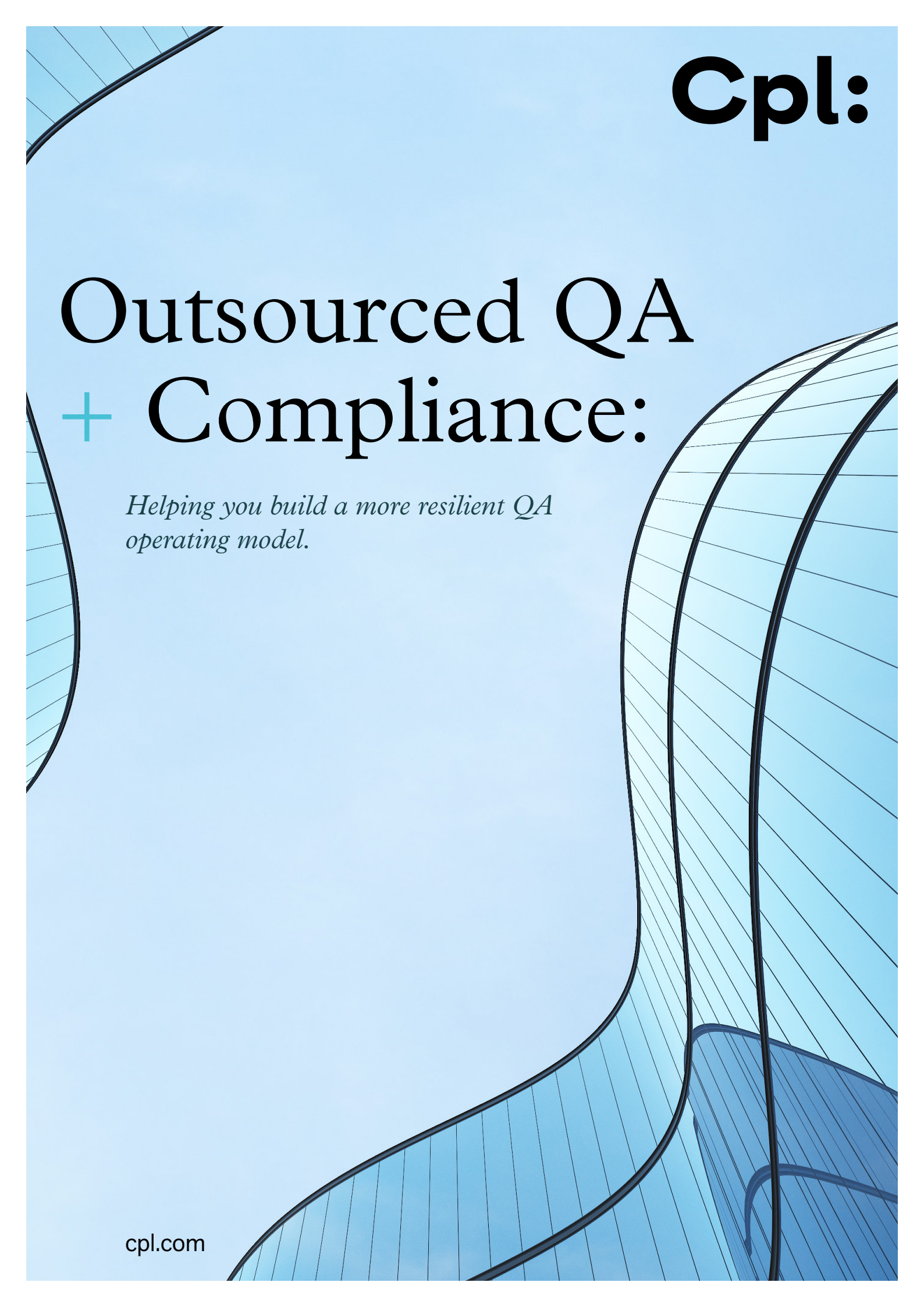




Cpl:

Outsourced QA + Compliance:

*Helping you build a more resilient QA
operating model.*

As organisations grow,
documentation control, training
governance and QA support can
spread across multiple teams, sites
and reporting lines.

Left unaddressed, this can leave QA leaders managing administration instead of driving quality improvements. Cpl helps Life Sciences organisations maintain continuous audit readiness through our outsourced QA and compliance service, delivered by Covalen, Cpl's Business Process Services division.

By embedding specialist teams into your operations, we provide the governance, consistency and process ownership needed to support compliance-critical activities. This reduces operational pressure and creates capacity for Quality, Site and Technical leaders to focus on their strategic priorities.



The pressure your teams are facing

Maintaining compliance in an increasingly complex regulatory environment places significant demands on internal teams. This includes documentation management aligned with Good Manufacturing Practice (GMP) and Good Distribution Practice (GDP) standards,

as well as training governance, CAPA activities, change control and audit preparation.

Yet even highly capable QA teams can struggle to keep pace when ownership isn't clearly defined. This matters because:

Senior experts are pulled into administration

Quality leaders spend valuable time managing routine activities, follow-ups and remediation rather than driving strategic quality improvements.

Ownership becomes fragmented

When processes span multiple functions, sites and reporting lines, maintaining consistency, accountability and traceability become more difficult.

Audit readiness becomes reactive

Documentation gaps, training lapses and version-control issues can emerge between inspections, creating unnecessary risk and placing additional pressure on already stretched teams.



Optimising QA. Flawless delivery.

How Cpl Strengthens Your QA Operating Model

Embedded specialist teams

We work with you to identify the elements of your QA and compliance function you want to outsource. Covalen, Cpl's outsourcing division, manages this function, integrating into day-to-day operations, and working with your governance framework, systems and quality standards.

Defined process ownership

We provide structured support across documentation control, training coordination, QA operations and compliance administration, ensuring clear accountability and consistent execution alongside meeting Good Manufacturing Practice standards.

Governance and performance management

Clear KPIs, reporting rhythms, escalation pathways and service reviews provide transparency and control without adding management burden.

Scalable support for growth

Our delivery model adapts with your organisation, scaling alongside production volumes, product portfolios and site complexity.

Cpl's Outsourcing Division, Covalen, Manages:

Documentation control

GMP SOP generation, updates and version control

Master batch record preparation

Document lifecycle management

Records governance

Training governance

Training scheduling and coordination

Completion tracking

Training records integrity

Learning gap follow-up

Audit-ready evidence

Quality operations support

Deviation and CAPA administration

Change control support

QMS administration

Audit preparation and follow-up

On-site service delivery

The day-to-day functionality

Team leadership and supervision

KPI reporting and SLA management

Escalation management

Process optimisation, continuous improvement and governance alignment

COVALEN'S DELIVERY CAPABILITY

30+ years of operational experience.

95%+ KPI rate achieved.

50+ languages supported.

50% annual attrition levels below industry average

Why Use Cpl's Outsourcing Services?

We provide Life Sciences organisations with specialist teams that combine operational discipline, regulatory awareness and scalable delivery.

Our teams work as an extension of your organisation, delivering the structure and consistency needed to strengthen compliance, improve efficiency and maintain a culture of continuous audit readiness, all while delivering operational excellence.

What clients gain from outsourcing their QA and compliance function to Cpl:

Continuous audit readiness

Greater leadership capacity

Enhanced operational control

Scalable delivery

Embedded teams.

Structured governance.

Continuous readiness.





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Let's Talk Potential.



Find out more about our
full range of services,
solutions and expertise
at cpl.com

Cpl: