

Quality in Supply Chain & After Sales

GSK Consumer Healthcare Ltd. India



Anil M Chaudhari,
EVP Quality – GSKCH South Asia
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About GSK Consumer Healthcare Ltd. India

- GlaxoSmithKline Consumer Healthcare (GSKCH) is one of the largest players in Health Food Drinks industry in India. Its flagship product, Horlicks, is a highly respected brand which is over 100 years old in India.
- GSKCH has a workforce of more than 3000 people in India.
- *GSK has a global quest to improve the quality of human life by enabling More People to do More, Feel Better and Live Longer!!*

GSKCH

- Manufacturing Sites:
 - GSK Nabha – Punjab
 - GSK Rajahmundry – Andhra Pradesh
 - GSK Sonapat – Haryana

- External Supply Sites
 - Various locations across India

Product Category



Nutritionals

- Horlicks
- Boost
- Viva
- Maltova



Wellness

- Crocin
- Eno
- Iodex
- BreatheRight



Oral Health

- Sensodyne



Quality Statement

Quality is at the heart of all activities that support the discovery, supply and marketing of products to our patients and customers. Quality is critical to building trust with society and, therefore, to our future business success.

GSK
Quality
STATEMENT



Andrew Witty
Chief Executive Officer



The Spirit of GSK



Mission

Improve the quality of human life by enabling people to do more, feel better and live longer



Strategies

- Grow a diversified global company
- Deliver more products of value
- Simplify the operating model
- Individual Empowerment
- Build Trust



