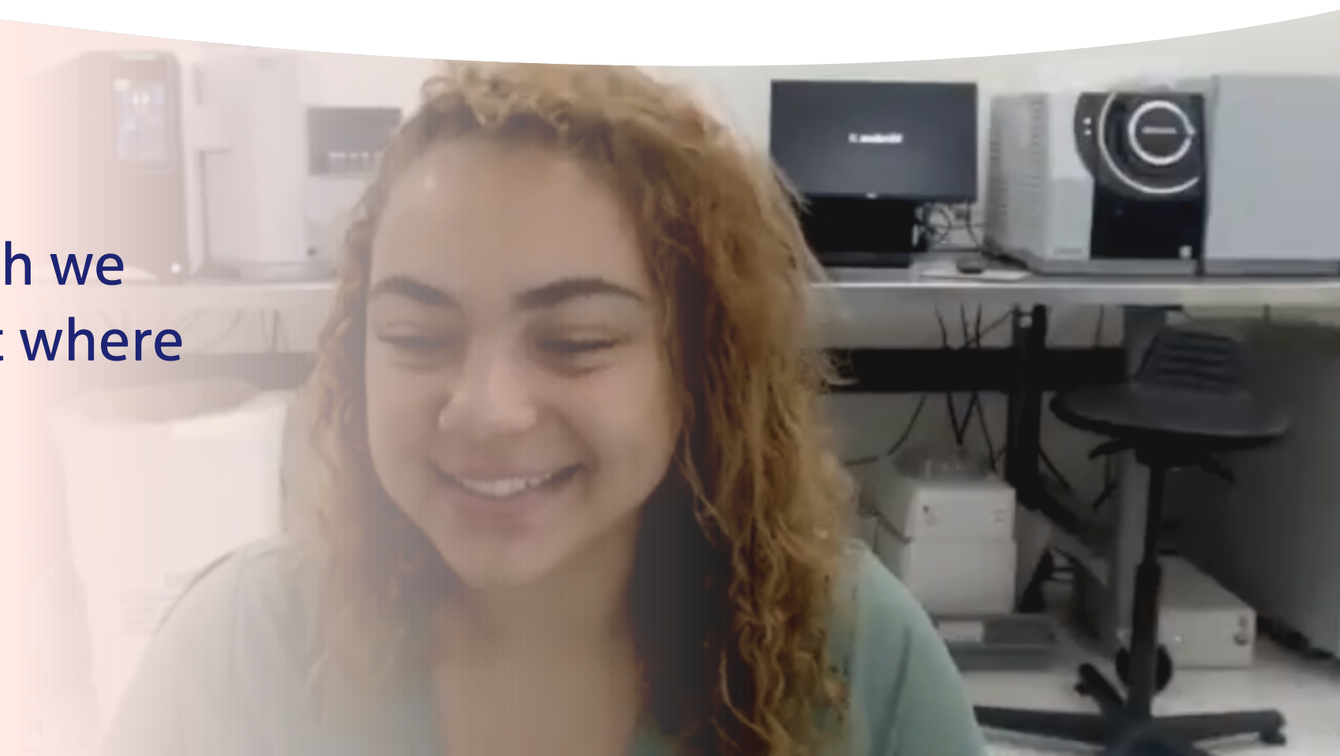
ISO 17025

Compliance maintained and continuously improved with closed-loop workflows

> "Qualio gives us the single source of truth we needed, and we're not even at the point where we're utilizing Qualio to its full yet!"

— Valerie Orta

Quality Manager, LabPlex



The solution

Ania had two primary criteria for the perfect eQMS:

1. Ease of use, so the whole business could support and engage with quality
2. Flexibility to tailor the system to LabPlex-specific processes, and to tweak the eQMS to match shifting market demands

Qualio was the only eQMS platform which matched these requirements.

> *"Keeping on track of things, making sure things don't fall through the cracks, making sure we fix issues instead of not documenting them and seeing them happen over and over again – those are all the things that Qualio is going to help us with over the next year."*
>
> **— Valerie Orta**
>
> Quality Manager, LabPlex

The results

Qualio connected the LabPlex team to a centralized library of quality information.

Tools for continuous improvement

Not content with simply maintaining ISO 17025 compliance, LabPlex plans to work towards future compliance with the FDA and DEA and position itself to take advantage of the opening cannabis market with a doubled headcount.

The team uses Qualio to drive a process of continuous quality improvement, where findings from internal audits are fed into Qualio Events for resolution and close-out.

Valerie and the team enjoy full visibility of their quality landscape, allowing them to take smarter data-driven action.

A quality system that works for everyone

90% of the LabPlex team uses Qualio to access quality information and complete training. As new employees are onboarded, they can be quickly upskilled and trained on SOPs with their new Qualio login.

Accelerated access to documents

New quality manager Valerie Orta joined Ania's team just as Qualio was being implemented and was impressed by the instant impact she saw.

She struggled to find legacy documents not yet added into Qualio, but **could locate Qualio documents in seconds**.

Audit-ready quality system

The entire LabPlex QMS is now controlled within Qualio, cutting the risk of leaky manual processes and providing a central repository perfect for showing ISO 17025 auditors during surveillance audits.