



Quality Management in Life Sciences

Benchmarks, Burdens,
and Breakthroughs



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Executive Summary

You've probably come across a life sciences market report before. Maybe it covered the fastest growing therapeutic categories or the latest diagnostic trends. Or maybe it forecasted revenue for Contract Research Organizations (CROs) or potential supply chain disruptions.

There's no shortage of these types of reports, and the data they share is incredibly valuable. However, there's one critical operation that's consistently overlooked when data is collected: Quality Management.

Despite its central role in keeping products safe, audit outcomes successful, and compliance ready, the day-to-day work and influence of quality teams is rarely quantified. As a result, quality teams often find it difficult to get the resources, investments, and celebrations that they deserve.

This report addresses that gap.

We set out to measure how quality work is actually performed, the tools teams rely on, and the operational burden they carry across documents, training, audits, deviations, CAPAs, and other quality events. The result is a set of insights that bring long-overdue visibility to the people and processes that hold regulated operations together.

The findings show an industry that's marching toward digitization, but certainly not in step. At first glance, the varying levels of support, budgets, and workload expectations are clear. As you dive further into the data, you'll notice a few key themes:

Digital quality management is a competitive advantage for compliance.

While some organizations have adopted digital tools to manage documents, training, and audits, **35% of quality teams are working with no dedicated budget** and still depend on spreadsheets, shared drives, or paper-based systems. The survey found that teams using digital systems complete critical-to-quality tasks up to **80% faster than those using manual or hybrid processes**. [Read more about the impact of digital quality management vs manual on page 14.](#)

AI adoption is limited but interest is accelerating.

The data shows that Quality teams (like much of the world) juggle conflicting feelings about AI. The potential for AI to reduce the burden these teams face is huge, but true to their risk-averse nature, Quality teams are hesitant to immediately adopt. Only **10% of respondents** currently use AI in quality operations, yet more than half plan to explore it in the near future. [Read more about AI adoption on page 17.](#)

“AI is impressive for rapid document creation and analytics, but risk-based adoption is essential. It isn't a replacement for human oversight.”

- Survey Respondent

Training is the universal bottleneck.

Over 70% of respondents report **moderate-to-severe difficulty managing training compliance**, regardless of company size or QMS platform. The most common pain points include:

- Tracking training progress and compliance
- Ensuring on-time training completion
- Keeping training materials and SOPs up-to-date
- Ensuring competency and content retention

[Read more about the training management bottleneck on page 19.](#)

Methodology

When we segment responses by life sciences sector, more granular strengths and challenges come into focus:

- **Biopharma and Labs** show the most consistent compliance performance across document control, audits, and reviews. In these sectors, we see frequent on-time periodic review completion, fast document retrieval, and typically strong audit outcomes.
- **Contract Manufacturing and Contract Development and Manufacturing Organizations (CMO/CDMOs)** face the steepest complexity, with extreme ranges in documents managed (52–2,000+), training coverage (10–100%), inbound and outbound audit volume, and time required to both prepare for and respond to audits.
- **Manufacturing** is a story of contrasts with notable gaps between manual vs digital users, budget constraints, and version control challenges.
- **CROs** operate with lean teams while juggling highly variable audit and training requirements.
- **Packaging & Other GxP Orgs** show early openness to emerging tools, including the highest reported interest in AI.

As quality professionals know all too well, teams across all sectors and company sizes continue to manage large volumes of documentation, heavy training loads, and demanding audit schedules, often without the necessary tools or headcount.

Despite these pressures, quality professionals remain resilient and adaptable, with teams finding ways to maintain compliance even when resources are limited.

ZenQMS commissioned an independent third-party firm to conduct this research to provide the life-sciences community with concrete quality management benchmarks and fresh insights into how quality work is managed and where it's moving in the future.

The study examines:

- Processes used to manage documents, training, and audits
- The effectiveness and effort required to maintain compliance
- Workload and resource demands across sectors
- Industry benchmarking data
- Attitudes toward digital transformation and AI

In total:

- 100 quality professionals participated in the study
- Organizations span a wide range of company sizes, operating models, and digital maturity levels
- Respondents represent six life sciences sectors
- Biopharma represents the largest segment of respondents (53%)
- Manufacturing (15%) and CMO/CDMO (14%) are the next largest groups
- Remaining responses come from Diagnostics, CROs, Packaging, and other life sciences organizations

Nearly half of the participating organizations employ fewer than 100 people, yet their quality workloads closely resemble those of much larger companies. This reinforces a theme in modern life sciences that most Quality leaders deeply understand: the GxP compliance threshold is high from the outset, regardless of headcount, and as organizations grow and move closer to commercialization, the burden scales... even if resources don't. The range of perspectives across sectors and company sizes gives us a representative picture of how quality teams work today and where the greatest operational disparities still exist.

Biopharma (53% of respondents)



Manufacturing (15% of respondents)



CMO/CDMO (14% of respondents)



Diagnostics, CROs, Packaging, and other life sciences organizations (18% of respondents)



The State of Quality Management: Benchmark Data

The Quality Resource Landscape

No two Quality teams operate under the same conditions. Different compliance needs, company sizes, and (most notably) quality cultures shape how teams prioritize their work and what tools they have to support it.

Based on our survey data, we break down the different methods used to manage quality, the average Quality team size, and the budgets allotted to these teams, providing context for the wide range of performance benchmarks that follow.

