

Category	Department	Process	Title
SOP = Standard Operating Procedure WI = Work Instruction FRM = Form TPL = Template			
SOP	Compliance	Compliance	Competition Law
SOP	Compliance	Compliance	Data Privacy
SOP	Compliance	Compliance	Datenschutz Internet
SOP	Compliance	Compliance	Internet allgemeine Verantwortlichkeiten
SOP	Finance	Finance	Approval Authorization
SOP	Finance	Finance	Business Expenses and Reimbursement
SOP	Finance	Finance	Check Payments
SOP	Finance	Finance	Company Credit Card
SOP	Finance	Finance	Credit and Collection
SOP	Finance	Finance	Supply Conditions for Doctors
SOP	Housekeeping	Housekeeping	Alarmsystem Kühlraum
SOP	Housekeeping	Housekeeping	Betrieb und Überwachung der Haustechniksysteme
SOP	Housekeeping	Housekeeping	Wartungsliste Housekeeping
SOP	Human Resources	Personnel	Car Policy Contact List
SOP	Human Resources	Personnel	Employee Regulations
SOP	Human Resources	Personnel	Fahrzeug Reglement
SOP	Human Resources	Personnel	Rules of the Pension Fund
SOP	Human Resources	Personnel	Spesenreglement für ADL
SOP	Human Resources	Personnel	Spesenreglement für ADM
SOP	Human Resources	Personnel	Teilliquidationsreglement
SOP	Human Resources	Personnel	WEF Vorbezug Information
SOP	IT	IT	Computer Security
SOP	IT	IT	SAP Access and Change Control
SOP	IT	IT	SAP Security Administration
SOP	Law	Agreements	Consultant Contract
SOP	Medical	Clinical Trials	Expedited Reporting and Annual Safety Reports
SOP	Medical	Clinical Trials	Handling of Subsidiary Sponsored Studies
SOP	Medical	Clinical Trials	Investigator Initiated Studies
SOP	Medical	Clinical Trials	Other Studies
SOP	Medical	Correspondence	Scientific Information
SOP	Medical	Product Handling	Communication Label Changes
SOP	Medical	Product Handling	Umgang mit Betäubungsmitteln
SOP	Medical	Product Handling	Unapproved Drugs
SOP	Medical	Product Handling	Verdacht auf unbefugte Produktmanipulation
SOP	Medical	Product Safety	Meldung relevanter Sicherheitsinformationen
SOP	Medical	Product Safety	Submission of Periodic Safety Update Reports
SOP	Medical	Product Safety	The Management of RSI and PV Activities
SOP	Medical	Quality	Clinical Operations QC Plan
SOP	Medical	Quality	Clinical Operations Quality Control
SOP	Medical	Training	Medical Department Training
SOP	Medical	Training	Weiterbildungskonzept für Assistenzärzte
SOP	Purchasing	Purchasing	Designated Purchasing Units
SOP	Purchasing	Purchasing	Purchasing Policy
SOP	Purchasing	Purchasing	Sourcing Model
SOP	Purchasing	Purchasing	Strategic Sourcing Process
SOP	Quality	Documentation	Documentation Management
SOP	Quality	Documentation	Records Management
SOP	Quality	Documentation	Records Retention Schedule
SOP	Quality	Product Handling	Sample Distribution Flow Chart
SOP	Quality	Product Handling	Umgang mit erhaltenen Produkten
SOP	Quality	Quality	Area Descriptions
SOP	Quality	Quality	Building Plans
SOP	Quality	Quality	Organizational Structure
SOP	Quality	Quality	Product Flow
SOP	Quality	Quality	Quality Assurance Handbook
SOP	Sales&Marketing	Compliance	Gifts to Medical Professionals
SOP	Sales&Marketing	Finance	Fair Market Value Payments
SOP	Sales&Marketing	Finance	Finanzielle Unterstützung von Veranstaltungen
SOP	Sales&Marketing	Finance	Grants, Donations, Charitable Contributions

Category	Department	Process	Title
SOP	Sales&Marketing	Finance	Hiring Physicians and HCPs
SOP	Sales&Marketing	IT	Kundenstammdaten
SOP	Sales&Marketing	Personnel	Activities of PSRs
