Avoca Quality Consortium
Knowledge Center Catalog

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Communication: To achieve leading practice quality oversight, an organization must proactively and clearly define required communications, the types of stakeholders who must be informed, the media, venues, or forums expected, and the style of these communications.

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Comm Tool 17	Governance Meeting Constructs and Agenda
Comm Tool 20	Setting Expectations Worksheet
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Comm Tool 24	Active Lessons Learned Capture Template
Comm Tool 25	Active Lessons Learned Project Review Meeting Template
Comm Tool 26	Active Lessons Learned Review Meeting Facilitator Guide
Communication Resources	**17**

Governance/Organizational Construct: Governance leading practice concepts should apply throughout an organization. The leading practices and tools that are provided as part of this guideline should be tailored and fit-for-purpose for a specific organization based on the sourcing models that are deployed, the maturity of the Sponsor/Provider relationship, services outsourced and other considerations.

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Inspection: As a leading practice for Inspection Readiness, the Sponsor, CRO and Clinical Sites should proactively prepare for inspections from all Health Authorities responsible for countries where Sponsors are seeking market authorization approval. Inspection Readiness is vital to ensure efficient review by Health Authorities of the clinical trial program.

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INSP 00	Inspection Readiness Overview
INSP 02	Inspection Readiness Checklist
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INSP 12	Investigator Site Functional Inspection Preparation Checklist
INSP 13	Investigator Site Inspection Preparation Interview Question Template
INSP 14	Investigator Site Inspection Logistics and Coordination Tool
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INSP 18	Pharmacovigilance Areas of Focus
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INSP 22	MHRA Blog Sponsor Oversight
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INSP 24	Remote Inspection Tips for Logistics and Interviews
INSP 25	Clinical Data Flow Tool
INSP 26a	ICH E6(R2) and ICH E6(R3) Comparison
INSPA 00	IR Agency Resource and Member Experience
INSPA 00a	Acronyms Inspection Readiness Agency Resource Documents
INSPA 01	Member Experience Overview
INSPA 01a	Remote Inspection Focus Group - Feb 2021
INSPA 01b	eTMF Inspection Focus Group Executive Summary

INSPA 01c	FDA Member Experience
INSPA 01d	MHRA Member Experience
INSPA 01e	Health Canada Inspection Focus Group - March 2022
INSPA 01f	Swissmedic Inspection Focus Group – April 2022
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INSPA 01h	PMDA Member Experience
INSPA 02	USA FDA Inspection Readiness Agency Resource
INSPA 03	UK MHRA Inspection Readiness Resource
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Issue Management: A robust issue management process is critical to detect, document, report, and address non-compliance and prevent recurrence.

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ISM 02	Issue Management Process Flow
ISM 03	Issue Log Template
ISM 04	Root Cause Analysis Leading Practices
ISM Tool 00	Issue Management Toolkit
Issue Management Resources	**unique, not referenced elsewhere - 3**

Oversight Leadership Requirements: Leadership is essential to any group or organization. What a leader does is usually difficult to describe and is often situational. Leading practice for individuals in leadership roles that provide oversight of outsourced projects is the ability to accomplish tasks through others by providing clear direction, vision, and motivation.

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Lead Tool 00	Oversight Leadership Guideline
Lead Tool 03	Balanced vs Micromanagement
Lead Tool 04	Leadership Styles
Lead Tool 05	The Six Leadership Styles at a Glance
Lead Tool 06	Leadership Characteristics of Vendor Oversight Team
Lead Tool 07	AAAA Framework
Lead Tool 10	Vendor Oversight Interviewing Template
Lead Tool 14	Culture of Quality
Oversight Leadership Requirement Resources	**8**

Medical Device: Leading practices for the design and development of Medical Devices or Combination Products that have a device constituent.

