Going paperless with friendly support

Industry	Cosmetics
Regulations	• MoCRA • cGMP • GDP
Uses Qualio for	• Documents • Training • Events

About Revision Skincare

Revision Skincare products deliver benefits you can see for yourself, as part of a rejuvenating regimen or enhancements to in-office procedures.

Their commitment to clinical testing is modeled on the principles of pharmaceutical protocols, and their superior formulation philosophy delivers transformative results while promoting skin health.

The challenge

Senior Quality Manager Savneet Cheema heads the Revision Skincare quality team, following product from conception to release while monitoring and responding to customer complaints.

Sister company and CDMO Goodier is the manufacturer, while Revision Skincare is the distributor.

Training on SOPs and legacy documents and the execution of product inspection processes was manual and demanded significant effort and time.

Document revisions were challenging to track and manage.

In the interest of continuously improving and optimizing processes, Savneet decided to adopt a digital quality approach.

20%

Forecasted drop in product inspection time

150

Employees trained on cGMP with accelerated paperless processes

1

Solo quality manager supported to success by Qualio's quality success team

"You need another set of quality eyes as you're building an eQMS from the ground up. Molly was my set of other quality eyes. I have the best of the best things to say about her. She was amazing!"

— Savneet Cheema

Senior Quality Manager, Revision Skincare



The solution

Savneet had extensive experience of eQMS platforms, but had never built one from scratch before.

A previous eQMS platform inherited by Savneet was not user-friendly, and did not have good customer support.

She therefore needed an intuitive, easy-to-use system that could be scaled 'from the ground up' - preferably with user-friendly, high-touch support.

After a thorough examination, Qualio offered the perfect solution, with both software and white-glove quality support provided in tandem.

Revision Skincare became Qualio customers in 2023.

"The objective was: can you streamline your processes? Can you take away time? Can you reduce the confusion spent hunting for resources and paper-pushing?

Qualio's streamlined us and made us paperless. Less time, better accuracy. It's just improvement in processes all over."

— Savneet Cheema

Senior Quality Manager, Revision Skincare

The results

Savneet pushed for a paperless eQMS investment - and got the results she needed

Support done right

Qualio gave Savneet a **friendly white-glove onboarding** experience from her dedicated manager, Andrew.

Quality expert Molly Calvey also worked closely with Savneet to advise on her eQMS build, from **structure and content to building new document templates for areas like product specifications**.

'Tip of the iceberg'

Qualio offered the perfect mixture of deep functionality and intuitive user friendliness.

After getting all users logged in and trained within Qualio according to her set deadlines, Savneet can now focus on rolling the system out into new areas – from **real-time complaint trend analysis** in Qualio Analytics, to **building bespoke workflows for finished product inspections**.

Expanding paperless quality

Implementing an eQMS streamlines processes, reduces waste and optimizes resource utilization for increased productivity. These were Savneet's primary objectives for elevating Revision's quality management to new levels - and Qualio delivered.

Legacy documents have been **migrated into Qualio** and paired with new digital templates, allowing the entire document lifecycle, from **collaboration to training and distribution**, to be managed without ever leaving Qualio.

Continuous improvement

Document and training tasks are now managed at record speed thanks to Qualio.

Savneet predicts a minimum 20% drop in product inspection time once Qualio is rolled out there, freeing up even more time from **quality control and assurance to dedicate to continuous quality improvement instead**.