SOP	Sales&Marketing	Product Handling	Local Promotional Material
SOP	Sales&Marketing	Product Handling	Musterregelung
SOP	Sales&Marketing	Product Handling	Product Recall
SOP	Sales&Marketing	Product Handling	Product Recall Checklist
SOP	Sales&Marketing	Product Handling	Product Recall Telephone List
SOP	Sales&Marketing	Product Handling	Rückgabe von Arzneimitteln
SOP	Sales&Marketing	Product Handling	Warenannahme bis Versand für den Schweizer Markt
SOP	Sales&Marketing	Product Storage	Buchung von Ware
SOP	Sales&Marketing	Purchasing	Purchasing Policy - Pharma
WI	Finance	Finance	Accounting Prozess Kongresse
WI	Finance	Finance	Monitoring Prozess für Zahlungen an Ärzte
WI	Finance	Finance	Supply Conditions for Hospitals
WI	Finance	Finance	Zahlungen an Ärzte
WI	Housekeeping	Housekeeping	Kalibrierung der Temperatursensoren
WI	IT	IT	Drive Snapshot Infrastructure
WI	IT	IT	SAP Production Import QA Review
WI	IT	IT	SOX Monitoring Controls in SAP
WI	Medical	Audits	Communications with Health Authorities
WI	Medical	Audits	Inspection Checklist
WI	Medical	Audits	Inspection Copied Items Log
WI	Medical	Audits	Inspection Master File Guide
WI	Medical	Audits	Inspection Minutes Log
WI	Medical	Audits	Inspection Reviewed Items Log
WI	Medical	Audits	Regulatory Authority Inspections of Clinical Trials
WI	Medical	Clinical Trials	Acknowledgment of Receipt (example)
WI	Medical	Clinical Trials	Arbeitsablauf Studien
WI	Medical	Clinical Trials	Clinical Trial Records Management
WI	Medical	Clinical Trials	Investigational Medicinal Product Management
WI	Medical	Clinical Trials	Investigational Medicinal Product Quality Complaints
WI	Medical	Clinical Trials	Management of Phase I Studies
WI	Medical	Clinical Trials	Payments to CROs in Clinical Trials
WI	Medical	Clinical Trials	Preparation and Release of Labels
WI	Medical	Clinical Trials	Quality Control of Data Entry
WI	Medical	Clinical Trials	Safety Report Flow Charts
WI	Medical	Clinical Trials	Submission of Safety Reports
WI	Medical	Clinical Trials	Submission of Study Documents
WI	Medical	Clinical Trials	Temperature Device Instructions
WI	Medical	Documentation	Archivierung für CORA
WI	Medical	Documentation	Records Retention
WI	Medical	Product Handling	Creation and Approval of New or Revised Artwork
WI	Medical	Product Handling	Erstellung und Änderung von Packmittelkomponenten
WI	Medical	Product Handling	Process Design for Safety Labeling Changes
WI	Medical	Product Handling	Translation of Labeling Text for Marketed Product
WI	Purchasing	IT	SAP Vendor Master
WI	Quality	Product Complaints	Bearbeitung von Kundenanfragen
WI	Quality	Product Complaints	Kühlproduktenliste
WI	Quality	Product Safety	Communication of Quality Issues and Recalls
WI	Sales&Marketing	Clinical Trials	Versand von gekühlten Studienmedikationen
WI	Sales&Marketing	Finance	Ablauf Teilsponsoring
WI	Sales&Marketing	Finance	Ablauf Vollsponsoring
WI	Sales&Marketing	Finance	Arbeitsablauf Fortbildungen Advisory Boards
WI	Sales&Marketing	Finance	Arbeitsablauf Sponsorings
WI	Sales&Marketing	Product Handling	Lager Photographische Erfassung
WI	Sales&Marketing	Product Handling	Lieferbedingungen
WI	Sales&Marketing	Product Handling	Musterauslieferung
WI	Sales&Marketing	Product Handling	Photographische Erfassung der Referenzmuster
WI	Sales&Marketing	Product Handling	TempTale User Instruction
WI	Supply Chain	Compliance	Denied Party Screening System
WI	Supply Chain	Compliance	DPSS User Manual
