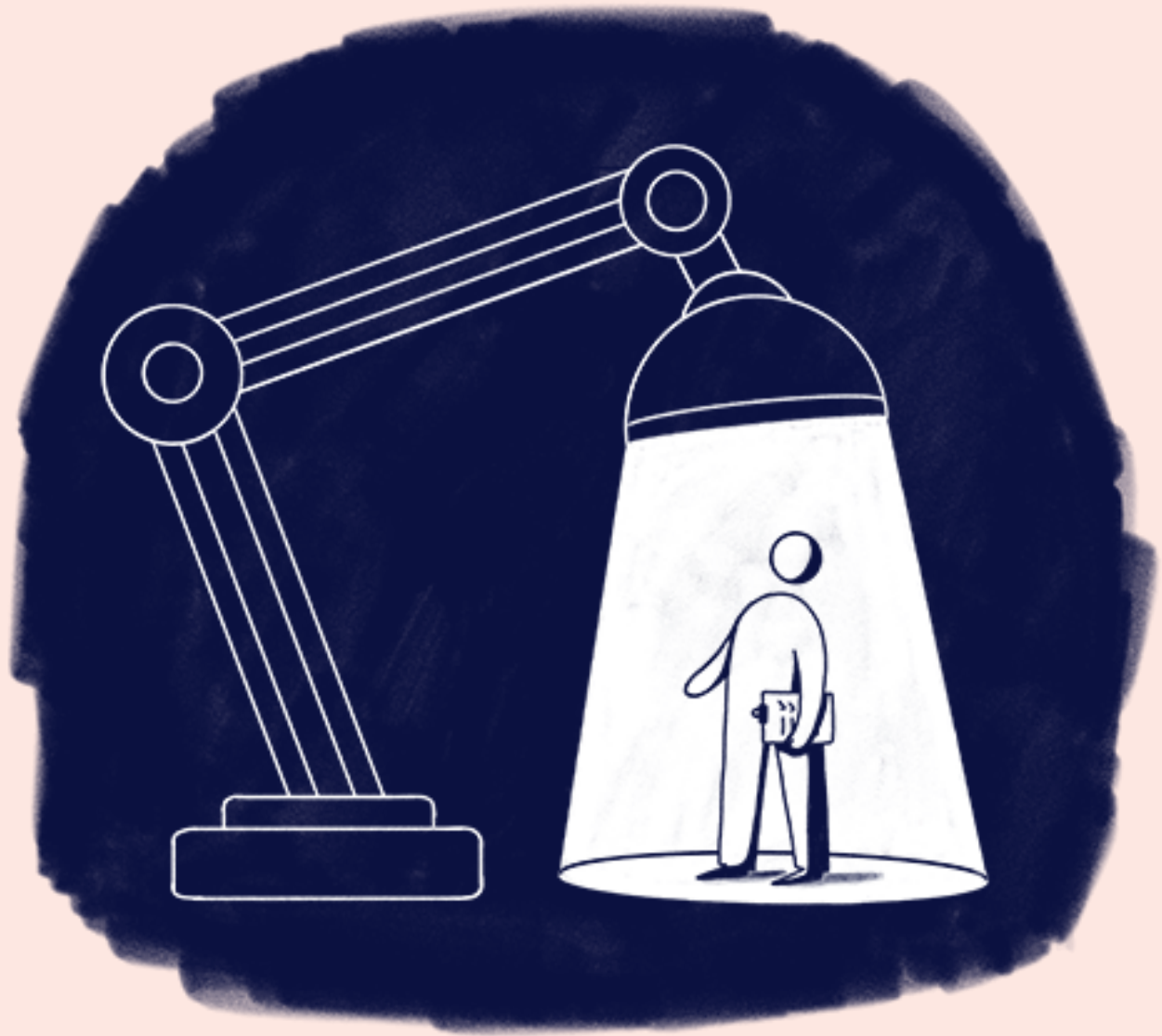


# Smart Quality Maturity Level Quiz

A Scilife Quiz



# Introduction

Smart Quality is the new quality model that empowers Life Sciences organizations to transform quality into a key catalyst of value creation, rather than being merely an unavoidable cost of doing business. It's a new way of working using digital tools within a digital transformation scenario. "Doing digital" is not enough, and only "being digital" truly leads an organization to excellence.

