

## **CLIENT REFERENCES**

*ViP boasts an extensive customer portfolio and the true test of our abilities is reflected in the fact that repeat business forms 70% of our work.*

*Our clients appreciate the fact that we listen and take the time we take to build up strong working relationships. This focused approach, coupled with our experience and commitment to provide high quality services ensures that they need look no further for a compliance partner.*

*Don't just take our word for it, here's what some of our customers have said about our project approach and our team:*

**"Validation in Partnership (ViP) have worked alongside Wyeth Pharmaceuticals in the UK to develop a robust but flexible validation process.**

**All members of the ViP team involved with this substantial project have shown a high level of technical knowledge regarding the subject of validation.**

**In addition the ViP team is able to effectively apply that technical knowledge within a tightly regulated environment, which leads to the development of validation packages that support the scrutiny of compliance inspections."**

**Brian R. Collins**  
**Validation Manager**  
**Wyeth Pharmaceuticals, Havant**

**"If you need excellent service, help or up to the minute advice on your validation needs - look no further, make ViP your first call! If a major Pharmaceutical likes the approach and content of the ViP validation package - why look any further? I found the ViP approach through the validation process to be highly professional, knowledgeable and user friendly."**

**Bert Calvert**  
**Technical Support Manager**  
**Presspart Manufacturing Limited, Blackburn**

**"I thought the course was well presented, backed up by a good mixture of validation 'real-life' experiences.....Detailed course notes are always a real bonus..... For a very dry subject this course was very good.....There was also a sprinkling of light hearted banter that helped gel the course."**

**Various Delegate Comments**  
**SmithKline Beecham, Weybridge Site**

**"Validation in Partnership has been supporting AstraZeneca R&D Charnwood, (based in Loughborough) for the past 18 months in the generation of regulatory guidance documents on a range of topics. I have found these database reports invaluable in the development of qualification protocols and the execution of validation reviews. ViP has provided AstraZeneca R&D Charnwood with thorough information and a cost effective service that has been tailored according to our requests.**

**Their proactive approach has helped us climb the inevitable learning curve when employing new members of our validation team."**

**Ian Johnson**  
**PAR&D Business Support Manger**  
**AstraZeneca R&D Charnwood**

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“The project scope covered the installation, commissioning and qualification of a 2000l purified water generation, storage and distribution system with O3 sanitisation. The system serving the Quality Assurance Building (QAB) at AstraZeneca’s Macclesfield Site.

The qualification work was conducted by Validation In Partnership (ViP). Our previous experience of working with ViP promised an excellent working relationship, with them being prepared to make any extra effort required to support the project.

ViP’s scope of work was to prepare and execute the IQ and OQ programmes for the purified water system, and to prepare a validation programme to cover the first year’s beneficial operation.

The IQ / OQ and Validation programmes provided by ViP illustrated a comprehensive understanding of what was required in order to achieve regulatory compliance. Any reservations expressed by the project team were dealt with swiftly, and following consultation with the team by ViP to ensure that the detail of the reservations were clearly understood.

Before execution of the IQ and OQ programmes, ViP’s representatives regularly attended the project team meetings for the purified water system. Possibly due to our vendor’s unfortunate internal difficulties during the project, the provision of supporting documentation by them was giving the team some cause for concern. Whilst sympathetic to the vendor’s position, ViP’s representatives were particularly tenacious in pursuing only completely acceptable standards of supporting documentation. This was achieved by them working closely with the vendor to ensure that their attention was suitably focussed.

Initial experimental sampling of the systems highlighted a small number of non-compliances in terms of water quality. Here, the ViP representatives’ practical experience ensured that the issues were resolved by applying or recommending the most expedient, robust and practical solutions.

The operation qualification phase of the project passed with little difficulty and the supporting reports were issued in good time by ViP to enable the earliest beneficial operation of the system.

As stated earlier, previous experience of working with ViP had promised an excellent working relationship. Their tenacity, technical understanding and wealth of practical knowledge, plus working closely with their client, ensured that the service provided by them on the QAB project was first class and their services would be recommended for the future.”

**Peter Sayer**  
Validation / Project Support Engineer  
AstraZeneca, Macclesfield

“Validation in Partnership (ViP) has recently provided two Validation Specialists to support Ivax Pharmaceuticals UK in the qualification of a new manufacturing facility in Runcorn, Cheshire.

Our previous experience of working with ViP promised a professional and flexible approach, with the ViP team being prepared to make any effort required to ensure project deadlines were met.

During this project I have found ViP to be an excellent service provider whom I would utilise again. Ivax is happy to acknowledge that ViP made a valuable contribution to this project and would recommend their services to other companies.”

**Matthew West**  
Head of Process Engineering  
Ivax Pharmaceuticals UK Limited, Runcorn

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“Just like to say that we all thought the above course was excellent. It was jam packed with useful information and presented in a simple and relaxed manner. We particularly enjoyed the case study and would recommend it for anyone starting out on the validation path.” (Validation Basics Training Course)

**Jan Clifford**  
Lonza Biologics, Slough

“Validation in Partnership have been involved with the Programme (Pharmaceutical Advanced Engineering Training, PEAT) since its inception in 1994. Their contribution to the teaching of module 12 is highly valued: their preparation for student workshops is totally professional and meticulous. ViP’s leading edge involvement with validation ensures that the teaching material contained within the module 12 is kept upto date.”

**Dr. Rodger Edwards**  
Senior Lecturer in Civil and Construction Engineering  
Director of the PEAT Programme  
The University of Manchester

“Diosynth Limited, a sub business unit of Diosynth bv, Netherlands have used Validation in Partnership on several occasions .....to further the business’s knowledge on the important areas of Quality Assurance and Validation. We have found their team very responsive, knowledgeable and competitive in their approach to our requests. Their team has extensive and direct experience within the pharmaceutical industry and have made rapid and tangible benefits to our business performance.”

**Alec Ingram, Managing Director**  
Diosynth Limited, Fife

“Very useful especially with respect to validation and swabbing methods, considerations etc. Contents of the course were very valuable and a lot of very useful information was given.” (Cleaning Validation Workshop)

**Medimmune Delegate**

“For several years we have struggled with the validation process using contract staff – our bitter experience shows that they are generally engineers and lack the essential mindset of someone from a compliance background in manufacturing. We have turned that situation round by engaging ViP in an Alliance Partnership – the projects have sparkled since that decision, and the reasons are very clear to us;

- They have a Regulatory Database that is second to none
- They have Automated Protocol generation and Guidance Documents
- They have Compliance Specialists from a manufacturing culture who speak our language

We have worked together on a variety of jobs and find that their process focus complements our project focus thus affording a functional independence – our clients clearly agree with us as they use ViP independently on work that is adjacent to our own.”

**Bill Miles**  
Pharmaceutical Sector Manager  
Lorien Engineering Solutions Ltd