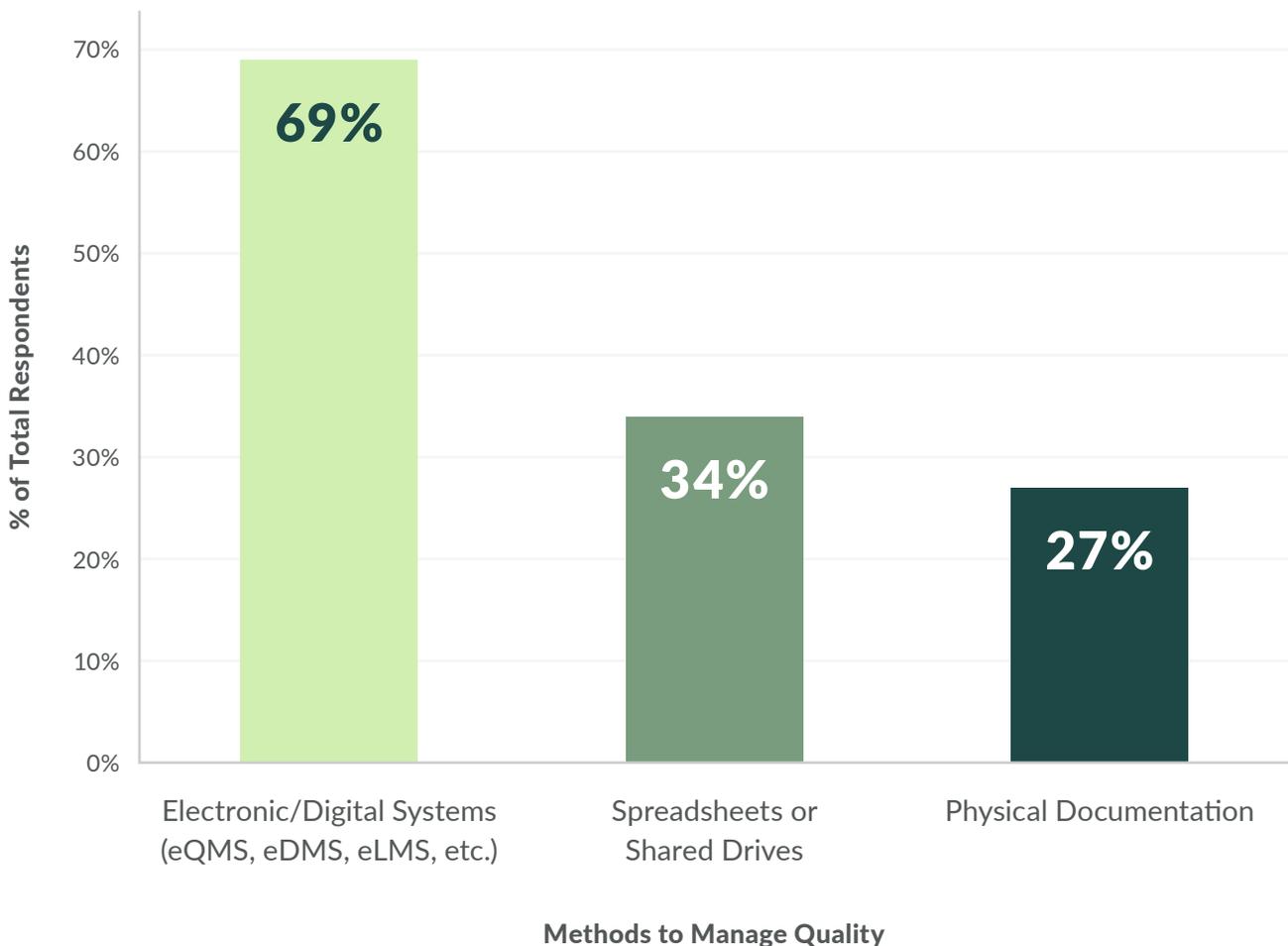
Methods to Manage Quality

Across the full dataset, most organizations use a mix of digital and manual systems to manage quality operations.

Nearly 70% leverage electronic systems such as eQMS (electronic quality management system), DMS (document management system), or LMS (learning management system) platforms to manage core processes. However, even with this broad digital adoption, 34% continue to rely heavily on spreadsheets or shared drives, and over a quarter of respondents maintain some level of physical documentation.

The staying power of paper is surprising. After all, this is an industry where any mistake, any lost document, any preventable slow down can have a huge impact. How is this possible? Take a look at the typical Quality team budget and you'll start to see the full picture...

How do you currently manage your quality activities?



Biopharma Industry

Company Size	Manual QMS Only	Mixed (Manual + eQMS)	eQMS Only
1-99 FTE	31%	52%	17%
100-249 FTE	25%	56%	19%
250+ FTE	20%	62%	18%

CMO/CDMO Industry

Company Size	Manual QMS Only	Mixed (Manual + eQMS)	eQMS Only
1-99 FTE	18%	49%	33%
100-249 FTE	13%	54%	33%
250+ FTE	13%	45%	42%

Manufacturing Industry

Company Size	Manual QMS Only	Mixed (Manual + eQMS)	eQMS Only
1-99 FTE	37%	44%	19%
100-249 FTE	32%	50%	18%
250+ FTE	30%	46%	24%

Laboratory & Diagnostics Industry

Company Size	Manual QMS Only	Mixed (Manual + eQMS)	eQMS Only
1-99 FTE	27%	61%	12%
100-249 FTE	20%	60%	20%
250+ FTE	13%	64%	23%

Packaging

Vertical	Manual QMS Only	Mixed (Manual + eQMS)	eQMS Only
1-99 FTE	33%	58%	9%

Resources & Team Structure

“Do more with less” might be the universal mantra of quality teams based on the typical team size and budget allocation. (Though judging by the operational load mapped out later in the report, this surely must change.)

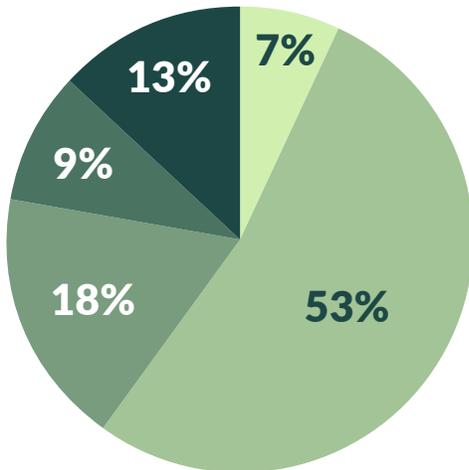
Only 7% of respondents report a single-person quality team, but more than half (53%) operate with only 2-5 dedicated staff. Plus, nearly half of all organizations operate with limited or no dedicated software budgets, even as digital tools show huge gains in efficiency and compliance.

When we look at each sector individually, a few organization types are especially constrained.

Across all verticals, the responsibilities placed on these teams across document control, training oversight, audit preparation, and issue management are growing without proportional increases in staffing or dollars. And, accordingly, operational bottlenecks run rampant.

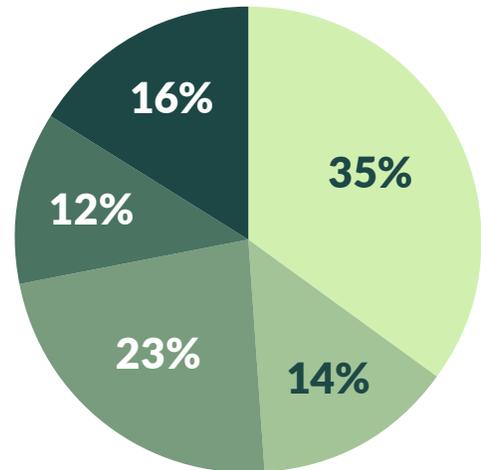
“For a company of 30, a high-end system is too costly; funds are better spent on drug development. It’s all about finding a QMS that scales with growth without frequent transitions.”
- Survey Respondent

Including yourself, what is the size of your Quality team?



- 1 member
- 2-5 members
- 6-10 members
- 11-20 members
- 21+ members

What is your organization’s approximate annual budget for quality management software and/or solutions?



- Manual Systems / No current budget
- Up to \$15,000 / year
- Between \$15,000 to \$50,000
- Between \$50,000 to \$100,000
- Over \$100,000

Quantifying the Quality Workload

Protecting patients is the chief remit of all quality teams. But beyond this, what does “success” look like? It’s not a flashy sales target met or a new product launched or a growth goal hit.

Instead, it’s reputation and revenue *protected*, delays *avoided*, and product safety *assured*. But there’s a catch: these things are difficult to measure. Unfortunately, that means the critical impact of quality teams often goes unnoticed. And so do their needs.

“Top management buy-in is crucial. You must show efficiency gains and risk reductions with data, and sometimes appeal to financial and compliance consequences.”

- Survey Respondent

The amount of work it takes to maintain the compliance that makes innovation possible is hefty. Documents, training requirements, audits, and day-to-day quality events all stack up regardless of team size or digital maturity. In this section, we attempt to quantify that quality workload, covering the volume, complexity, and time investment required.

These benchmarks offer a clearer view into what the day-to-day really looks like for life sciences quality professionals.

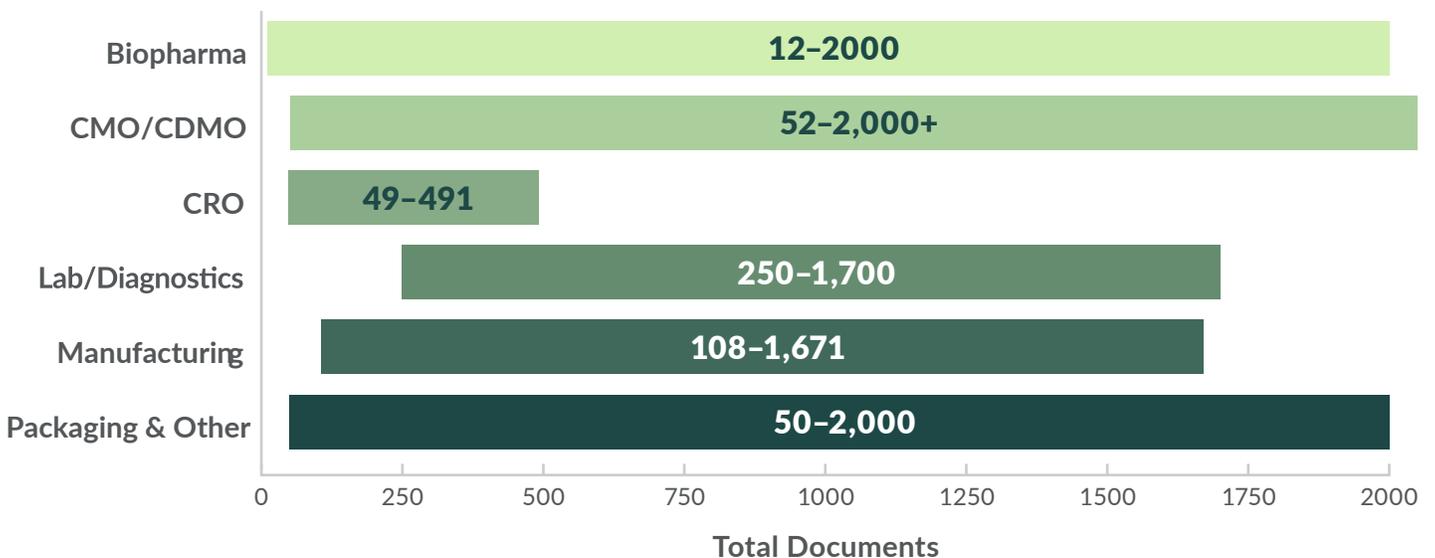
Operational Complexity

The sheer amount of quality activities – and their complexity – vary widely across organizations. Some teams oversee a relatively small document set with focused training needs, while others manage thousands of active records alongside constant updates, audits, and issue resolution.

Yet regardless of scale, the expectation remains the same: documentation must be accurate, current, and accessible at any moment.

FAST STAT
A quarter of respondents are unable to complete the majority of their periodic reviews on time.

Total Range of Documents Managed by Sector



Average Total Documents Managed:



Total number of documents created every year:



Average percentage of documents actively trained on per year



Average number of documents each role must train on in a life sciences organization:



Average number of quality events* per month

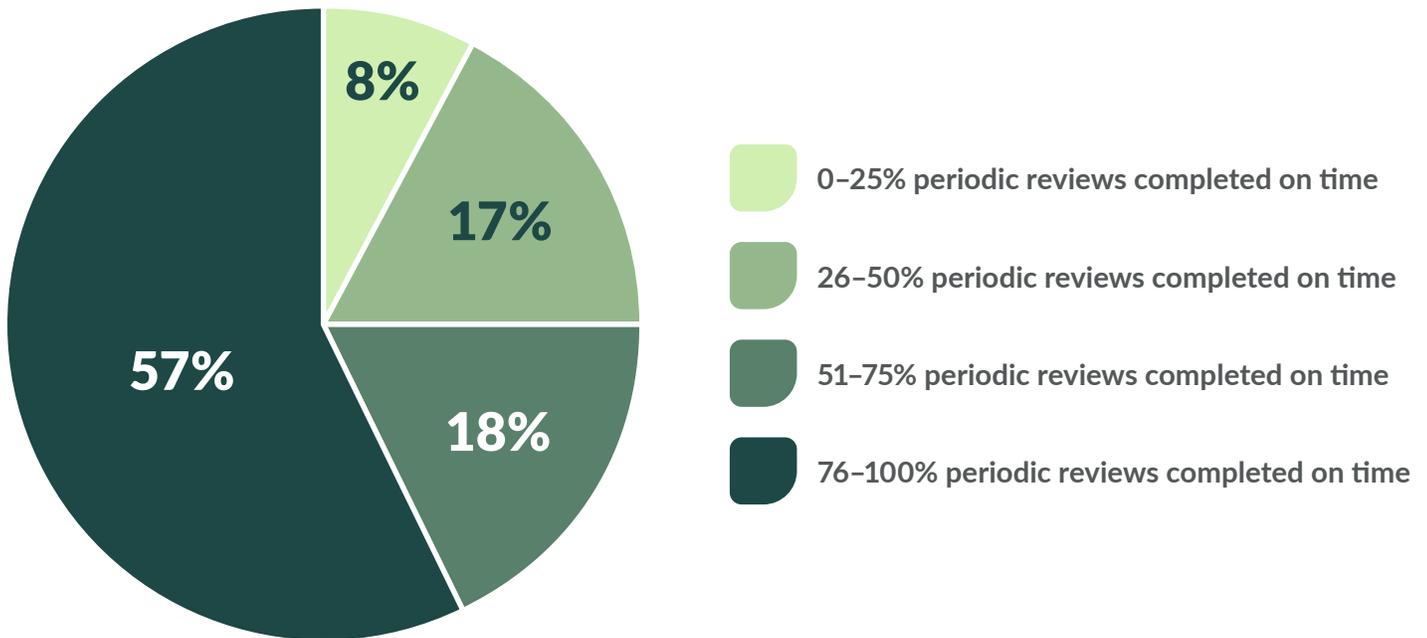


Quality Event = Any unexpected deviation from established standards.

Average number of audits handled per month



On average, what percentage of your periodic reviews are completed on time?



Where Quality Time Adds Up

Now that we have a better idea of how *much* work the average quality professional has to juggle, it's time to look at... time.

Time is one of the most limited resources Quality teams have. Drafting documents, managing training, preparing for or responding to audits, and resolving issues all compete for attention within already full workweeks. (And remember, the majority of Quality teams consist of only 2-5 people.)

The data highlights the core activities that demand the most time, from documentation and training to audit preparation and issue resolution, and helps explain where quality teams feel the most pressure.

Notably:

- On average, quality teams spend nearly 4 hours a week compiling, tracking, and reporting on training each week
- The average quality team spends 20.5 hrs preparing for each audit. Looking at the extremes, 6% spend over 72 hours on prep, while 7% spend only 1 hour.
- The majority of quality issues take 3-4 weeks to resolve from identification to closure.
- Using the most common responses for each new document phase, it takes between 10 to 13 hours of work per document from draft to approval.

Let's look closer at that last stat.

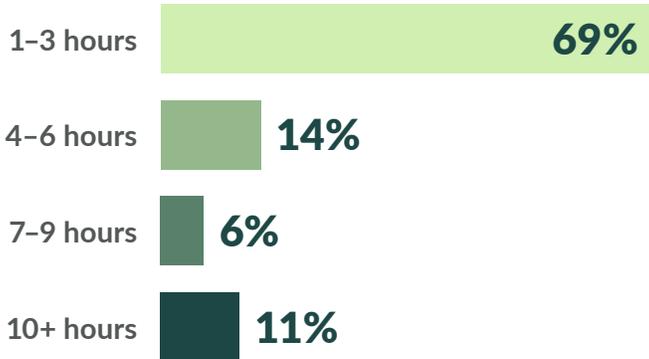
If you consider an average of 34 new documents created per year, Quality professionals are spending between **340 and 442 hours a year on new document creation**. That's upwards of 11 straight workweeks spent solely on documents. Keep in mind, that doesn't even include upversioning, retiring, periodic reviews, or other critical document management activities.

It's easy to see why Quality teams feel stretched – and why making sure they have the tools and resources they need is critical.

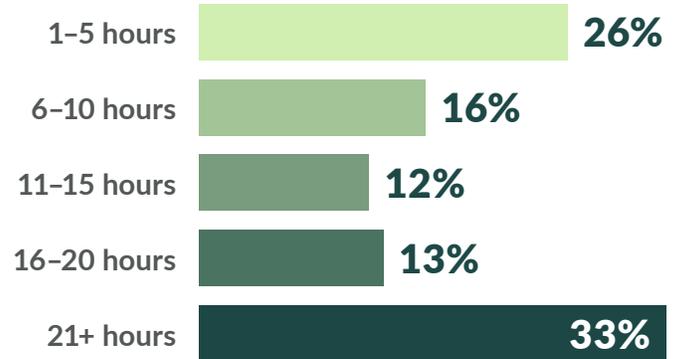
FAST STAT

Quality professionals are spending between 340 and 442 hours a year on new document creation.

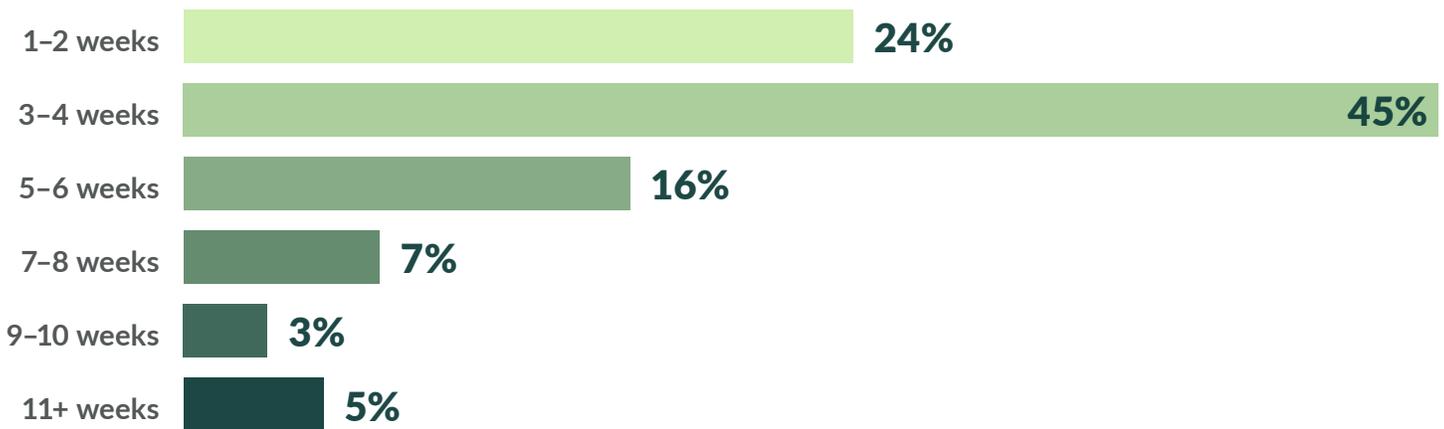
On average, how much time does it take to compile, track, and report on training each week?



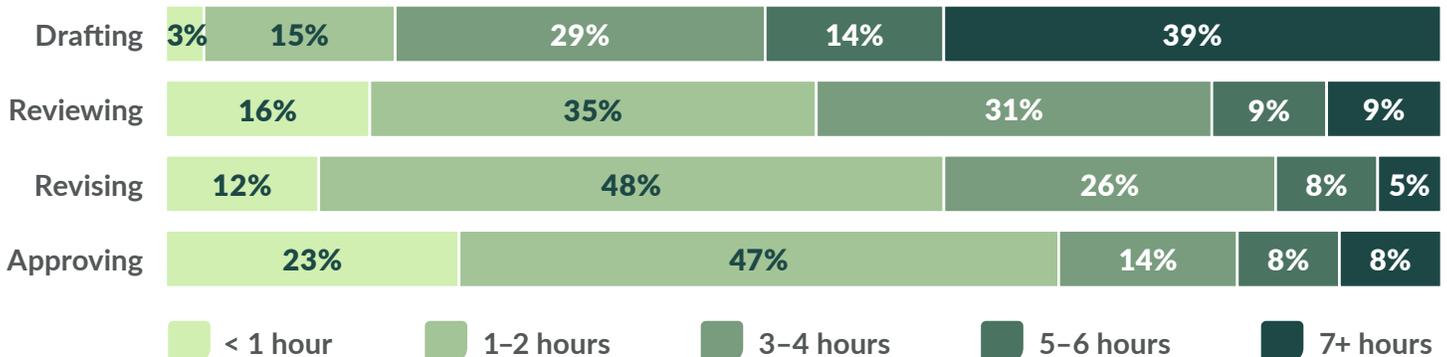
On average, how many hours does your quality team spend preparing for each audit?



On average, how many weeks does it take to resolve a quality issue from identification to closure?



On average, how long does it take for each stage of document processing?



A Closer Look at the Life Sciences Sectors:

Not all life sciences organizations are created equal. Here's how quality activity tends to vary across Biopharma, CMO/CDMO, CRO, Laboratory & Diagnostics, Manufacturing, and Packaging/Other.

Sector Superlatives

Most Audit Variation: CROs with a range of 1 to 300+ audits annually

Best Document Location Times: Lab/Diagnostics with an average of 3-5 minutes

Most Likely to Adopt AI: Packaging/Other with 12% currently using AI, and CROs with 75% reporting strong interest in AI

Most Cost Sensitive: Manufacturing with 87% of Quality teams given budgets of less than \$15k

Biopharma:

Quality activity at biopharma organizations depends heavily on clinical stage. Pre-clinical companies manage around **150** active documents while commercial-stage teams oversee more than **2,000**.



Early-stage organizations capitalize on their smaller scale and more focused quality scope, reporting faster document creation and approval cycles (often under an hour per phase). These companies also maintain strong compliance performance, with **95-100%** on-time periodic reviews.

As organizations progress to Phase III and commercial maturity, document volumes increase substantially, reaching **1,000-2,000+** active documents. These teams manage more extensive training programs, covering **20-50%** of documentation annually. As we'll see later in the report, a scalable quality system is crucial for successfully navigating the shift from early-stage agility to commercial complexity.

CMO/CDMO

CMO/CDMO organizations manage document volumes ranging from **52 to over 2,000 active documents**, impacted directly by multi-client work.

Training management is particularly demanding for these organizations. Respondents report training coverage anywhere between 10% and 100% of documents annually, and role-based training loads ranging from 5 to 52 documents per position. Training matrix update frequency varies widely (from monthly updates to annual cycles) likely due to the different regulatory expectations of clients.



Document management effectiveness strongly correlates with quality system sophistication. Document retrieval times range from 1 to 18 minutes, with digital adopters consistently retrieving documents faster, even when managing the largest document loads.

CRO

CROs operate across a wide range of quality environments, and that variability shows up clearly in the data. Document retrieval times range from 1 to 10 minutes, and document volumes span 49 to 491, depending on study mix and client needs.

Training, of course, adds more complexity. Requirements shift from client to client, resulting in training coverage that ranges from 10% to 84% of documents each year. Role-based training expectations vary widely, from 5 to 52 documents per position. Audit activity shows the greatest spread of all: CROs report anywhere from 1 to 12 external audits and 1 to 300 internal audits annually, with preparation time ranging from 1 to 72 hours. CROs in particular face ongoing pressure to stay audit-ready while remaining flexible.

1 to 12 external audits
1 to 300 internal audits

Laboratory & Diagnostics

Labs and diagnostics organizations generally show strong control over their quality processes. Active document counts range from 250 to 1,700, yet document retrieval times remain relatively tight at 3 to 15 minutes.

Respondents also report consistently high on-time periodic review performance, with completion rates between 80% and 100% even with lean teams.

Training programs in this sector are widely viewed as effective. Annual training coverage spans 34% to 85% of documents, and role-based requirements typically focus on 15 to 25 documents per position.

Manufacturing

Manufacturing organizations show some of the widest performance gaps in the dataset.

Document retrieval times range from 1 to 34 minutes, with a clear split between digital and manual approaches. Teams using eQMS platforms consistently report faster access (1–6 minutes), while those relying on manual systems experience significantly longer searches (10–34 minutes). Version control emerges as a major challenge for manual users, often rated as a considerable or severe issue, while digital adopters report little to no difficulty.

1–6 min with eQMS platforms



10–34 min with manual systems



These differences extend beyond document management. Audit preparation time ranges from 5 to 48 hours, and quality issue resolution can take anywhere from 1 to 12 weeks. Training effectiveness is generally rated as somewhat to moderately effective, with training coverage spanning 5% to 80% of documents. Overall, the data reflects a sector balancing long-standing processes with newer digital tools, leading to stark contrasts in activity and efficiency.

Packaging & Other

Packaging and other life sciences organizations are also defined by their variation. Document volumes span from 50 to 2,000, reflecting the diversity of workflows and regulatory frameworks these teams support. Training coverage ranges from 15% to 100% of documents annually, with role-based requirements spanning 10 to 50 documents per position.

What stands out most in this group is its openness to new approaches. Respondents describe a shift toward more standardized, technology-enabled quality practices, alongside early interest in emerging tools. This sector reports the highest interest in AI (57%) and the highest current usage (12%), positioning Packaging & Other organizations as early adopters that may help shape how new technologies are applied in regulated environments.

Highest interest in AI



Highest current usage



The Digital Difference: The impact of manual vs digital quality management on compliance & efficiency

Technically, quality teams can (and do) manage quality manually without the help of any digital tools like an eQMS, DMS, LMS, etc.

But *should* they?

According to the compliance and efficiency data, absolutely not.

When comparing the quality activities of teams using manual vs digital quality management tools, the difference shows up in concrete and measurable ways: how long it takes to find a document, how much time teams spend preparing for audits, and the effectiveness of training management. The list goes on.

In this section, we shine a bright light on those differences, using side-by-side benchmarks to show how system choice directly affects workload, efficiency, and compliance stability.

SNEAK PEAK STATS

Manual QMS teams are more than eight times as likely to see document version control as a ‘severe challenge’ than teams using eQMS.

Among eQMS users, 70% describe audits as highly successful, while **0% of manual QMS teams** categorized their audits as such.

Weekly training management takes nearly twice as long for manual teams compared to digital teams.

Teams using digital systems are able to retrieve documents **4.5 times faster** than those on manual systems.

The Efficiency Gap Between Manual and Digital

Before we look at effectiveness, let’s focus on that same precious resource we talked about before: time.

Teams using manual or hybrid setups consistently report longer time spent across core quality activities, while digital systems help reduce friction and consolidate effort.

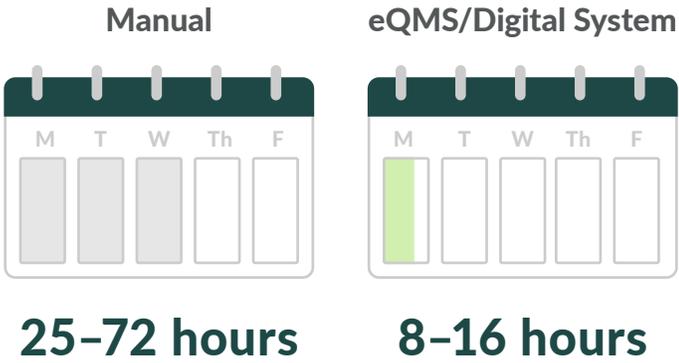
Document retrieval times show a clear gap. Teams using manual systems report retrieval times ranging from **5 to 34 minutes**, while those using eQMS or digital systems typically locate documents in **1 to 6 minutes**. The same pattern appears over and over again in audit preparation, training management, and reporting.

- Manual-system users spend 25 to 72 hours preparing for an audit, compared to 8 to 16 hours for teams working in digital environments.
- Weekly training management also takes nearly twice as long for manual teams (4.7 hours per week) compared to digital teams (2.2 hours per week).
- Quality teams using manual systems spend an average of 3.9 hours compiling each KPI report, while digital users report closer to 2.1 hours.

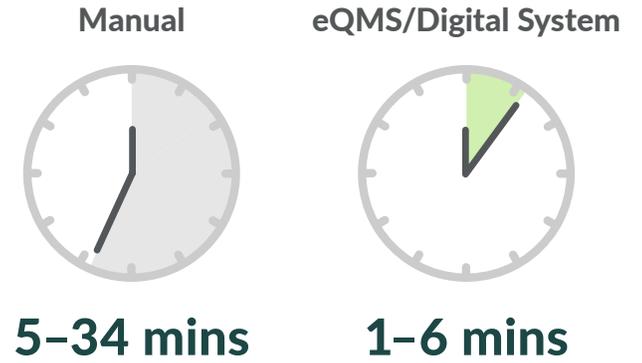
One contributing factor is tool sprawl.

Teams using eQMS platforms typically work within one to two integrated systems, while manual teams rely on an **average of three to five different tools**, often a combination of spreadsheets, shared drives, cloud storage, and physical files. Each additional tool adds coordination overhead, cost, confusion, and of course, time.

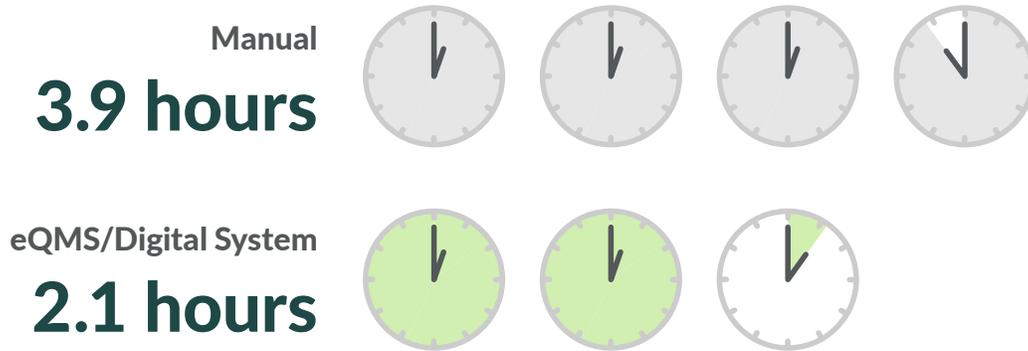
Audit preparation time



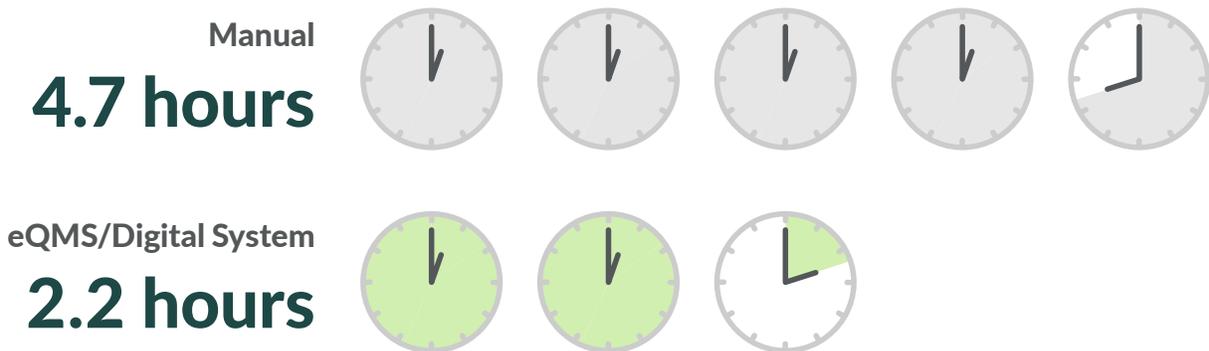
Document retrieval time



Hours per KPI report



Hours spent on training management per week



How System Choice Affects Compliance

“Time saved” isn’t the only indicator of a successful quality system. After all, compliance is the ultimate goal.

And the data shows that’s *also* significantly impacted by whether a team is utilizing manual or digital tools.

Version control stands out as one of the clearest contrasts. Among manual-system users, **67% report version control as a severe challenge** and 33% as a moderate challenge. Not a single manual respondent reported version control as “not a challenge.”

In contrast, only 8% of eQMS users describe version control as a severe challenge, while **67% report it as not a challenge at all.**

FAST STAT
Manual QMS teams are more than 8x as likely to see document version control as a ‘severe challenge’ than teams using eQMS.

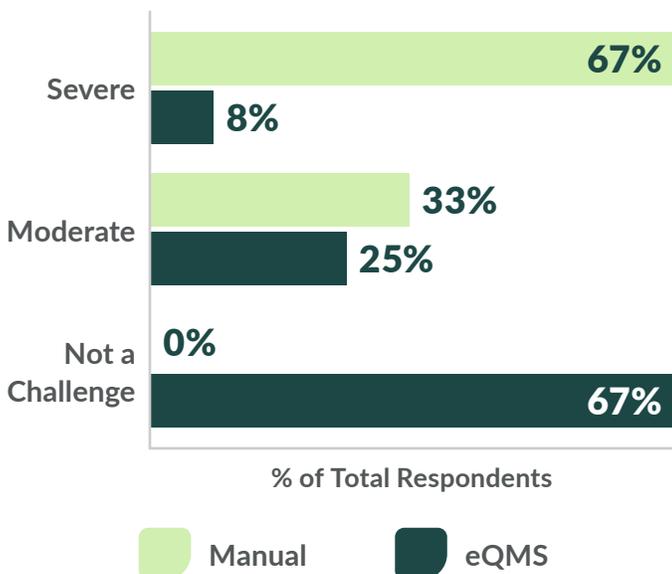
Audit outcomes are similar. Manual-system users describe audits as “somewhat challenging” (44%) or “generally successful” (56%), with **0% reporting audits as “highly successful.”** Among eQMS users, 70% describe audits as highly successful, with far fewer reporting challenges.

Plus, quality issues are resolved 2.7 weeks faster for digital users, periodic reviews are completed on time more often, and they’re nearly **twice as likely to rate both training and document management as “highly effective.”**

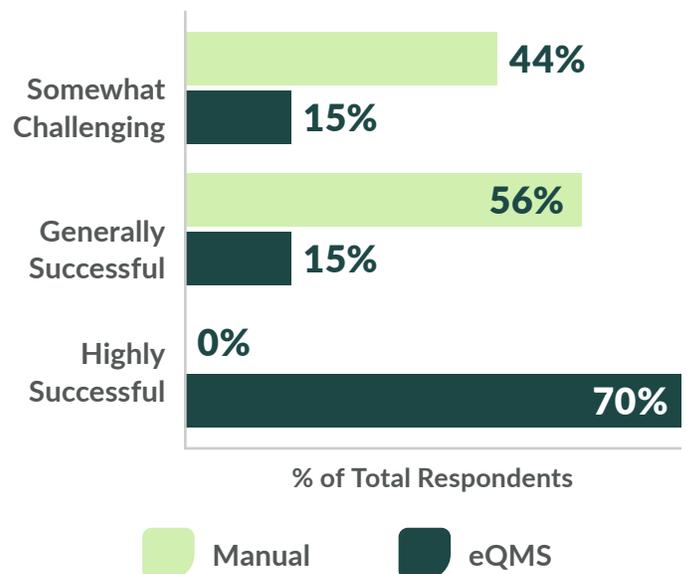
“Manual systems work for us now, but as our drug pipeline matures, gaps in compliance become a real risk. Automation is necessary for scalability.”
- Survey Respondent

Seeing the pattern? Together, these benchmarks suggest that digital systems are about efficiency *and* effectiveness. They help teams maintain consistency, control, and confidence under pressure.

How significant of a challenge is document version control?



How would you characterize your organization’s audit outcomes on average over the past 12 months?



The ROI of an eQMS

The compliance gap between manual and digital quality management is clear, but that's not the only factor. The difference also shows up in dollars and cents.

Using our [ROI Calculator](#), we estimated that organizations managing quality manually spend approximately 3,200 hours per year on quality-related administrative activities.

With an average quality professional salary of \$80,000, that equates to roughly \$127,604 in annual labor cost dedicated to manual quality management tasks.

Based on the efficiency benchmarks in this report, an eQMS cuts time spent by roughly half. That's a potential gain of ~\$64,000 per year in reclaimed time. Time that can be redirected toward proactive quality improvements, more thorough audit preparation, risk mitigation, and strategic initiatives that strengthen compliance rather than simply maintain it.

From Caution to Curiosity: AI's Role in Quality Management

The Current State of AI in Quality

AI has officially made its way into nearly every conversation in life sciences, and quality is no exception.

But while the potential of AI is exciting, Quality teams (true to their nature) remain focused on a risk based approach to adopting new technologies that may compromise IP or cause regulatory problems downstream.

Today, only 10% of respondents reported using AI in quality operations. Most organizations are still observing rather than experimenting, particularly in environments where compliance risk is high and regulatory expectations are tightly defined.

“AI can automate training assignments, generate quizzes, and support compliance workflows. But the process for validating AI in pharma isn't clear.”

- Survey Respondent

How likely are you to use AI to support your quality management activities?



AI Appetite and Apprehension in Quality Management

Quality Managers face the same debate that’s playing out around the world: is it time to embrace the potential of AI or do too many questions still remain around risk and readiness?

Most teams are still trying to figure out the answer.

“AI is impressive for rapid document creation and analytics, but risk-based adoption is essential. It isn’t a replacement for human oversight.”
 - Survey Respondent

Despite low current adoption, openness to AI grows. About 50% of respondents say they are open to using AI in the near future. At the same time, 80% report at least one significant concern holding them back.

The most common barriers include:

- Data security and privacy
- Unclear return on investment, leading to decision paralysis
- Regulatory constraints, limiting experimentation
- Organizational resistance to change, particularly in more traditional environments

Resistance is strongest in **Manufacturing**, where change resistance is a key concern, and **CDMOs/CMOs**, where regulatory complexity slows adoption.

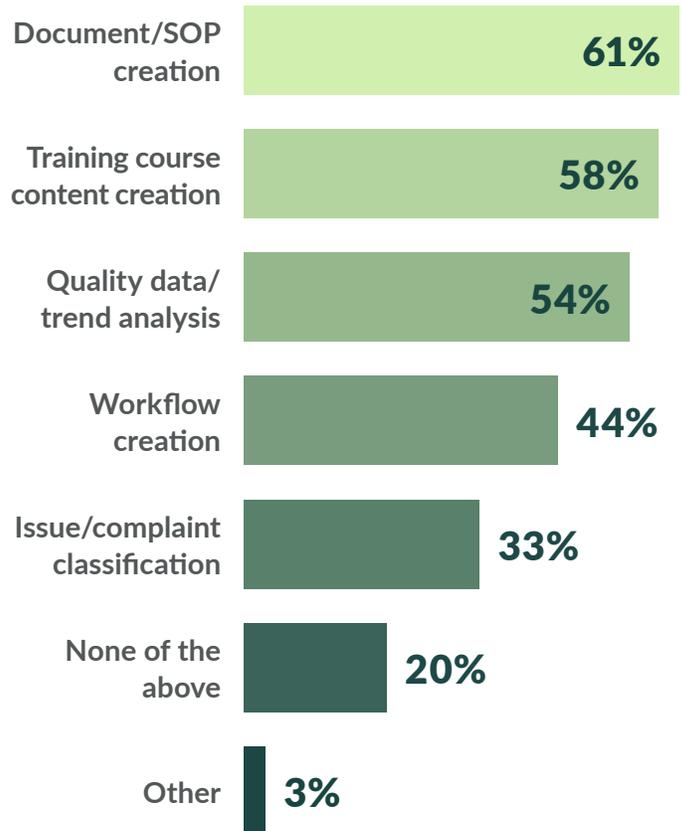
Interestingly, the Quality teams that are most open to utilizing AI aren’t the ones you might guess.