We can identify 5 different Smart Quality maturity levels in organizations, from simple paper-based processes to fully automated and integrated processes- es of the future: Starters, Implementers, Optimizers, Boosters, and Leaders.

*Ready to explore levels  
of the new Smart Quality  
Maturity Model and  
discover yours?*



## Q1 - What is Smart Quality?

- A** It is a fully-integrated, collaborative manufacturing system that responds in real time to meet changing demands and conditions in manufacturing, the supply network, and customer needs.
- B** It is a new quality model that empowers Life Sciences organizations to transform quality into a key catalyst of value creation rather than merely an unavoidable cost of doing business.
- C** It is a program stored on a blockchain that is used to automate the execution of a workflow, triggering the next action when conditions are met.

## Q2 - What are the main differences between Traditional Quality and Smart Quality?

- A** Traditional Quality creates value by discovering new opportunities for innovation and ways of working. Smart Quality focuses mainly on standardizing quality processes, producing and delivering according to regulations, and passing audits.
- B** In Traditional Quality, quality is everyone's responsibility, while in Smart Quality, people achieve compliance with the minimum quality effort to pass the audits and inspections.
- C** Traditional Quality is based on delivering products and services that meet customer needs and requirements, standardizing the process, and learning from mistakes to improve efficiency. Smart Quality is a new way of looking at quality that adds value to all processes through new technologies and digital transformation initiatives.

### Q3 - What are some of the benefits of Smart Quality?

- A** Some benefits of Smart Quality are: reducing product time to market, saving resources, boosting release cycle times, predicting patient and customer needs, enhancing collaboration with regulatory bodies, and fostering a quality culture
- B** Some benefits of Smart Quality are: meeting customers' expectations, producing and delivering according to regulations, reducing variation, and learning from errors to improve efficiency.
- C** Some benefits of Smart Quality are: having a strong quality control process to exploit the potential of the PDCA (Plan-Do-Check-Act) cycle to detect non-conformities, implement CAPA actions and continuously improve.

### Q4 - “Doing digital’ to solve old quality problems and avoid recurrence in the future in a better, faster, and cheaper way” is the motto of Smart Quality.

- A** Yes
- B** No
- C** It is the beginning but not the final objective

## Q5 - What is the best way to transform people's mindset to adopt Smart Quality principles in your organization?

- A** Top management prepares plans based on benchmarking studies, allocates resources to implement new technologies, and standardizes training. Change is implemented throughout the organization at the same time.
- B** It is the duty of a consulting firm. They have the knowledge and expertise to implement the same system that works in other companies.
- C** Top management performs an initial diagnosis to understand the organization's quality culture, global weaknesses, strengths, threats, and opportunities. Afterward, leadership is aligned to communicate the benefits of new ways of doing things. Next, resources and personalized learning paths based on the skills and competencies of employees are provided before the plan is implemented.

## Q6 - What Smart Quality Maturity models are there?

- A** Inactive, Reactive, Preactive, and Proactive
- B** Beginners, Intermediates, and Advancers
- C** Starters, Implementers, Optimizers, Boosters, and Leaders

## **Q7 - Why are some QA managers and Quality representatives reluctant to apply Smart Quality principles in their organizations?**

- A** Health authorities are not promoting the improvement of quality culture in organizations.
- B** Some live in their comfort zone, focusing on over-compliance and regulation, lacking digital expertise, and prefer using paper-based or outdated legacy systems rather than taking risks. They have always managed quality the same way. The way they have done it is still the right way.
- C** Smart Quality is a methodology used in manufacturing that integrates new technologies, including the Internet of Things (IoT), cloud computing, Artificial Intelligence, and Machine Learning, into production facilities that are not related to Quality Management Systems.

## **Q8 - “A Smart Quality platform can accelerate time to market by more than 30 percent, reduce the total cost of quality by up to 50 percent, reduce the compliance burden and release key business resources to focus on higher-value tasks.”**

- A** No, I think it is not possible.
- B** Yes, absolutely. Some companies have already started with Smart Quality.
- C** I doubt it. Quality cannot be Smart.

