

Issue Resolution Process



Helping to bring miracles to market sooner.

COVANCE
THE DEVELOPMENT SERVICES COMPANY



*Your feedback
and satisfaction
are very important
to Covance*

So, please take the time to fill out our surveys, or don't hesitate to contact us if you are not getting the service you need. We will respond.

A Streamlined Comprehensive Approach to Issue Resolution

Our issue resolution process ensures timely and satisfactory resolution of your issues

At Covance, we manage your projects with a rigorous issue resolution process comprised of five stages:

- 1. NOTIFY** - We identify or learn of the issue and quickly work to fully understand it.
- 2. ANALYZE** - We analyze the process to determine the root cause and develop a Corrective Action Issue Resolution (CAIR) plan.
- 3. COMMUNICATE** - We share our proposed action plan with you for your review and approval.
- 4. EXECUTE** - We execute the plan and work to full issue resolution.
- 5. FOLLOW-UP** - We contact you to ensure your satisfaction with the plan.



What this Means for You

- You can be confident you are working with a CRO that takes your issues seriously and works diligently, efficiently and systematically to resolve them.
- You can work through a dedicated individual who oversees the process to ensure timely resolution of your issues.
- Your concerns or issues will be addressed expeditiously and to your satisfaction through our streamlined, methodical approach.
- You can count on improved service from Covance moving forward as we make it our business to learn from these experiences to continuously improve our level of service.

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Quality Performance Metrics

Our teams focus on several key performance indicators to assess and track our work, in order to provide you with the highest level of service. We measure the following critical factors, to best serve you:

- Type and urgency of issue
- Turnaround time to complete corrective action issue resolution (CAIR) plan
- Implementation and on-time completion of corrective action issue resolution plan
- Your satisfaction with issue resolution



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