

Eticor Customer Success Story

Röchling Medical relies on GEORG to establish a digital and court-proof compliance organization



Company

Röchling Medical Neuhaus GmbH & Co. KG
Röchling Medical Brensbach GmbH
www.roechling.com

Industry

Plastics processing

Company size

Medium-sized company, approx. 500 employees

Products

Products: Among other things including containers, closures and delivery systems as primary packaging materials for various pharmaceutical forms of administration (e.g. tablets, eye drops, nasal sprays, injectables), components for nest and tube systems, disposable containers for laboratory diagnostics, devices and applications for dialysis

GEORG Modules

GEORG Legal Manager und GEORG Corporate Manager

1. The Challenge

Which challenge(s) did you face before implementing the GEORG Compliance Manager® (GEORG)?

Before the introduction of GEORG Compliance Manager®, we had a lot of additional effort because we had to search for the relevant applicable laws and guidelines on various platforms and compile them in an Excel file. Our employees then had to filter out the tasks that applied to their role themselves. During this process, they had to take note of which tasks had the highest priority depending on legal deadlines.

Due to this approach, it was not possible for us to centrally track the responsibilities of each employee for each task. This made it difficult to monitor the current compliance status of individual legal requirements. Due to this lack of transparency, it was very difficult to determine the current compliance status of our company. Another challenge was to keep track of the numerous legal requirements and to understand them due to their complexity and incomprehensible spelling.

Which goal(s) were to be achieved with the implementation of GEORG?

We would like to integrate all employees into our compliance management system. Furthermore, it should be possible for the applicable laws and guidelines to be presented in a simplified manner. Every employee should understand his or her tasks and should be informed in a timely manner about tasks that are due. It is also important to us to provide for greater transparency. Therefore, the relevant tasks should be digitally delegated to responsible persons so that the compliance status of legal requirements can be easily monitored. In addition, GEORG will support us in upcoming audits or certifications.

2. The Solution

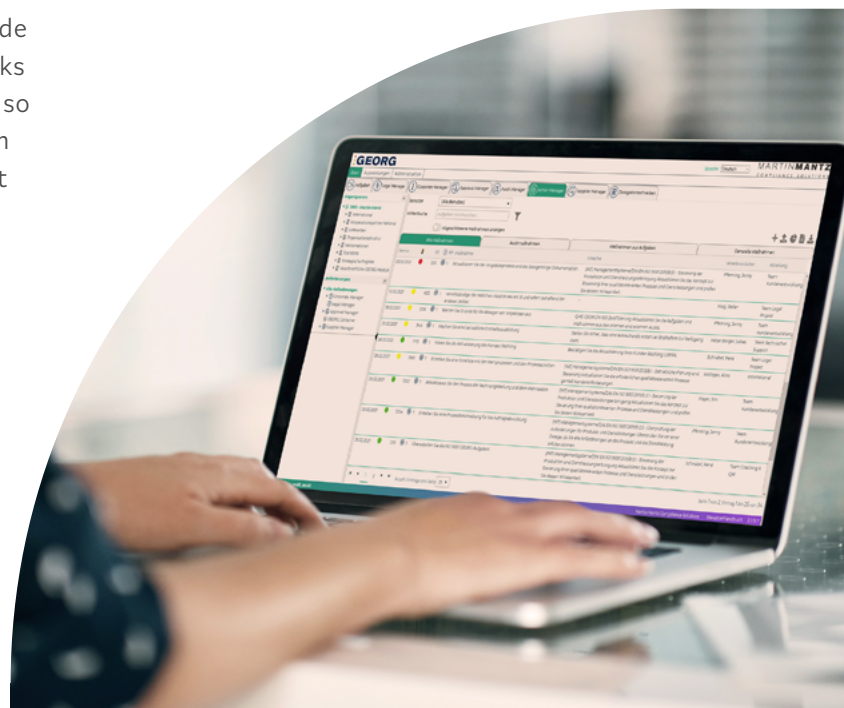
What were the reasons for choosing Martin Mantz Compliance Solutions and GEORG?