Values

- Respect for People
- Patient Focused
- Transparency
- Integrity

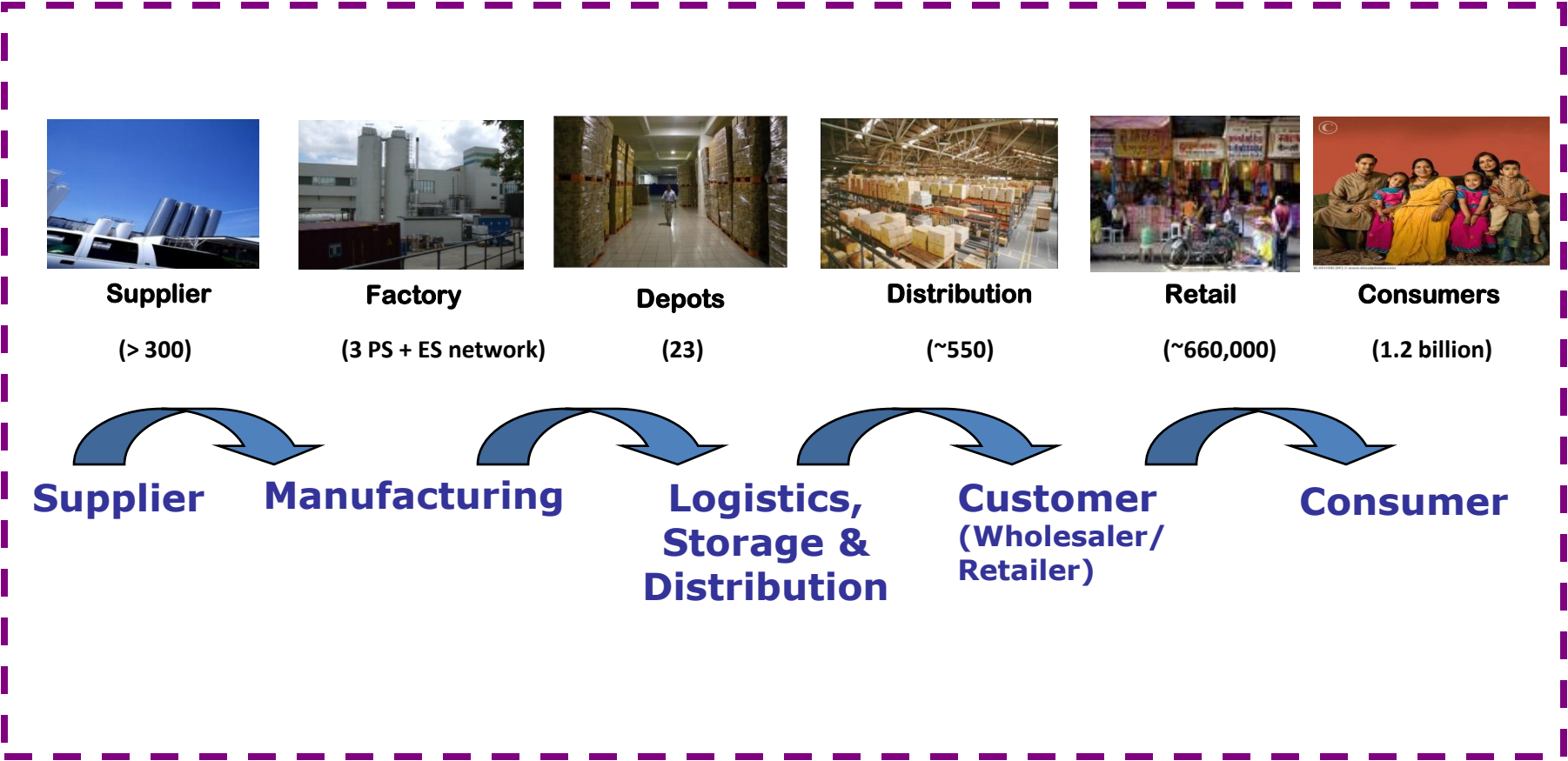


Behaviours

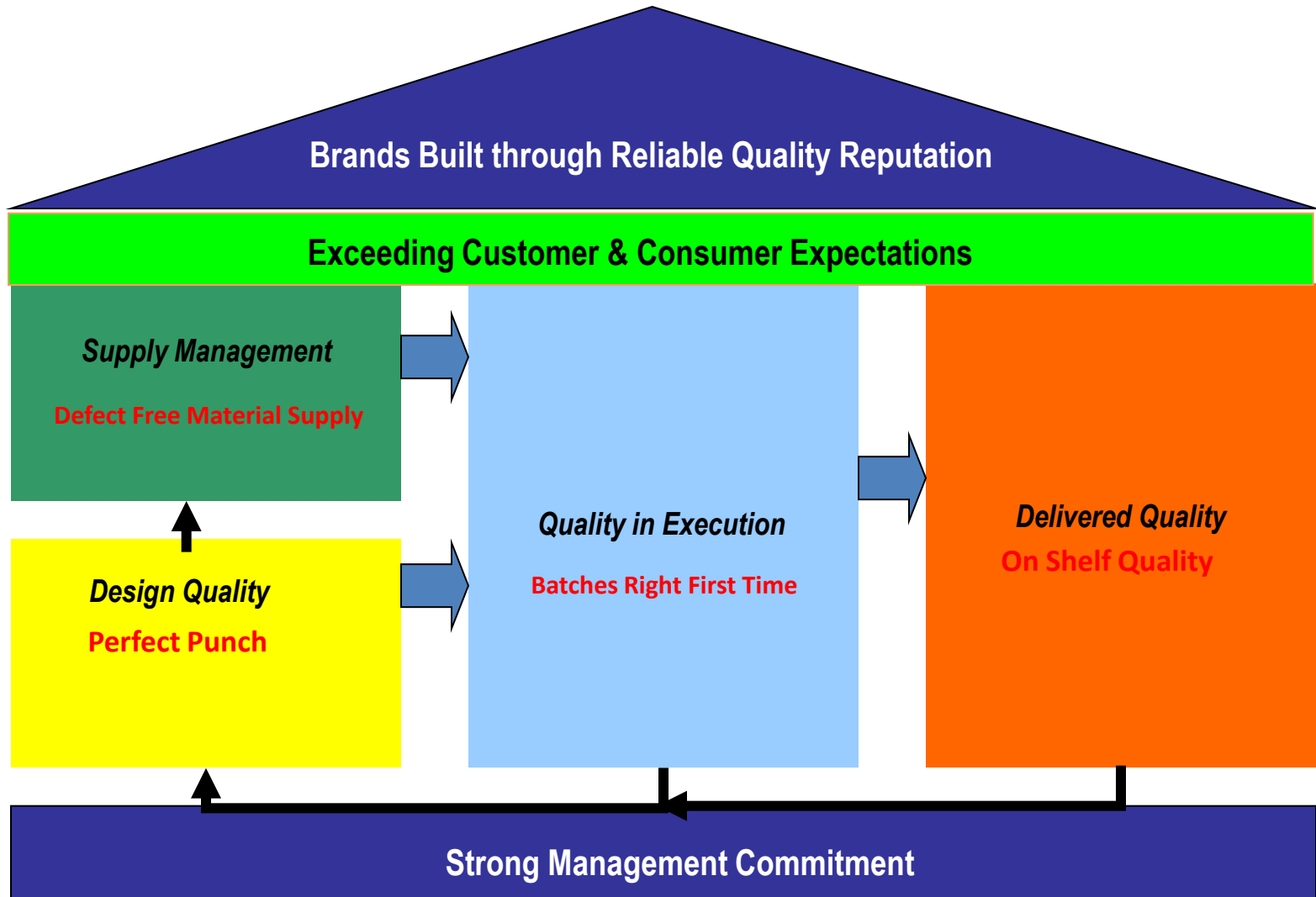
Behaviours

- Flexible Thinking
- Continuous Improvement
- Customer Driven
- Developing People
- Enable & Drive Change
- Building Relationships