## Q9 - What is Quality Culture?

- A** It is a culture that is a mixture of thoughts, beliefs, behaviors, mindsets, practices, actions, and processes that provide value to your products or service requirements, your customers, and your patients.
- B** It is the culture of individual hard workers. The individuals who work harder, not smarter, are recognized and receive an extra reward.
- C** It is a culture where individuals do not care about the quality of their work. They do not make their own decisions because their managers tell them what they need to do.

## Q10 - How can a Smart Quality platform help Life Sciences to accelerate science and improve patients' lives?

- A** With the establishment of SMART (Specific, Measurable, Achievable, Realistic, and Timely) objectives in the quality platform.
- B** With the combination of insightful data from advanced data analytics, augmented learning, and proven game-like methodologies that engage and motivate people to have a real quality mindset.
- C** With the combination of a standard quality platform and a gaming competition methodology to engage and motivate people.

## Q11 - In a Smart Quality management system...

- A** Everyone in the organization has ownership of Quality.
- B** Only the Quality Director can claim ownership of Quality activities.
- C** All Quality personnel have ownership of all quality activities.

## Q12 - Smart Quality empowers Life Sciences organizations to transform Quality into a key catalyst of value creation. What does value creation mean?

- A** The organization sells products at the highest market price possible.
- B** The organization maximizes the overall value of a company, leading to ideal operating margins and optimal revenue.
- C** The organization overperforms in product Quality, innovation, continuous improvement, growth, sustainability, Quality culture, and customer satisfaction.

## Q13 - The main values of Smart Quality are:

- A** Quality, innovation, continuous improvement, customer focus, growth, Quality culture, and sustainability.
- B** Compliance, zero defects, and continuous improvement.
- C** Cloud storage, cybersecurity, artificial intelligence (AI), blockchain, Big Data, and the Internet of Things (IoT).



## **Q14 - I can promote Smart Quality in my company by...**

- A** Hiring brilliant and smart Quality staff.
- B** Implementing technology, motivating and inspiring colleagues to adopt a new Quality culture, and applying initiatives to continuously improve and create value.
- C** Implementing automatization, digitalization, artificial intelligence (AI), and machine learning (ML).

## **Q15 - Before implementing Smart Quality, my organization needs to improve its technology capabilities. But what should I consider?**

- A** Eliminate all paper and make all processes paperless.
- B** Train personnel online from home and grant employees full access who pass the assessment.
- C** Have a coherent and clear digital strategy and transform the Quality culture by improving the digital skills and capabilities of all personnel.

## **Q16 - At which levels can you apply Smart Quality?**

- A** Operational level, tactical level, and strategic level.
- B** Acceptable level, appropriate level, and aspirational level.
- C** Organizational level, process level, and task level.

## Q17 - The roadmap of Smart Quality...

- A** Is an organizational chart with responsible key staff who lead the Smart Quality process.
- B** Is a checklist of all actions that are required to become a Smart Quality organization.
- C** Is a goal-based action plan that allows organizations to plan and use proper resources to move step-by-step toward achieving the goals of Smart Quality.

## Q18 - The main risk of holding on to a traditional and outdated Quality Management System is...

- A** Protecting data silos with inaccessible information that's required for trending and business actions.
- B** Keeping documents that are not compliant with regulations.
- C** Having inspectors issue an observation report for using paper documents.

## Q19 - The opportunities for improvement in implementing Smart Quality are:

- A** Improvements in Quality metrics, productivity, speed, and time-to-market; a reduction in and shorter cycle times of deviations and nonconformances.
- B** Reduction of Quality cost and a 100% guarantee of compliance.
- C** More automation and digitalization to avoid trending and data evaluation.

## Q20 - Smart Quality will....

- A Eliminate all risks associated with Quality.
- B Reduce most of the risks associated with Quality.
- C Increase the risks associated with Quality.

# Are you a Smart Quality Leader? Check it out here!

Find all the correct answers below and  
discover how you did in the Quiz:

1 - B

6 - C

11 - A

16 - A

2 - C

7 - B

12 - C

17 - C

3 - A

8 - B

13 - A

18 - A

4 - C

9 - A

14 - B

19 - A

5 - C

10 - B

15 - C

20 - B

# Which is your Smart Quality Maturity Level?



**Do you want to become  
a true Smart Quality  
expert and take your  
organization to the  
bright side?**

**Learn more about it!**

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