

3 QUESTIONS TO DAMIEN DEGOULET

Damien has been Quality & General Affairs Manager for 2 years at Medexprim. As a true conductor, he drives the quality culture in all the company's activities, in order to serve customer service excellence.



1 What is your role as Quality Manager?

My mission is to implement internal processes to ensure customer satisfaction, effectiveness of our Quality Management System (QMS), and finally the quality of our products and services. To set up this in an appropriate way, it is important to know our environment and our market very well: what is the context of Medexprim, both internally and externally? what exactly are the requirements of our customers? what are the needs of our stakeholders, i.e. our employees, our customers, our partners, our shareholders, and legal authorities?

It is a very transversal and iterative approach, which requires to take an observer's posture in order to understand how things are articulated, to question our functioning, to analyze each experience in a constructive way, in order to learn from it and improve ourselves.

« WE MOVE FORWARD STEP BY STEP TO SEEK CONTINUOUS IMPROVEMENT IN OUR PROCESSES, IN THE PROPER USE OF OUR RESOURCES, AND IN A RISK/OPPORTUNITY APPROACH. WE SEIZE EVERY OPPORTUNITY TO PROGRESS »

2 Why is it important for Medexprim's clients ?

All customers have a legitimate need for guarantees on the quality of products and services delivered. This is especially true in the healthcare field, where regulatory requirements reinforce this need. In our case, it concerns the quality of the data we provide, but also the commitment deadlines and the acquisition costs: delivering a very sharp data set out of time or out of budget would not be valuable for our clients. As a trusted third party between hospitals and pharma companies, we often have to lead tripartite projects, where each actor has specific expectations: working with a QMS is a guarantee that we will not lose sight of their expectations, and that we do everything possible to achieve them. It is also a continuous improvement process, which strengthens the trust in the relationships over time. This trust is the keystone to grow the company.

3 How do you implement this practically?

At Medexprim, we have motivated, caring people, who share a strong desire to do things right in order to gain the trust of our clients. For each project, even when our roadmap is very busy, I make sure that we sit down, and think: which preventive actions can we implement to minimize risks? do we have opportunities to improve our deliverables and our process? For example, on [H2020 European ChAlmeleon*](#) project, one of the University hospital partners asked us to formalize what we do in terms of security in our software suite. We took this opportunity to work with our R&D team on a summary of the security and privacy measures associated with the Medexprim Suite™ (GDPR, user authentication management and access control, data access minimization, de-identification of sensitive data, and cyber security). We can use it now to prove to new hospitals partners that our solution does meet a number of criteria necessary to deploy it securely. This QMS really permeates our corporate culture, it secures our operations in a period of strong growth and directs our efforts towards a permanent improvement of service provided to our customers. If we have to go for certification at some point, we will be ready and we will all have acquired the good reflexes and practices.

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