WI	Supply Chain	Finance	Customer Credit Terms and Limits
WI	Supply Chain	Finance	Sales Credit Approval Limits
WI	Supply Chain	Product Handling	Creation and Use of Material Master Fields

Category	Department	Process	Title
WI	Supply Chain	Product Handling	Customer Order Handling and Master Data
WI	Supply Chain	Product Handling	Customer Order Returns
WI	Supply Chain	Product Handling	Order Returns Flow Chart
WI	Supply Chain	Product Handling	Release and Distribution of Products
WI	Supply Chain	Product Handling	Returning Export Goods to IDC
WI	Supply Chain	Product Handling	Third Party Order (Drop-shipment)
FRM	Finance	Finance	Investitions-Antrag
FRM	Finance	Finance	Payment Request
FRM	Finance	Finance	Payment Request Credit Card
FRM	Finance	Finance	Request for Concurrence
FRM	Finance	Finance	Request for Concurrence - Supplemental Data
FRM	Finance	Finance	Request for Concurrence for International Congresses
FRM	Finance	Finance	Request for Concurrence for National Congresses
FRM	Finance	Finance	Request for Customer Credit
FRM	Housekeeping	Housekeeping	Kalibrierungsblatt Kühlraum
FRM	Housekeeping	Housekeeping	Kalibrierungsblatt Serverräume
FRM	Human Resources	Agreements	Agreement - Education
FRM	Human Resources	Personnel	Absenzenkontrolle 2010
FRM	Human Resources	Personnel	Auswahl des Fahrzeugtyps (Kategorie A)
FRM	Human Resources	Personnel	Auswahl des Fahrzeugtyps (Kategorie B)
FRM	Human Resources	Personnel	Eintrittscheckliste Pharma
FRM	Human Resources	Personnel	Ferienrückstellung
FRM	Human Resources	Personnel	PMP Session I
FRM	Human Resources	Personnel	PMP Session III
FRM	Human Resources	Personnel	Travel Request
FRM	Human Resources	Personnel	Verlängerung von Ferienanspruch
FRM	Human Resources	Personnel	WEF Antragsformular
FRM	Human Resources	Personnel	WEF Veräusserungsbeschränkung
FRM	IT	IT	Change Request
FRM	Medical	Audits	Monitor Assessment
FRM	Medical	Audits	Record of Health Authority Communications
FRM	Medical	Clinical Trials	Acknowledgment of Receipt
FRM	Medical	Clinical Trials	Annual Clinical Trial Report for Swissmedic
FRM	Medical	Clinical Trials	Approval of Protocol and Informed Consent
FRM	Medical	Clinical Trials	Archive Checklist
FRM	Medical	Clinical Trials	Archive Destruction Approval
FRM	Medical	Clinical Trials	Archive Retrieval Log
FRM	Medical	Clinical Trials	Archive Temperature and Humidity Log
FRM	Medical	Clinical Trials	Delegation of Trial Related Tasks
FRM	Medical	Clinical Trials	Weekly SUSAR Review
FRM	Medical	Documentation	Archiv Checkliste für CORA
FRM	Medical	Documentation	Archiv Vernichtungsbestätigung für CORA
FRM	Medical	Finance	FMV Formblatt
FRM	Medical	Finance	IIS Budgetary Information
FRM	Medical	Finance	Study Payments Checklist
FRM	Medical	Product Handling	Artwork Approval Checklist
FRM	Medical	Product Handling	Artwork Development Package Review Checklist
FRM	Medical	Product Handling	Labeling Translations Checklist
FRM	Medical	Product Safety	Adverse Event Report
FRM	Medical	Product Safety	Case Front Cover Sheet
FRM	Medical	Product Safety	Fax PV English
FRM	Medical	Product Safety	HealthCare Professional Follow-Up Request
FRM	Medical	Product Safety	Defect Report
FRM	Medical	Product Safety	Product Quality Complaint
FRM	Medical	Product Safety	Serious Adverse Event Report
FRM	Purchasing	Personnel	Mobile Phone Request
FRM	Purchasing	Purchasing	Business Cards Pharma
FRM	Purchasing	Purchasing	Business Cards Standard