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MedDev 01	Design Control Requirements
MedDev 01a	Design and Development Plan
MedDev 01aT	Design and Development Plan Template
MedDev 01b	User Needs
MedDev 01bT	User Needs Document Template
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MedDev 01cT	Traceability Matrix Template
MedDev 01d	Design Output Requirements
MedDev 01e	Design Verification
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MedDev 01g	Design Transfer Requirements
MedDev 01gT	Design Transfer Template
MedDev 01h	Design Reviews
MedDev 01hT	Design Review Template
MedDev 01i	Design History File – Design and Development File
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MedDev 02	Medical Device Risk Management Requirements
MedDev 02a	Medical Device Risk Management Plan
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MedDev 02b	Medical Device Risk Assessment
MedDev 02bT	Medical Device Risk Assessment Template
MedDev 02c	Medical Device Assessment – Failure Modes Effects Analysis
MedDev 02cT	Medical Device Assessment – Failure Mode Effects Analysis Template
MedDev 02d	Medical Device Risk Management Report
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Metric Toolkits: Metrics and their supporting analytics seek to improve operations through oversight and management of factors that impact outcomes. Good utilization of metrics, analytics, and associated decision processes can drive efficiency, support accountability, create consistency, enhance quality, and promote an outcomes-focused culture and effective risk management.

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CL Tool 00	Central Labs Toolkit
CoPQ Tool 00	Cost of Poor Quality Estimator Toolkit
CP Tool 00	Cardiopulmonary Toolkit

CSMP Tool 00	Centralized and Site Monitoring Process Monitoring Metrics Toolkit
DMBios Tool 00	Data Management, Biostats and Medical Writing Toolkit
DS Tool 01	Drug Supply Metrics
DTP Tool 00	Direct to Participant Metrics
eCOA Tool 00	eCOA Metrics Toolkit
HH Tool 00	Home Healthcare Toolkit
IMG Tool 00	Imaging Toolkit
ISM Tool 00	Issue Management Toolkit
Metric Tool 00	Metric Master File Toolkit
PM tTool 01	Protocol Metrics
PVS Tool 00	Pharmacovigilance and Safety Toolkit
SAM Tool 00	Site Activation Milestone Toolkit
SC Tool 00	Site Contracting Toolkit
SED Tool 00	Screening, Enrollment and Discontinuation Toolkit
SGP Tool 00	Site Generated Performance Toolkit
SQMM Tool 00	Site Quality Management Toolkit
SSERR Tool 00	Site Selection, Ethics, Regulatory Review Toolkit
TMF Tool 00	TMF Process Toolkit
VOF Tool 00	Vendor Oversight Finance Toolkit
VOQ Tool 00	Vendor Oversight Quality Toolkit
VOR Tool 00	Vendor Oversight Relationship Assessment Toolkit
VOT Tool 00	Vendor Oversight Timeliness Metrics Toolkit
Communication Resources	**25 toolkits**

Oversight Capability Maturity Model: Sponsor oversight capability, as it relates to Provider oversight, for biopharmaceutical R&D is important for the industry to drive greater efficiency and quality and reduced cycle time and risk. Advanced capability by Sponsors can offer benefits in fewer findings during audits and regulatory inspections. Sponsor capabilities also impact CROs by enabling better more effective partnerships.

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OCMM 00a	Oversight Strategy
OCMM 00b	Governance/Organization Construct
OCMM 00c	Oversight Leadership
OCMM 00d	Process Oversight
OCMM 00e	Metrics and Analytics
OCMM 00f	Proactive Risk and Opportunity Management
OCMM 00g	Budget, Sourcing, Contractual, Financial Oversight
OCMM 00h	Communication Associated with External Party Oversight
OCMM 00i	Roles and Responsibilities within Oversight Landscape

OCMM 00j	Technical Oversight
OCMM 02	Oversight Capability Maturity Model Worksheet
OCMM 03	Oversight Capability Maturity Model Instructions
OCMM 04	Conceptual Foundation
OCMM 05	Oversight Capability Maturity Model Image
OCMM 06	Virtual and Lean Models for Oversight
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Pharmacovigilance: A compilation of Pharmacovigilance related tools to assist in qualifying PV providers, establishing a working agreement, and ensuring appropriate safety reporting. These materials have been developed based on regulations and guidance or have become leading practices based on contributions and advisement from the Avoca Quality Consortium contributing members and WCG Avoca Subject Matter Experts.

