



WHO PUBLIC INSPECTION REPORT

(WHOPIR)

Quality Control Laboratory

Part 1: General information

Name of QC Laboratory	Getz Pharma (Pvt) Limited		
Physical address	29-30/27, Korangi Industrial Area, Karachi – 74900 Pakistan		
Contact person and email address.	Mr Khalid Mahmood Managing Director & Chief Executive Officer kmahmood@getzpharma.com Mr Syed Sultan Ghani, Consulting Director Quality Management & Regulatory Affairs, sultan.ghani@getzpharma.com		
Date of inspection	11, 12 and 13 September 2013		
Type of inspection	Initial inspection		
Type(s) of testing included in the inspection	Chemical, physical and microbiological testing		
Summary of the testing activities performed by the QC Laboratory	<i>Type of analysis</i>	<i>Finished products</i>	<i>Active pharmaceutical ingredients</i>
	Physical/Chemical analysis	Uniformity of dosage units (mass, content), pH value, water content (Karl Fischer), viscosity, loss on drying, particle size, disintegration, dissolution	Refractive index, sulphated ash, acid insoluble ash, optical rotation, viscosity, pH value, water content (Karl Fischer), loss on drying, melting point, differential scanning calorimetry,
	Identification	Chemical, UV-VIS, FTIR, , HPLC, , GC (FID)	Chemical, UV-VIS, FTIR, , HPLC, , GC (FID)

	Assay, impurities and related substances	HPLC, , GC (FID), atomic absorption spectroscopy, UV-VIS spectrophotometry, fluorimetry, polarimetry, potentiometry	HPLC, , GC(FID), atomic absorption spectroscopy, UV-VIS spectrophotometry, fluorimetry, polarimetry, potentiometry
	Microbiological tests	Sterility test, microbial purity, bacterial endotoxins test (LAL), microbial assay	Microbial assay
	Stability studies	ICH conditions	ICH conditions

Part 2: Summary

General information about the company and site

Getz Pharma (Pvt) Limited, a Private Limited Company registered in Pakistan started their operation in Pakistan in 1995. The manufacturing, quality control and R& D facility and head offices are located in Korangi Industrial Area, Karachi, Pakistan and was inspected from 11 to 13 September 2013 for its quality control facility only.

Getz Pharma produces various generic products in different dosage forms (tablets, capsules, powder for oral suspension, sachets, sterile liquid vials & ampules, sterilised lyophilised powder and biotechnological products) including penicillin's.

History of WHO and/or regulatory agency inspections

- This was the first WHO inspection of Getz Pharma (Pvt) Limited.
- From the opening meeting presentation, it was noted that manufacturing site including quality control operations were inspected by several foreign regulatory authorities such as Yemen (Feb 2012), Afghanistan (March 2009), Uganda (March 2009), Sudan (April 2009) and Nigeria (Sept 2013).
- Getz Pharma was certified by ISO 9001:2008 on 5th November 2010.

Focus of the inspection

The inspection focused on the quality control testing prequalified by the WHO (see Part 1, General information) and quality management functions supporting the quality control testing.

Inspected Areas

The following areas of the WHO good practices for the pharmaceutical quality control laboratories were covered in this inspection:

- Organization and management
- Quality management system
- Control of documentation
- Records
- Data-processing equipment
- Personnel
- Equipment, instruments and other devices
- Contracts
- Reagents
- Calibration, verification of performance and qualification of equipment, instruments and other devices
- Traceability
- Incoming samples
- Analytical worksheet
- Validation of analytical procedures

- Testing
- Evaluation of test results
- Certificate of analysis
- Retained samples
- Safety
- Facilities:
 - o Quality Control Laboratory, including Physical-chemical and Microbiology laboratories
 - o Scientific Research and Development laboratory
 - o Water plant
 - o Retained sample storage
 - o Document archive
 - o Site clinic
 - o Training rooms
 - o Stability chambers