GSKCH's SUPPLY CHAIN



E2E Quality House

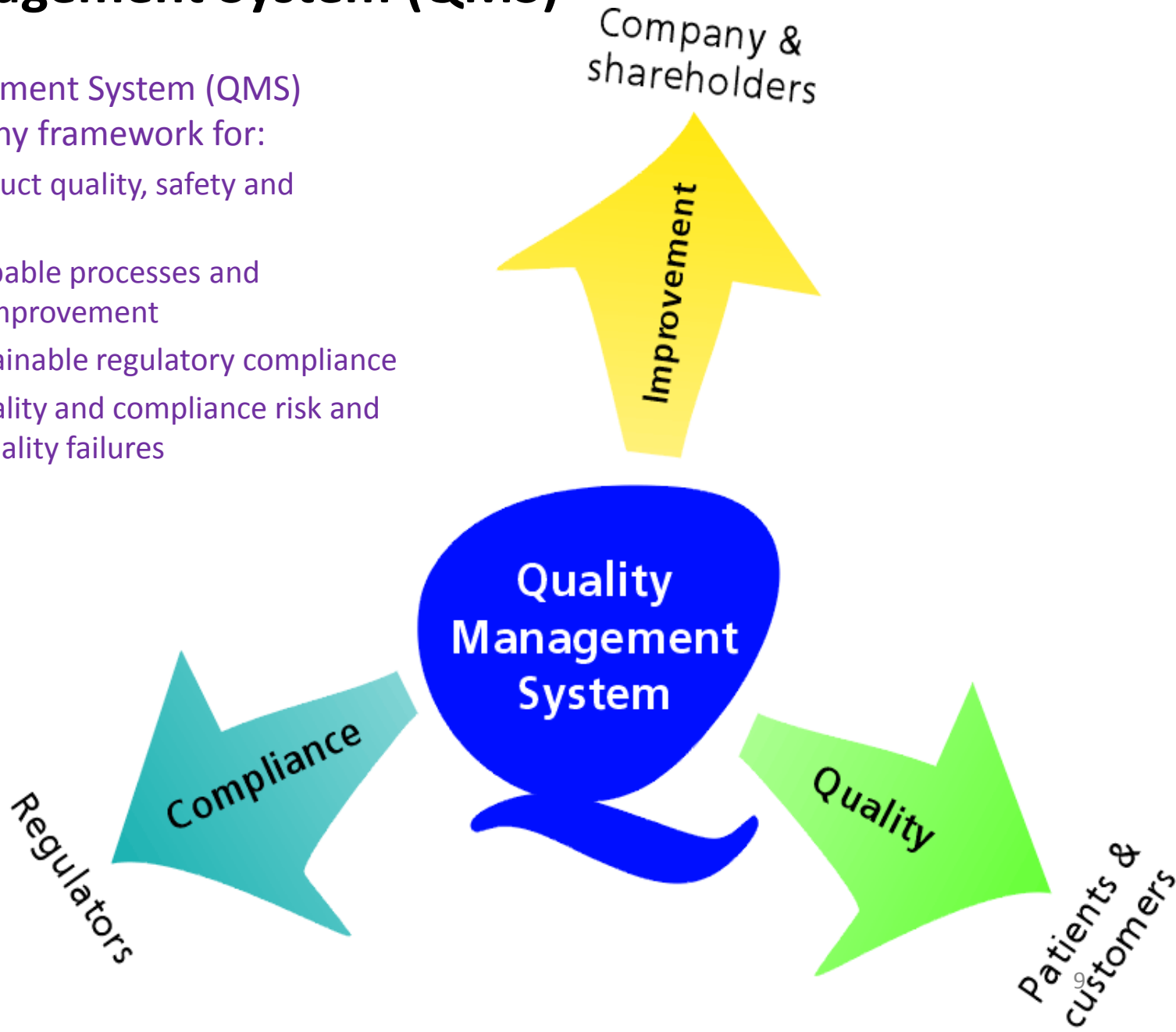


Brands Built through Trusted Quality

Quality Management System (QMS)