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PVSF 01	Pharmacovigilance Agreement Template
PQUAL 23	CRO Pharmacovigilance Standards
PQUAL 23a	CRO Pharmacovigilance RFI Template
PQUAL 23b	CRO Pharmacovigilance Scorecard Template
PQUAL 23c	CRO Pharmacovigilance Visit Checklist Template
Pharmacovigilance Resources	**1***

*Total without duplicates sitting also in other sections

Provider Qualification: A compilation of industry standards and tools for qualification of Clinical Service Providers. The standards are either specifically defined by health authority regulations or guidance documents, have been extrapolated based on regulations and guidance, or have become expected requirements based on leading practices, as defined by an advisory board of biopharmaceutical and Contract Research Organizations through the Avoca Quality Consortium.

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PQUAL 01	Core Standards
PQUAL 01a	Core RFI Template
PQUAL 01b	Core Scorecard Template
PQUAL 01c	Core Visit Checklist Template
PQUAL 02	Central Labs Standards
PQUAL 02a	Central Labs RFI Template
PQUAL 02b	Central Labs Scorecard Template
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PQUAL 03	Bioanalytical Lab Standards
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PQUAL 03b	Bioanalytical Lab Scorecard Template
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PQUAL 04	Biomarker Lab Standards
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PQUAL 04c	Biomarker Lab Visit Checklist Template
PQUAL 05	IxRS Provider Standards
PQUAL 05a	IxRS RFI Template
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PQUAL 06c	ECG Visit Checklist Template
PQUAL 07	Medical Imaging Provider Standards
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PQUAL 08	COA and eCOA Provider Standards
PQUAL 08a	COA and eCOA RFI Template
PQUAL 08b	COA and eCOA Scorecard Template
PQUAL 08c	COA and eCOA Visit Checklist Template
PQUAL 09	CRO Monitoring Standards
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PQUAL 09b	CRO Monitoring Scorecard Template
PQUAL 09c	CRO Monitoring Visit Checklist Template
PQUAL 10	CRO Data Management Standards
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PQUAL 11	CRO Biostatistics Standards
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PQUAL 11b	CRO Biostatistics Scorecard Template
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PQUAL 12	CRO Medical Writing Standards
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PQUAL 12c	CRO Medical Writing Visit Checklist Template
PQUAL 13	Phase I CRU Standards

PQUAL 13a	Phase I CRU RFI Template
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PQUAL 14	Electronic Regulatory Binder-eISF Standards
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PQUAL 14b	Electronic Regulatory Binder-eISF Scorecard Template
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PQUAL 16	Mobile Health Care Provider Visits Standards
PQUAL 16a	Mobile Health Care Provider Visits RFI Template
PQUAL 16b	Mobile Health Care Provider Visit Scorecard Template
PQUAL 16c	Mobile Health Care Provider Visits Visit Checklist Template
PQUAL 17	eHealth Records for Patient Recruitment and Feasibility Standards
PQUAL 17a	eHealth Records for Patient Recruitment and Feasibility RFI Template
PQUAL 17b	eHealth Records for Patient Recruitment and Feasibility Scorecard Template
PQUAL 17c	eHealth Records Patient Recruitment and Feasibility Visit Checklist Template
PQUAL 18	eTMF Standards
PQUAL 18a	eTMF RFI Template
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PQUAL 19	Telemedicine Telehealth Standards
PQUAL 19a	Telemedicine Telehealth RFI Template
PQUAL 19b	Telemedicine Telehealth Scorecard Template
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PQUAL 20	General Wearable Sensor Device Standards
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PQUAL 20b	General Wearable Sensor Device Scorecard Template
PQUAL 20c	General Wearable Sensor Device Visit Checklist Template
PQUAL 21	eHealth Record to EDC Connector Apps Standards
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PQUAL 21c	eHealth Record to EDC Connector Apps Checklist Template
PQUAL 22	Actigraphy Motion Sensors Standards
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PQUAL 22b	Actigraphy Motion Sensors Scorecard Template