List of persons (and their positions) met during the opening/closing meeting

Mr Khalid Mahmood, Managing Director & Chief Executive Officer
 Mr Syed Sultan Ghani, Consulting Director Quality Management & Regulatory Affairs,
 Dr Shahnawaz Sajid, Head of Scientific Research Development & Quality Control
 Mr Adnan Siddiqui, Head of Quality Assurance
 Mr Inam-ur-Rehman, Head of Quality Control
 Mr Abdul Wajid, Assistant Manager, Product Development & Validation
 Mr. Muhammad Imran, Manager Stability & Method Development
 Mr. Adnan Zahid, Manager Quality Control-cGMP Compliance
 Mr. Zia Ur Rehman, Manager QA
 Mr Imran Ahmed, Assistant Manager, GMP Compliance
 Ms Uzma Rabab Ashraf, Assistant Manager, Document Control QA
 Ms. Amreen Aseer, Associate Manager Quality Assurance & Compliance

2.1 Organization and management

Getz Pharma is a Private Limited company and performs various laboratory operations within the pharmaceutical manufacturing setup. The laboratory had presented an organization chart with various managerial and technical authorities including the management structure of the laboratory.

There were two departments responsible for the laboratory operations namely: Scientific Research & Development Laboratory (SRD) and Quality Control Laboratory (QC). The SRD was responsible for method development, method validation, method transfer studies & stability program whereas QC was responsible for raw material, packaging material, semi-finished/finished product and microbiology testing of these products and microbiology testing of environmental and water samples. From the laboratory activities performed only finished product testing was in the scope of the inspection.

The observations raised following the inspection were addressed adequately, and will be verified during the next routine inspection.

2.2 Quality management system

The quality control laboratory of Getz Pharma (Pvt) Limited was integral part of a medicinal product manufacturing site, therefore the quality assurance system of the laboratory was based on the GMP. It had a Quality Management System (QMS) and its main elements were summarized in a Quality Manual. The QMS was based on WHO TRS 957, Annex 1, ISO 9001:2004 and ICH Q10 and contains quality statement, quality policy and commitments to the QMS. In addition, QMS provided detail on how to continually improve the process, performance and product quality throughout the lifecycle of the product.

Getz Pharma had been accredited to ISO 9001 and ISO 14001 standards. The laboratory is planning to be accredited for ISO 17025 in due course of time. Some of the quality functions (e.g. analytical data management, material management, document management, and change management) were supported by the SAP IT system.

The procedures on conflict of interest (SRD-045) and confidentiality (SRD-044) were in place.

The observations raised following the inspection were addressed adequately, and will be verified during the next routine inspection.

2.3 Control of documents

Documents were prepared, revised and approved according to the Quality Manual, SOP on SOP and SOP on documentation control. The documents were categorised into four levels starting with policy/manual (Level I), SOPs (Level II), work instructions (Level III) and forms, labels and records (Level IV).

The identification codes of the SOPs were generated by the SAP system. A master list of SOPs was available containing the title, approval date, version number of the effective SOPs

The document archive rooms where the different documents were stored (amongst SOPs, analytical records, etc.) were situated in the basement of the main building with environment personnel access control (including entrance record).

2.4 Records

Records of the analytical activities were examined. In general, these were found to be adequate. The observations raised following the inspection were addressed adequately, and will be verified during the next routine inspection.

2.5 Data-processing equipment

There were some issues noted on the access control which were adequately addressed.

2.6 Personnel

The Quality Assurance Department, Quality Control Laboratory, Scientific Research and Development Laboratory were independent from each other and from the manufacturing. The QA and SR&D department heads reported to the Director Quality Management and Regulatory Affairs. In general, this section was found to be satisfactory.

2.7 Premises

There were two separate laboratories available on different locations, on the same campus. The main quality control laboratory was housed in the main building with several offices, whereby new quality control also known as R&D laboratory was located in a different building. The main lab was equipped with several HPLC systems (make Waters, Shimadzu and Agilent), dissolution apparatus, pH meter, analytical balances, UV Spectrometer, IR Spectrometer, TOC analyzer, Liquid borne particle count analyzer and microbiology lab. The new lab was also equally equipped with several new HPLCs, GC with Headspace, AAS, and Dissolution with auto sampler and facility available for Bio-assay testing comprising of Spectromax, Cryo Dewar Flask for Cryo-preservation, Biosafety cabinet, ultralow temperature refrigerator etc.

The issues pertaining to appropriate premises for microbiological testing were eventually addressed and will be verified during the next routine inspection.

