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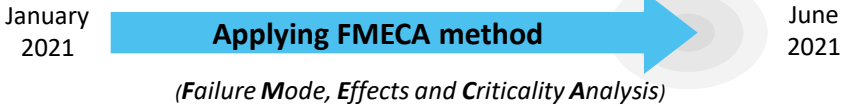
## Context and Objectives

The main activity of the control laboratory affiliated to our university hospital is to transmit information to its customers regarding compliance with the specifications of a batch of pharmaceutical preparation.

### Objectives :

- to identify failure modes
- to assess their potential impact on the process
- to take appropriate corrective actions

## Material and Method



- Multidisciplinary team
- For each identified failure mode, assessment of the impact on : **the information/preparations/the laboratory/the customers**
- Severity was rated on a scale constructed by the team (example of the laboratory below)

Severity	Impact on the laboratory	Severity	Impact on the laboratory
1	No impact	3	Production (loss of time, disorganization, equipment issues...)
2	Image (loss of business, discredit, opportunity...)	4	Safety, security, environment

Sum of the relative severities of the different impacts = Total severity

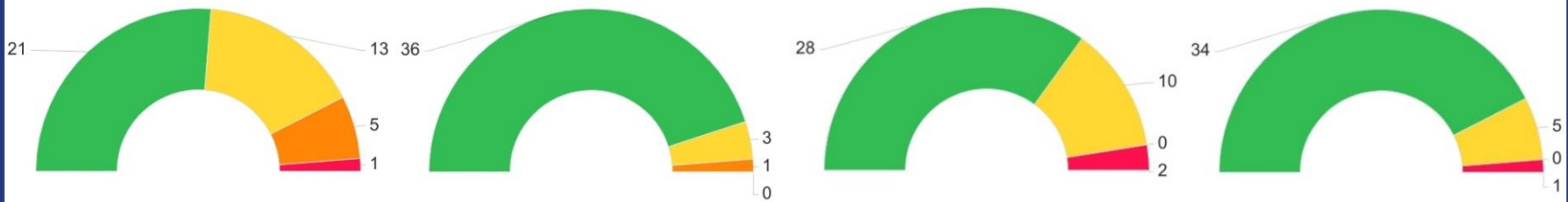
**Critical Number (CN) = Occurrence x Total Severity**

**Risk Priority Number (RPN) = CN x Detection**

## Results

→ **40 failure modes identified** : mainly concerned control (42.5%), feasibility study (20%) and pharmaceutical validation (12.5%) steps

Risks distribution according to their CN, depending on their impact on :



Risks distribution according to their CN



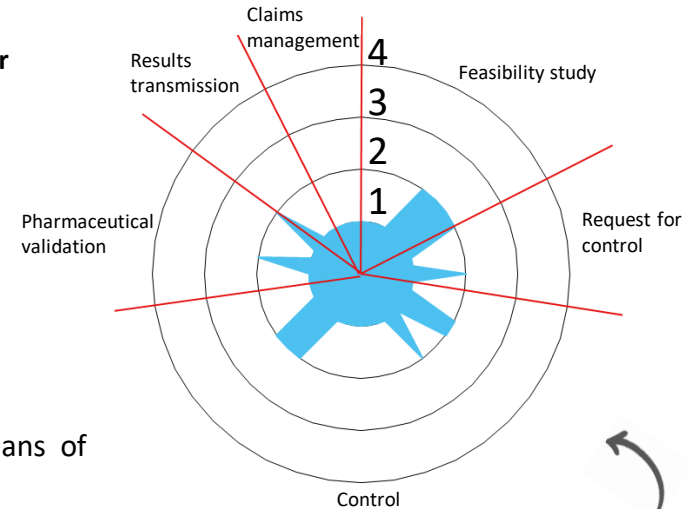
Risks distribution according to their RPN



→ 1 **critical** risk, 1 **major**, 7 (5)\* **moderate** and 31 (33)\* **low**  
\* after taking detection into account

→ Control request step appears to be the most at risk

→ Small difference between CN and RPN, explained by weak means of control, leaving a large field for improvement



Means of control evaluation, according to realisation reliability, supervision, formalisation and relevance of the existing means of control

## Conclusion

Further development of **quality culture** – Highlight of the elements most affected by the failure through the **separation of impacts into 4 categories** and subjectivity limitation – **Weakness of the means of control** identification – **Priorities for action** and targeted corrective actions definition