PQUAL 22c	Actigraphy Motion Sensors Visit Checklist Template
PQUAL 23	CRO Pharmacovigilance Standards
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PQUAL 23c	CRO Pharmacovigilance Visit Checklist Template
PQUAL 24	CRO Investigator Site Budget Contract Payment Standards
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PQUAL 24b	CRO Investigator Site Budget Contract Payment Scorecard Template
PQUAL 24c	CRO Investigator Site Budget Contract Payment Visit Checklist Template
PQUAL 25	Mobile Cardiac Monitoring Standards
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PQUAL 25c	Mobile Cardiac Monitoring Checklist Template
PQUAL 26	Provider Selection Rationale Template
PQUAL 27	High Level CRO Qualification Scorecard
PQUAL 28	Provider Assessment Report Template
PQUAL 29	Central Provider Assessments Tracking Table
PQUAL 30	Approved Provider List Table
PQUAL 31	Provider Qualification and Selection
PQUAL 32	Patient Feasibility Recruitment Retention Standards
PQUAL 32a	Patient Feasibility Recruitment Retention RFI Template
PQUAL 32b	Patient Feasibility Recruitment Retention Scorecard Template
PQUAL 32c	Patient Feasibility Recruitment Retention Visit Checklist
PQUAL 33	Investigational and Medicinal Product Management Standards
PQUAL 33a	Investigational and Medicinal Product Management RFI
PQUAL 33b	Investigational and Medicinal Product Management Score Card Template
PQUAL 33c	Investigational and Medicinal Product Management Visit Checklist
PQUAL 34	Mobile Biomarker Sensors Standards
PQUAL 34a	Mobile Biomarker Sensors RFI Template
PQUAL 34b	Mobile Biomarker Sensors Scorecard Template
PQUAL 34c	Mobile Biomarker Sensors Visit Checklist Template
PQUAL 35	Mobile Respiratory Sensors Standards
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PQUAL 35b	Mobile Respiratory Sensors Scorecard Template
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PQUAL 36	CRO Project Management Standards
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PQUAL 36c	CRO Project Management Visit Checklist Template
PQUAL 37	Decentralized Clinical Trial Management Standards
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PQUAL 37b	Decentralized Clinical Trial Management Scorecard Template
PQUAL 37c	Decentralized Clinical Trial Management Visit Checklist Template
PQUAL 38	Risk-Based Provider Qualification and Oversight
PQUAL 39	Electronic Data Capture Standards
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PQUAL 39b	Electronic Data Capture Scorecard Template
PQUAL 39c	Electronic Data Capture Visit Checklist Template
PQUAL 40	CRO Medical Monitoring Standards
PQUAL 40a	CRO Medical Monitoring RFI Template
PQUAL 40b	CRO Medical Monitoring Scorecard Template
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PQUAL 41	Third Party Subcontracted Vendor Qualification and Oversight
Provider Qualification Resources	**141**

Process Oversight: Process oversight includes the activities and behaviors necessary to manage and improve operations by overseeing process control and by surveillance of how activities are performed. Process oversight is a vital part of and is a key leading practice for Quality Oversight. Good process oversight drives quality not only in the context of operational risk, but also compliance risk.

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Process Tool 00	Process Oversight Guideline
Process Tool 01	Elements of Process Oversight
Process Tool 03	Process Document Control
Process Tool 03b	Joint Process Development
Process Tool 03e	Process Development Document
Process Tool 03f	Process Improvement
Process Tool 03g	Lean and Kaizen Events
Process Tool 03j	Statistical Process Control
Process Tool 04c	Operationalizing QbD for Clinical Trials
Process Tool 04h	QbD Leading Practices when Outsourcing
Process Tool 04k	QbD Risk Assessment and Prioritization
Process Tool 05e	Joint Quality Management Plan
Process Tool 06	Change Management Leading Practices
Process Tool 06a	Change Management Plan Template
Process Tool 06b	Organizational Change Management Presentation Template for a New QMS

Process Tool 07	Quality Audit Process
Process Tool 07a	Quality Audit Plan Template
Process Tool 07b	Quality Audit Agenda and Checklist
Process Tool 07c	Quality Audit Schedule Template
Process Tool 07d	Site Quality Audit Report Template
Process Tool 07e	Provider Quality Audit Report Template
Process Tool 08	Functional Service Provider Quality Oversight Plan
Process Tool 09	Kick Off Meeting Agenda
Process Tool 10	Study Closeout Study Level Checklist
Process Tool 11	Study Closeout Investigator Site Checklist
Process Oversight Resources	**25**

Protocol Quality: A high-quality protocol is critical not only to the full appraisal of a study's scientific objectives, but also to its proper, timely, and cost-effective implementation.