2.8 Equipment, instruments and other devices

The analytical test equipment (e.g. HPLC, dissolution tester, disintegration tester, UV-VIS spectrophotometer, pH meter, conductivity meter, TOC meter, KF titrator, HS-GC, AA spectrophotometer, etc.) and analytical balances (with the printers connected) required for finished product testing were available. There was calibration and maintenance program in place for analytical equipment.

The equipment had logbooks, where the core information was recorded (test date, time, product name, batch number, etc.). The calibration/verification records were available. In general, this area was found adequate.

2.9 Contracts

Although, laboratory was equipped with modern equipment and instruments, sometime samples were sent to outside laboratories mainly for Headspace-Gas Chromatography (HS-GC) and Atomic Absorption Spectrometer (AAS). A procedure for subcontracting of testing was in place. The procedure stated that laboratories accredited to ISO 17025 should be used for testing. In general, this area was found adequate.

2.10 Reagents

The handling and purchasing of materials used for QC testing (e.g. reagents, spare parts, etc.) was described in SOPs. There are dedicated places allocated for storage of different reagents and laboratory materials at proper temperature (20⁰ - 25⁰, 2⁰ - 8⁰, - 20⁰ C).

The incoming reagents and laboratory materials were labelled, indicating the reception date, opening date and the expiry date. The stock of the reagents was recorded in logbooks. In general, this area was found adequate.

2.11 Reference substances and reference materials

There were two type of reference material used

- compendial (reference) standards,
- working standards.

The reference standards were used for preparation (standardization) of working standards. The qualification of working standards (comparison tests) was performed by the QC laboratory based on SOP. In general, this area was found adequate.

2.12 Calibration, verification of performance and qualification of equipment, instruments and other devices

Examination of the relevant SOP for calibration and verification of equipment was found to be acceptable except some of these procedures were lacking details necessary to guarantee consistent external calibration. It was noted that some of the equipment such as analytical balances and HPLC systems were calibrated by the external parties. The observation raised from this section was addressed adequately, and will be verified during the next routine inspection.

2.13 Traceability

Traceability of the materials did not show any particular issue from what was examined during inspection.

2.14 Incoming samples

Being a manufacturing quality control laboratory, the in-process and finished product samples were logged in by the quality assurance (QA) in incoming register with date of receipt, stage, batch number etc. There was an SOP in place on the handling of test samples received from the outside parties including UN procurement agencies. In general, this area was found adequate.

2.15 Analytical sheet

Laboratory analysts were issued with hard bonded controlled notebook. There were some issues noted on the analytical sheet which were adequately addressed. The same will be verified during the next routine inspection.

2.16 Validation of analytical procedures

The in-house analytical methods (assay, dissolution and related substances) were validated by the laboratory. There were some issues noted on the analytical sheet which were adequately addressed. The same will be verified during the next routine inspection.

2.17 Testing

The finished product report was reviewed. There were some issues noted on the detail for sample preparation which were adequately addressed. The same will be verified during the next routine inspection.

2.18 Evaluation of results

A procedure on logging, reporting and evaluation of test results was available. The procedure provided detail on the number of samples prepared for the testing, system suitability requirements etc. In general, this area was found adequate.

2.19 Certificate of analysis

Certificates of analyses were acceptable in general.

2.20 Retained samples

Samples were stored for 1 month after the analyses have been completed and CoA have been issued, except when an OOS result is found. In this latter case the samples were retained until their expiry date. The retained samples were stored in a dedicated room under controlled environmental conditions (20⁰ - 25⁰C) and personnel entrance. The procedure described the handling and storage of retained samples.

2.21 Safety

In general, this area was found to be satisfactory.

Part 3: Conclusion

Based on the areas inspected, the people met and the documents reviewed, and considering the findings of the inspection, including the observations listed in the Inspection Report, as well as the corrective actions taken and planned, **Getz Pharma (Pvt) Limited, 29-30/27, Korangi Industrial Area, Karachi, Pakistan** was considered to be operating at an acceptable level of compliance with WHO Good Practices for Pharmaceutical Quality Control Laboratories.

All the non-compliances observed during the inspection that were listed in the full report as well as those reflected in the WHOPIR, were addressed by the laboratory, to a satisfactory level, prior to the publication of the WHOPIR.

This WHOPIR will remain valid for 3 years, provided that the outcome of any inspection conducted during this period is positive.