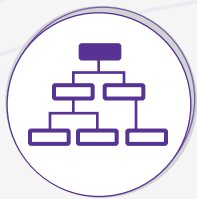


Diligent® Qualification Platform

The Diligent® Qualification Platform supports vendor qualification decisions and was built based on The Avoca Group's 20+ years of experience in clinical outsourcing as well as the company's fluency in global regulatory requirements. Inherent within the Diligent Qualification Platform is a rigorous set of industry standards and tools developed and vetted by Member companies of the Avoca Quality Consortium® (AQC).

Combination of Consulting Services, Technology, and Tools



CONSULTING SERVICES

- Risk-based qualification procedures.
- Vendor qualification audits and audit strategy.
- Support for continuous provider oversight.
- Strategic planning for provider portfolio management.
- Staff augmentation for business process outsourcing.



TECHNOLOGY

Web-based access to a centralized service, with a robust database at its core, around which the features are built and delivered:

- Completed RFI questionnaires and supporting information for participating providers.
- Searchable by key parameters.
- Compare RFIs for multiple providers.



TOOLS

AQC-developed tools* related to qualification include:

- RFI questionnaires.
- Scorecards.**
- Visit checklists.**

** Leading practices, tools, and standards developed and maintained by the AQC, a pre-competitive industry collaborative that has leaders from over 90 Member organizations representing sponsors, CROs, and providers of all sizes working together.*

*** Currently only available to AQC® Members*

A Range of Qualification Options

The Diligent® Qualification Platform offers a range of service levels to meet your specific qualification needs.



BASELINE ASSESSMENT

Performed by The Avoca Group experts

- Interview subject matter experts and key stakeholders.
- Review relevant SOPs or procedures and associated tools and work instructions.
- Identify gaps related to external regulations and leading practices.
- Review completeness of qualification documentation packages for providers.
- Provide a gap assessment report and action plan to close the gaps.

STRATEGIC QUALIFICATION PLAN

Developed by The Avoca Group experts

- Support implementation of process improvement recommendations.
- Procure any missing or out-of-date information for the providers evaluated during gap identification.
- Provide one year of enterprise-level access to the RFI repository within the Diligent Qualification Platform.
- Identify key risk considerations for specific providers.

TAILORED STRATEGIC QUALIFICATION PLAN

- Qualification audits.
- Access to RFI repository within the Diligent Qualification Platform.
- Additional Avoca Group consulting services.
- Business process outsourcing.
- AQC® Membership.

With the Diligent Qualification Platform, you can:

- Reduce your ICH E6 (R2) compliance risk.
- Enable data-driven, higher quality decisions regarding provider selection.
- Achieve shorter timeframes to onboard new providers and capabilities.
- Utilize a more cost, time, and resource efficient model.
- Access robust tools (RFI questionnaires and, for AQC Members, scorecards and visit checklists) and business processes.
- Streamline the data collection process.
- Reduce your administrative expense.