Respondents who describe their current QMS as “highly effective” are **30–40% more likely to consider adopting AI**, while those with minimally effective systems show much lower openness (10–20%).

Instead of being driven by a desperate need to improve their quality systems, it seems Quality teams first want a solid, low risk foundation of quality before adding a layer of innovation.

Sector	Currently Using AI	Strong Interest
Manufacturing	7%	41%
Biopharma	9%	49%
Packaging	12%	57%
Lab/Diagnostics	10%	44%
CDMO/CMO	9%	33%
CRO	10%	75%

How are you using—or how would you use—AI to support your quality management activities?



The Universal Challenge: Training Management

Training is where process meets people... and it's at this intersection where the most quality breakdowns occur.

Across all sectors and system types, training remains one of the most persistent challenges in quality management.

“Manual training does the job, but is inefficient and labor-intensive, especially when onboarding new hires.”
- Survey Respondent

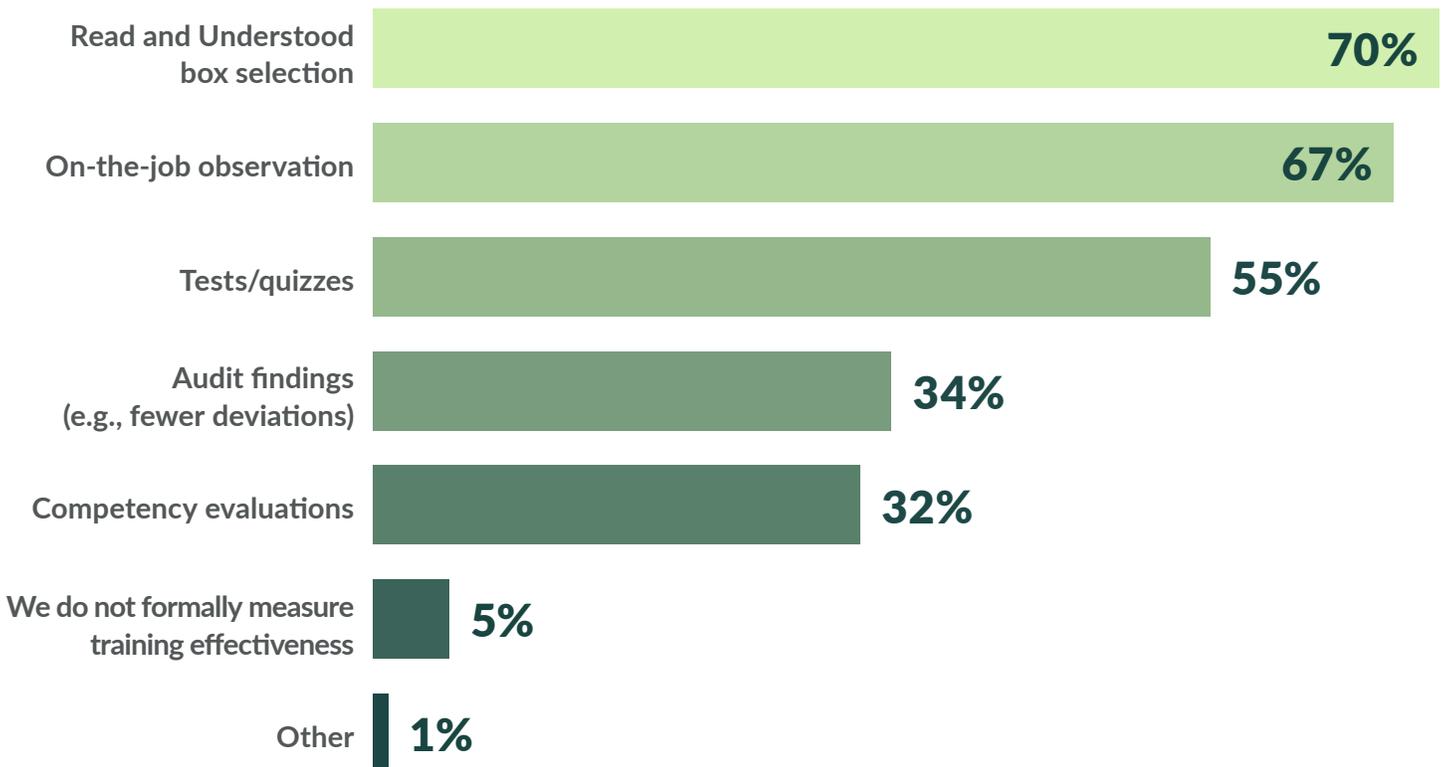
More than 70% of respondents report “moderate” to “considerable” difficulty managing training. On-time completion remains a challenge across every sector, and competency tracking proves difficult regardless of system sophistication. Even digitally mature teams report struggling to maintain engagement over time.

Organizations that report stronger training outcomes tend to combine several approaches: automated tracking, regular competency evaluations, structured feedback collection, and role-based training matrices that are updated on a predictable cadence (often quarterly rather than “only when needed”).

Training Management in Practice

It seems Quality teams are trying anything and everything to keep their teams compliant on training. While 70% rely on “read and understood” acknowledgments, many supplement it with other methods like tests or quizzes (55%), on-the-job observation (67%), and competency evaluations (32%). Notably, 5% report not formally measuring training effectiveness at all...

How do you measure training effectiveness?



Feedback collection is perhaps less of a priority and is less consistent across Quality teams. In fact, **38%** of respondents do not collect feedback on training content at all. Others rely on one-on-one discussions (**51%**) and/or post-training surveys (**27%**).

As far as training matrix maintenance, the most common approach is “only when needed” (**44%**). Quarterly updates (**17%**) are less common but tend to align with organizations reporting more effective training programs.

