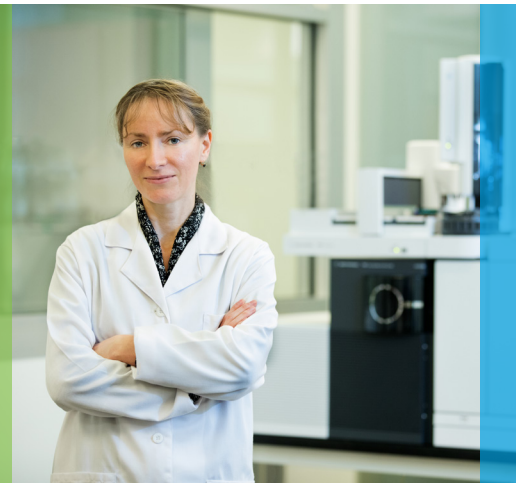


# Insights From Global Compliance Services Survey

Agilent—recognized as Compliance Leader



## Survey overview

In April 2019, marketing research company *Cell Associates* conducted an independent survey to the readers of *LC/GC*, the leading magazine of separation science.

The survey was developed to gather market research information about laboratory Compliance Services, including such topics as current regulatory trends and preferences regarding compliance services for analytical instruments and software validation. Over 450 responses were received and analyzed.

## Significant survey findings

Significant findings from the survey include:



**Data Integrity**—was the greatest concern for the majority of respondents



**USP <1058 AIQ>**—only 32% were aware of the impact of changes<sup>1</sup> on this key USP general chapter



**Quality**—was the biggest single driver for deciding on an instrument qualification approach



**Paper vs Electronic Qualifications**—there is an even split of responses across these very different approaches



**Service Delivery Channels**—there is a significant mix of approaches to service delivery (in-house, OEM, third-party providers, etc.)

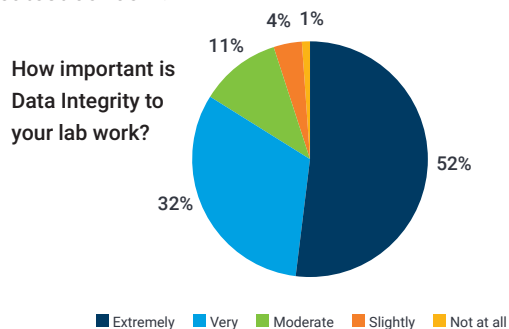
Agilent  
**CrossLab**  
From Insight to Outcome

Have confidence in your data integrity program with Agilent CrossLab, the industry leader in instrument and software qualification and computer system validation services.



## Results – Importance of Data Integrity

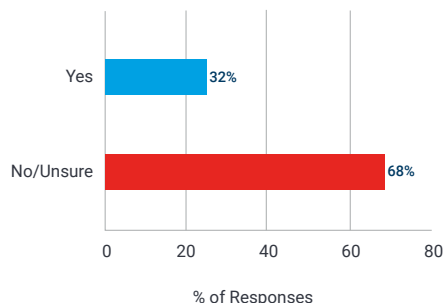
Data integrity was the area of laboratory compliance with the greatest concern.



## Results – Changes to USP General Chapter <1058>

One surprising result is that only 32% of respondents were aware of the significance of USP <1058> changes.

Are you aware of the impact of changes to USP<1058>?



## Survey Conclusions

Data integrity remains a top priority. Combined with a lack of familiarity with recent changes in regulations and the varied mix of qualifications approaches, the survey indicates significant interest in improving service delivery methods.

Agilent's position as the #1 in compliance<sup>2</sup> for:

**Instrument Qualification and Computer System Validation services** was strongly reinforced by the respondents.

## Contact Agilent

To find out more about Agilent compliance and consultancy capabilities and how they can help you achieve your laboratory compliance goals, contact your local Agilent representative.

To know more, please visit:

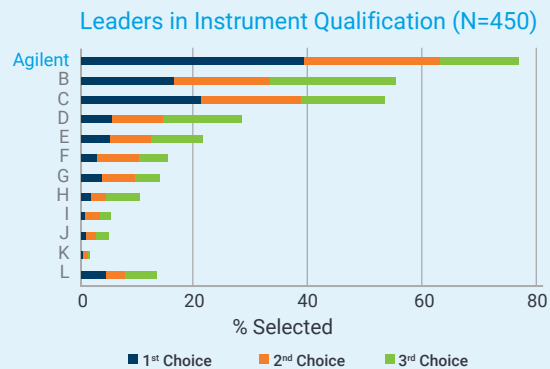
[www.agilent.com/chem/compliance-assurance](http://www.agilent.com/chem/compliance-assurance)

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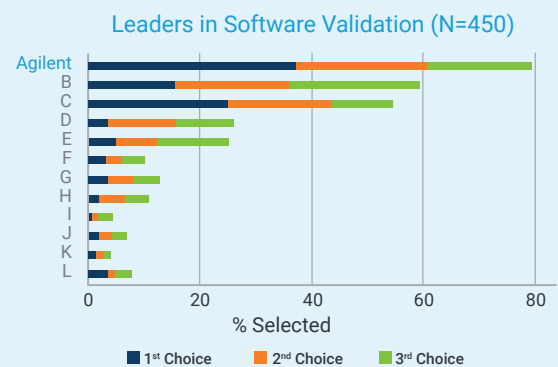
## Results – Analytical Instrument Qualification

Below is a breakdown to show how Agilent compared to other vendors in the market.



## Results – Software Validation

Below is a breakdown to show how Agilent compared to other vendors in the market.



## References

1. What has changed with the 2017 Version of USP <1058>, Agilent White Paper 5991-9418EN, R. D. McDowall and P. A. Smith, November 15<sup>th</sup>, 2019:  
[www.agilent.com/cs/library/whitepaper/public/5991-9418EN\\_led\\_1058\\_whitepaper.pdf](http://www.agilent.com/cs/library/whitepaper/public/5991-9418EN_led_1058_whitepaper.pdf)
2. Agilent Compliance Services Voted No. 1 in the global survey:  
[www.businesswire.com/news/home/20191230005166/en/Agilent-Compliance-Services-Voted-No.-1-Global](http://www.businesswire.com/news/home/20191230005166/en/Agilent-Compliance-Services-Voted-No.-1-Global)
3. Agilent Laboratory Compliance Risk Assessment Guide:  
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