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PROQ 01	Protocol Quality Review Checklist
PROQ 02	Leading Practices in Quality Protocol Development
PROQ 02a	Defining Meaningful Scientific Questions
PROQ 02b	Developing Rigorous Feasible Attractive Study Designs
PROQ 02c	Protocol Authoring with Functional Input
PROQ 02d	Protocol Review QC and Approval
PROQ 02e	Assess Implementation Experience and Measure Performance
Protocol Quality Resources	**7**

Patient Engagement: The use of patient input during trial design and execution can enhance the quality and efficiency of clinical development activities and results, as well as serving the patient need to be appreciated as a research partner. The following tools help support operationalizing such initiatives.

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PTEN 00	Patient Engagement Playbook
PTEN 00b	Patient Engagement Reading List
PTEN 00c	Definitions and Considerations for Patient Engagement Strategy
PTEN 00d	Business Objectives for Patient Engagement
PTEN 00g	Timepoints of Entry for Patient Engagement
PTEN 00h	Patient Engagement from Patient Perspective
PTEN 01	Trial Participant Survey Guidance
PTEN 01a	Trial Participant Survey at Enrollment
PTEN 01b	Trial Participant Survey at Mid-Study
PTEN 01c	Trial Participant Survey at End of Study
PTEN 01d	Mock Survey Enrollment Report for Patients
PTEN 01e	Mock Survey Enrollment Report for Sites Sponsor CRO

PTEN 01f	Mock Survey End of Study Report for Patients
PTEN 01g	Mock Survey End of Study Report for Sites Sponsor CRO
PTEN 01h	Study Participant Letter
PTEN 02	Online Patient Communities What Why When How
PTEN 02a	Patient Insights and Benefits
PTEN 02b	Online Community Moderation Primer
PTEN 02c	Online Community Set Up Checklist
PTEN 02d	Online Focus Groups and Surveys
PTEN 02e	Virtual Patient Advisory Boards
PTEN 02f	Private Clinical Trial Communities
PTEN 02g	Trial Alumni Communities and Long Term Relationships
PTEN 03	Use of Disease Information and Clinical Trial Participation Opinion Surveys
PTEN 03a	Sample Disease Information Survey
PTEN 03b	Sample Clinical Trial Participation Opinion Survey
PTEN 04	Sample Patient Survey Objectives and Information for IRB Submission
PTEN 05	Evaluation Tool for Patient Centricity at Sites
PTEN 06	Evaluation Tool for Patient Centricity at Sponsor or CRO
PTEN 07	Patient Engagement Program Key Success Factors
PTEN 09	**Innovative Approaches to Patient-Centric Protocol Design**
Patient Engagement Resources	**31**

Quality Agreement: The Clinical Quality Agreement has been developed for use by The Avoca Group Quality Consortium. Clinical Quality Agreements may be composed for use at the project level, the program level, or the relationship level.

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QAGR 01	AQC Quality Agreement Template
QAGR 02	Table of Contents and Acronyms
QAGR 03	Scope
QAGR 04	Standards
QAGR 04a	Standard Processes
QAGR 04b	Standards Review and Oversight
QAGR 05	Governance
QAGR 05a	Governance Benefits
QAGR 06	Communication
QAGR 07	Risk Management
QAGR 08	Protocol and Process Deviation
QAGR 09	Quality Metrics
QAGR 10	Selection and Training of Personnel
QAGR 11	Third Party Vendors and Suppliers

QAGR 12	Audits and Issue Resolution
QAGR 12a	Lead Auditor
QAGR 12b	SOPs and Findings Definitions
QAGR 12c	General Audit Strategy
QAGR 12d	Audits Initiated by CRO
QAGR 12e	Audits by Sponsor of CRO
QAGR 12f	Audit Follow Up
QAGR 12g	Audit of Sites by Sponsor
QAGR 13	Inspections
QAGR 13a	Inspection Readiness Plan
QAGR 13b	Unannounced Inspections
QAGR 13c	QA Support of Inspections
QAGR 13d	Inspection Follow Up
QAGR 14	Performance Control
QAGR 15	Biostatistics and Programming
QAGR 16	Data Management
QAGR 17	Investigator Selection and Training
QAGR 18	Investigator Site Watch and Deviation Management
QAGR 19	Medical Writing of Trial Documents
QAGR 20	Monitoring
QAGR 21	Pharmacovigilance
QAGR 22	Essential Documents/Trial Master File (TMF)
Quality Agreement Resources	**36**

Quality Oversight Management Framework: The Quality Oversight Management Framework (QOMF) offers a high-level view of the AQC library of leading practices for effective Quality Oversight. This QOMF framework shares the eight elements that drive effective oversight and shows how they fit together. This framework is supported by the eight "AQC swim lane" view. The QOMF framework also includes a glossary that supports the entire AQC library, across the eight swim lanes and across the other AQC workstreams supported by the library.