The Quality Management System (QMS) provides the company framework for:

- Assuring product quality, safety and efficacy
- Delivering capable processes and operational improvement
- Assuring sustainable regulatory compliance
- Managing quality and compliance risk and preventing quality failures

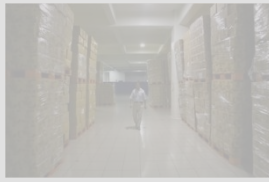




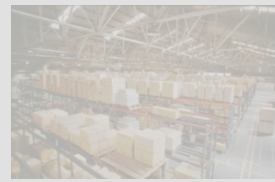
Supplier



Factory



Depots



Distribution



Retail



Consumers

Supplier Management

Global Vendor Approval Process

Vendor Capability Improvement & Engagement

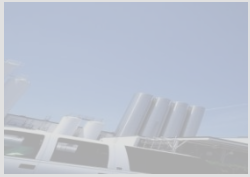
CAPA development & Progress Monitoring

Vendor Performance Review

Site Checks



*Approved Raw /
Packaging Material*



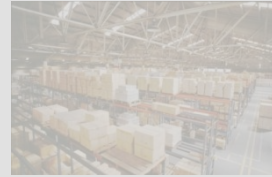
Supplier



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Depots



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Consumers

Manufacturing

Compliant to stringent GSK QMS

External Certification through ISO 22000

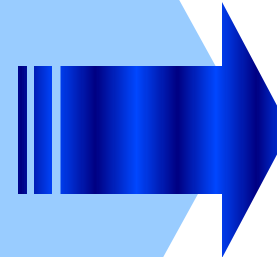
Established Process Controls & Batch Release Process

Effective Change Management

Focused trainings on Quality systems & workshops to promote Quality Mindset

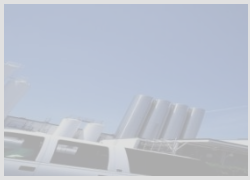
Quality Committees – involving shop floor employee

Audit Readiness Always – announced / unannounced Regulatory Visits



*Finished Product –
released to
Distribution*

Backed up by strong Operational Excellence program



Supplier



Factory



Depots



Distribution



Retail



Consumers

Distribution

23 Distribution Centers across India

Compliant to stringent GSK QMS

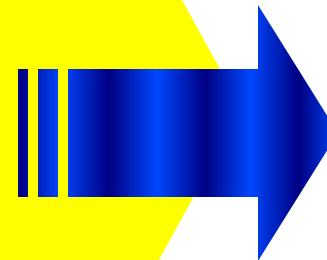
Distribution Risk Assessment

Temperature Mapping & Monitoring

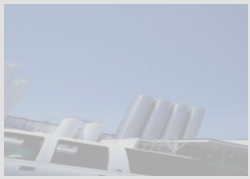
Focus on Training

Periodic Depot Audits

Continuous Quality Improvement Program



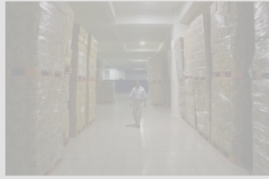
*Finished Product –
Distributor / Retail*



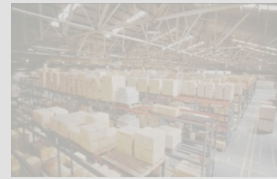
Supplier



Factory



Depots



Distribution



Retail



Consumers

Consumer / Customer Feedback

Care line Number is provided on all sales packs for consumers to share feedback

On Shelf Quality	• Market Assessment
Product Benchmarking	• Product Evaluation
Continuous Improvement	• Trends & MIS

Consumer Feedback	• Acknowledge & contact consumer on priority
Evaluate	• Detailed evaluation is carried out basis the feedback shared
Improve	• Trends and MIS

For any consumer query or complaint please get in touch with us at:
 The Manager, Central Quality
 GSK Consumer Services, PO Box 15
 Gurgaon 122 002 Haryana
 Tel: +91 (0)124 4097 237
 Email: consumer.2.co@gsk.com



Supplier



Factory



Depots



Distribution



Retail



Consumers

Summary

- Consumer & Customer Focus.
- QMS covering E2E Supply Chain.
- Continuous Quality Improvement Mindset.
- Quality as way of life.

Thanks