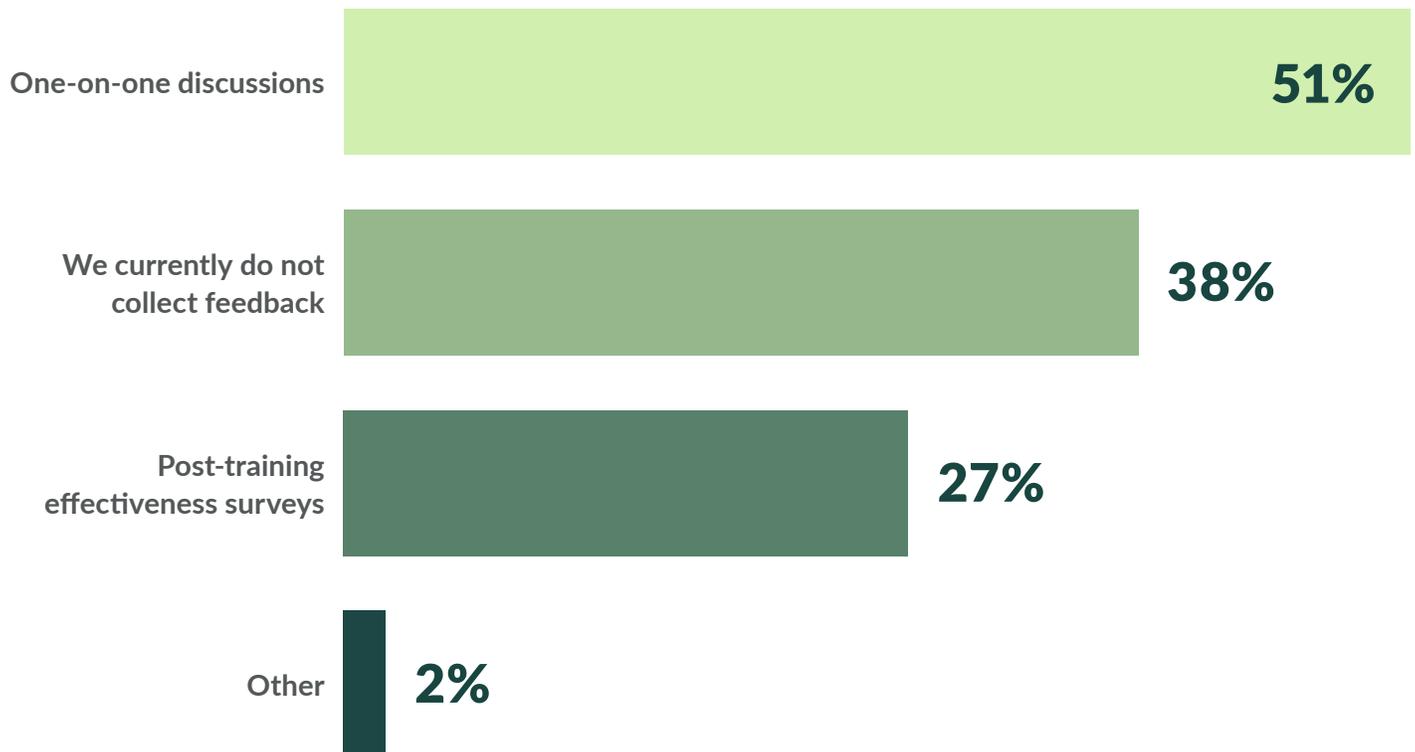
The lack of feedback collection and inconsistent matrix maintenance get quickly explained when looking at the two challenges cited most often by respondents: **limited time and budget** and **ensuring on-time completion**.

Though eQMS users are twice as likely to report their training management to be highly effective than manual users, training still remains a universal bottleneck for life sciences organizations of all kinds.

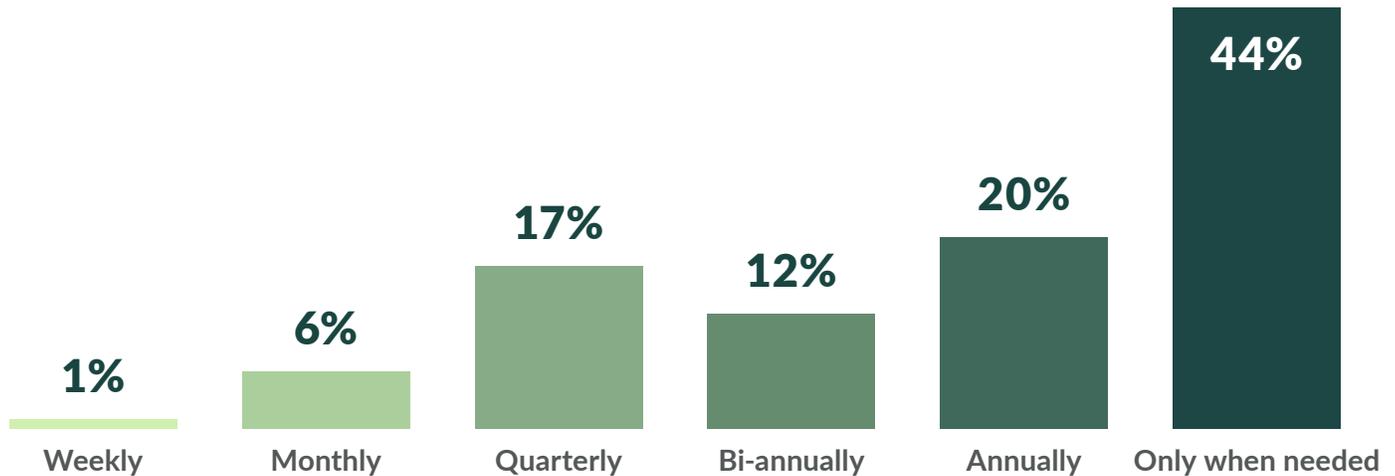
Across all responses, two challenges consistently rise to the top: **limited time and budget**, and **ensuring on-time completion**. These constraints reinforce why training remains a universal pressure point, even as other areas of quality become more digital.

“Training effectiveness is measured by quality metrics, but keeping training engaging remains a struggle. AI could help generate interactive content.”
- Survey Respondent

How do you collect feedback on training content?



How often do you update your organization's training matrix?



Top 3 biggest challenges in training management:



Limited time/budget for training initiatives



Ensuring on-time training completion



Ensuring competency and content retention

Making Quality Work Sustainable

This research makes one thing clear: quality teams are doing essential, high-stakes work under increasingly demanding conditions.

Across life sciences sectors, teams are responsible for ever growing document libraries, complex training requirements, frequent audits, and ongoing issue management, all while operating with limited time, lean staffing, and uneven access to digital tools.

And yet, compliance holds.

That resilience speaks volumes about the expertise, adaptability, and commitment of quality teams. Even in organizations relying on spreadsheets, shared drives, or paper-based systems, teams find ways to meet regulatory expectations and protect product safety.

But resilience and brute-force quality management are not long-term strategies.

The benchmarks throughout this report show that system choice matters. Teams using digital systems like an eQMS spend less time searching for documents, preparing for audits, and compiling reports. They experience fewer version control challenges, resolve issues more quickly, and report stronger audit outcomes.

Most importantly, giving quality teams the tools they need makes compliance more stable, enables life sciences organizations to go to market faster, protects the reputation and revenue of organizations and allows them to conduct their critical work without delay.

Quality Management may not always be the most visible function in life sciences, but its impact is unmistakable. When quality work is supported, the entire organization moves forward with greater confidence, consistency, and control.

About ZenQMS

ZenQMS is an eQMS platform that empowers Quality teams to control quality and keep their companies compliant from anywhere with less stress, less complexity, and more support.

From early stage to enterprise, over 100,000+ users trust ZenQMS.

Built by Quality leaders who believe Quality teams deserve better, simpler tools, ZenQMS is designed to be easier to use, quicker to validate, and more effective for companies of any size. Here are just a few things that make us different:

- **No seat licenses.** We don't charge by seat licenses, meaning pricing never holds your growth back. All members of your team can have access from day one.
- **Effortlessly configurable.** ZenQMS adapts to match your specific processes, operations, and quality needs. With our system, you get exactly what you need, when you need it, the way you're used to seeing it.
- **Validation made simple.** Validation is required... validation headaches are not. We don't charge for access to our validation materials and our support team guides you through the process from start to finish.
- **Easy to use. Really.** No need to retrain employees on how to use the system every time they sign in. Our dashboard allows everyone to see their compliance status at a glance, quickly find the docs and training they need, and easily complete assigned tasks – without needing an IT degree.
- **Implementation at your speed.** Need to get started ASAP? We can do that. You set the pace of implementation and our team moves to match it so quality never misses a beat.

Want to learn more about ZenQMS?

Find out what makes us different and how we can help. Reach out to sales@zenqms.com or set up a quick chat here!