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QOMF 01	Proactive Quality Oversight Management
QOMF 02	Avoca Quality Consortium Glossary
Quality Oversight Management Framework Resources	**2**

Proactive Risk/Opportunity Management: Proactive Risk and Opportunity Management includes the coordinated activities and behaviors necessary to direct and control an organization regarding risk and opportunities. Effective proactive management of risk drives quality on many fronts, including business, operational, patient-facing, and compliance risk.

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INNO 01	DCT Risk Evaluation
Risk Tool 02	Elements of Opportunity Management
Risk Tool 04	Opportunity Management Plan, Matrix and Tracking Template
Risk Tool 07	Risk Management Plan Template
Risk Tool 09	Project Warning Signs and Recovery
Risk Tool 09a	Project Transition Practices
Risk Tool 09b	Project Transition Plan Template
Risk Tool 09c	Project Recovery Plan Template
Risk Tool 10	Measures of Risk and Opportunity Mgmt Success
Proactive Risk/Opportunity Management Resources	**9**

Risk-Based Quality Management: Regulatory authorities encourage the use of risk-based approaches in the development of clinical study design and execution in order to support Quality Management. These leading practices assist users in applying these approaches to support their compliance with regulatory authority expectations.

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RBQM 01	Development of a Risk-Based Monitoring Plan
RBQM 01a	Risk-Based Monitoring Plan Template
RBQM 03	Subject Data Sampling Methods for Risk Based Source Data Monitoring
RBQM 06	Integrated Quality Risk Management Plan Template
RBQM 07	Provider Risk Rating and Comparison Workbook
RBQM 08	Study Risk Assessment Template
RBQM 08a	Study Risk Assessment Example Entries
RBQM 09	Specifications for Risk-based Systems for Digital Oversight of Risk
RBQM 10	Guidance for Risk-Based Trial Master File (TMF) Review
RBQM 12	Centralized Monitoring Guide
RBQM 13	ICH E8 R1 RBQM Change Toolkit
RBQM 14	RBQM in Data Management SOPs and Data Management Plan
RBQM 16	Key Risk Indicators (KRI) Guidance Document
RBQM 17	CTQ Guidance
RBQM 18	QbD_RBQM Overview
RBQM 19	Risk Library
Risk-Based Quality Management Resources	**16**

Roles/Responsibilities: Roles and Responsibilities should be understood throughout an organization and its partners to drive oversight and efficient clinical operations. Roles and Responsibilities should be proactively defined before project work begins and refined and enhanced on a periodic basis.

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RnR Tool 00	Roles and Responsibilities Guideline
RnR Tool 01	Sourcing Models and Oversight
RnR Tool 02	Core Competency
RnR Tool 04	RACI Analysis and Template
RnR Tool 05	Performance Management Initiatives for Outsourcing Oversight
RnR Tool 07	Personnel Performance Measurement
RnR Tool 08	SMART Goals
RnR Tool 09	Provider Onboarding Template
RnR Tool 10	Core Competency Decision Tool
RnR Tool 11	Task Ownership Matrix
RnR Tool 12	Transfer of Obligations
RnR Tool 13	Role-Based Transition Plan Template
RnR Tool 14	Provider Oversight Plan Template
Roles/Responsibilities Resources	**13**

Site Quality: The Avoca Quality Consortium (AQC) recognizes that the biopharmaceutical industry cannot elevate quality to the highest levels without involving sites as a critical component of the holistic clinical trial quality value system. As a result, the AQC has brought investigative site needs into the mix with Sponsors and Providers via the Site Quality Center and leading practices associated with the 12-component AQC Investigator Site Quality Management System construct. (See also Investigator Site Inspection Readiness leading practices (INSP 11-17)).

