

## **GCP and System Quality Assurance in Clinical Research Organization**

- 1. QA Principles and Philosophy
  - What is "Quality"
  - Deming's Quality Chain Reaction
  - PDCA Cycle
- 2. Implementation of Quality Management System in Clinical Research Organization
  - QA Activities Internal Processes
- 3. Continual Improvement
  - The concept
  - The process
  - The tools
  - Crosby's 6C