FRM	Purchasing	Purchasing	Category Strategy
FRM	Purchasing	Purchasing	Sourcing Deviation
FRM	Quality	Documentation	Document Implementation Requirements
FRM	Quality	Documentation	Signature Page for Controlled Documents
FRM	Quality	Product Complaints	Entscheidungsprotokoll
FRM	Quality	Product Complaints	Qualitätsmangel Checkliste
FRM	Quality	Quality	Block Batches

Category	Department	Process	Title
FRM	Quality	Training	Attendance List
FRM	Sales&Marketing	Agreements	Contract Checklist
FRM	Sales&Marketing	Finance	Abklärung Arztstatus
FRM	Sales&Marketing	Finance	Business Rationale Form for Hiring HCPs
FRM	Sales&Marketing	Finance	Business Rationale Form for Sponsoring HCPs
FRM	Sales&Marketing	Finance	Charitable Contributions Checklist
FRM	Sales&Marketing	Finance	Weiterbildungsveranstaltungen-Selbstkostenberechnung
FRM	Sales&Marketing	Personnel	Antrag Aussendienst
FRM	Sales&Marketing	Product Handling	Approval of Autoimmun Internet Content
FRM	Sales&Marketing	Product Handling	Approval of Internet Content
FRM	Sales&Marketing	Product Handling	Approval of Local Promotional Material
FRM	Sales&Marketing	Product Handling	Information für neue Produkte an Lager Mittelland
FRM	Sales&Marketing	Product Handling	Labeling
FRM	Sales&Marketing	Product Handling	Product Returns (external)
FRM	Sales&Marketing	Product Handling	Warenfreigabeschein
FRM	Sales&Marketing	Training	Checkliste für Fortbildung
FRM	Supply Chain	Finance	CCAR and Customer Information Sheet
FRM	Supply Chain	Product Handling	Approval for Purchase and Production
TPL	Human Resources	Correspondence	Fax English
TPL	Human Resources	Correspondence	Letter English
TPL	Human Resources	Correspondence	Memo English
TPL	Human Resources	Personnel	Arbeitszeitrapport Halbmonat
TPL	Human Resources	Personnel	Arbeitszeitrapport Vollmonat
TPL	Human Resources	Personnel	Stellenbeschreibung
TPL	Law	Agreements	Geheimhaltungserklärung
TPL	Law	Agreements	Rahmenvereinbarung
TPL	Medical	Agreements	Agreement - Experience Report - Private Practice
TPL	Medical	Clinical Trials	Archive Labels for Clinical Trial Folders and CDs
TPL	Medical	Clinical Trials	Label Proposals for Clinical Supplies
TPL	Medical	Product Safety	Fax Cover Sheet for SAE Report
TPL	Medical	Training	Medical Department Training Plan
TPL	Quality	Documentation	Standard Operating Procedure
TPL	Quality	Documentation	Work Instruction
TPL	Sales&Marketing	Agreements	Agreement - Advisory Board - GovEmployee
TPL	Sales&Marketing	Agreements	Agreement - Advisory Board - GovEmployee Prof
TPL	Sales&Marketing	Agreements	Konditionen Warenretouren
TPL	Sales&Marketing	Agreements	Vereinbarung - Advisory Board - PrivPract
TPL	Sales&Marketing	Agreements	Vereinbarung - Präsentation - Privatarzt
TPL	Sales&Marketing	Agreements	Vereinbarung - Präsentation - Spitalarzt
TPL	Sales&Marketing	Agreements	Vereinbarung - Präsentation - Spitalprofessor
TPL	Sales&Marketing	Agreements	Vereinbarung - Teilsponsoring - Privatarzt
TPL	Sales&Marketing	Agreements	Vereinbarung - Teilsponsoring - Spitalarzt
TPL	Sales&Marketing	Agreements	Vereinbarung - Vollsponsoring - Privatarzt
TPL	Sales&Marketing	Agreements	Vereinbarung - Vollsponsoring - Spitalarzt
TPL	Sales&Marketing	Agreements	Vertrag - Herstellerabgabepreis - Arzt
TPL	Sales&Marketing	Agreements	Vertrag - Lieferkonditionen - Spital
TPL	Sales&Marketing	Agreements	Vertrag - Zahlungsfrist - Arzt
TPL	Sales&Marketing	Product Handling	Begleitbrief Verbrennung