We chose GEORG Compliance Manager® because it was already in use in another branch of the company and we had received positive feedback. Another reason was the competent contact persons at Martin Mantz Compliance Solutions, with whom we had already been in contact before the start of the project.

How does GEORG help with addressing the challenges you mentioned above?

GEORG helps us to make our compliance management system transparent and to minimize our liability risk through the clear presentation of responsibilities and the compliance status. In the event of a change of job, the processing of the tasks is automatically digitally documented and can be verified in a legally secure manner.

With the legal register, which is individually tailored to our company, we have all relevant legal requirements in view and are therefore legally secure. In conjunction with this, the module GEORG Corporate Manager offers us the opportunity to supplement our internal guidelines in the system and organize them centrally.



Due to the specific and easily understandable formulated tasks, we were able to achieve a high level of commitment to GEORG. All necessary information's to fulfill a task are included in the detailed text and the system is easy and intuitive to use.

The automatic updating of the legal tasks is performed by the team of Martin Mantz Compliance Solutions. The changed tasks are directly imported into our GEORG system, which saves us a lot of time and keeps our legal register always up to date.

How and in what way does GEORG add value to your company?

GEORG enables us to stabilize our operational activities and saves time for essential management tasks again. This is possible because there is no longer any need to spend time on researching the law independently. In addition, GEORG has a positive influence on our internal knowledge management, which has also increased our certainty of action.

3. Implementation

How did the implementation of GEORG Compliance Manager® go? Have there been any challenges?

The implementation process began with an onsite visit by the responsible project manager from Martin Mantz Compliance Solutions. This formed the basis for the setup of a company- and site-specific legal register, in which all relevant and specifically formulated tasks were entered into our GEORG database by the project manager. During the delegation workshop, we created an individual organizational chart together with the project manager and delegated the tasks directly in the system to the responsible employees.

In summary, it can be said that there has been a clear structure for the implementation. We also had great support by an employee from the other branch of the company, where GEORG had already been implemented.

The digital compliance organization through GEORG and the central management of tasks create a high degree of transparency throughout the company.

Dr. Juliane Börner, Compliance Manager Röchling Medical Neuhaus GmbH & Co. KG



Did you experience any challenges during the implementation? How did you and the team from Martin Mantz Compliance Solutions deal with these challenges?

Setting up our organizational chart challenged us a little in the beginning. The cross-site department managers had to be created in such a way that they could see their employees' respective locations in GEORG but did not have to process all tasks twice. This was easily solved by creating a parent site in GEORG and assigning the employees to the departments at the sites.

Another challenge was to train the large number of employees in the GEORG Compliance Manager®. Thanks to the support of the employee from the other branch of the company and a lot of perseverance, this still worked perfectly. In case a task was incorrectly assigned in the system this issue could be solved quickly and without any problems.

Throughout the implementation process, what aspects did you find particularly remarkable and positive?

Particularly noteworthy are the good accessibility and advice provided by the employees of Martin Mantz Compliance Solutions. We also found the problem-free and rapid provision of additional legal areas to be particularly positive.

4. Results and opportunities

Since implementing GEORG, what positive changes have you seen in your company?

Thanks to GEORG, our employees are continuously informed about their tasks, which ensures greater legal certainty. In addition, GEORG increases our employees' awareness in the area of compliance and raises their awareness of the relevance of this topic.

Your personal outlook for the rest of the project and/or future projects in your company.

The plan is to roll out GEORG at additional sites and to implement further legal areas as required. The integration of further ISO standards, according to which the company is to be certified, is also being considered.

Would you recommend us to others? And why?

A clear yes! The software makes our work much easier and the support and availability of Martin Mantz Compliance Solutions is great!

Dear readers

This Customer Success Story refers to the experiences with the GEORG Compliance Manager®.

Our rebranding has changed our brand name as well as the name of our Compliance Management software:
GEORG Compliance Manager® has become Eticor.

The core remains the same: Therefore, the aspects mentioned within the success story remain the same and can be equally applied to Eticor.

Further Eticor Success Stories can be found [here](#).

Make an appointment

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