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IQUAL 01	Investigator Site Qualification Standards
SDEI 01	Clinical Research Site Diversity, Equity, and Inclusion Standards
SFS 01	Clinical Research Site Feasibility and Selection Solution Overview
SFS 01a	Clinical Research Site Profile Content Standard
SFS 01b	Site Diversity Profile Form
SFS 01c	Trial Specific Interest and Feasibility Form
SFS 01d	Virtual Site Tour Content Checklist
SFS 01e	Use of Virtual Site Tours and Videoconferencing-Telephone Capabilities
SQMS 01	Proactive Quality Framework for Sites Quality Culture and Practices
SQMS 03	Proactive Quality Framework for Sites - Investigator Responsibilities
SQMS 04	Investigator Site Personnel Onboarding Training and Selection to a Trial Study Team

SQMS 05a	Clinical Site Investigator Master Delegation and Training Matrix
SQMS 05b	Site Staff Qualifications Assessment, Onboarding, Training Plans and Documentation
SQMS 05c	Site Staff Orientation Agenda and Schedule
SQMS 05f	Site Staff Training File Review Form
SQMS 06	Site and Team Management Tool: RACI Model
SQMS 06a	Sample Clinical Site RACI Chart
SQMS 07	Clinical Site Standard Operating Procedures Overview and Management Standards for SOP Development
SQMS 07a	Clinical Site SOP Management Log
SQMS 08	Clinical Site Investigator Trial Oversight-Supervision Procedural Document Standards
SQMS 08a	Clinical Site Investigator Trial Oversight Supervision Template
SQMS 10	Clinical Site Source Document Management Procedural Standards
SQMS 10a	Clinical Site Source Document Location Log
SQMS 11	Clinical Site IP Mgmt Accountability Procedural Doc Standards for SOP and Policy Development
SQMS 11a	Clinical Site Investigational Product Temperature Log
SQMS 12	Clinical Site Handling of Protocol Amendments New Study Information Procedural Standards
SQMS 12a	Clinical Site Protocol Amendment Tracking Log and New Study Information Tracking Log
SQMS 13	Clinical Site Protocol Deviation Management Procedural Document Standards
SQMS 13a	Clinical Site Protocol Deviation Tracking Log
SQMS 14	Clinical Site Users of Electronic Systems Log Template
SQMS 15	Clinical Site Risk-based Quality Management of Informed Consent Process
SQMS 15a	Basic Clinical Site Informed Consent Process Illustration Tool
SQMS 16	Clinical Site Risk-based Quality Management of IRB and EC Responsibilities
SQMS 16a	Clinical Site IRB and EC Interaction Compliance Priorities Identification Tool
SQMS 17	Role of Audits and Inspections in Clinical Site Risk-based Quality Management
SQMS 17a	Clinical Site Guidelines for Internal Audits
SQMS 17b	Outline for Clinical Site Yearly Audit Plan
SQMS 18	Clinical Site Risk-based Quality Management of the Safety and Adverse Event Reporting Process
SQMS 18a	Clinical Site Adverse Event Definitions, Recording, and Reporting Requirements Tool
SQMS 18b	Clinical Site Adverse Event Log Template
SQMS 20	Business Impact Analysis Template

SQMS 21	Business Continuity Plan Template
SQMS 23	Clinical Research Site General Role Ladder, Profile, and Training Resource
SQMS 25	Clinical Site Risk Prevention and Detection Controls
SQMS 26	Clinical Site Risk Management Plan Template
SQMS 27	Site Quality Agreement Template
SQMS 28	Clinical Site Risk and Issues Triggers
SQMS 29	Clinical Site Communication Plan Template
SQMS 30	Site FAQ Reference Document
SQMS 32	Site Study Team Meetings Agenda and Minutes Template
SQMS 33	Site Protocol Transition Form for Change in Research Coordinator
SQMS 34	Site SOP Abbreviations and Glossary
SQMS 35	General Administration SOP - Site GA-100
SQMS 36	Regulatory Affairs SOP - Site RA-200
SQMS 37	Project Management SOP - Site PM-300
SQMS 38	Trial Participant Management SOP - Site TPM-400
SQMS 39	Data Management SOP - Site DM-500
SQMS 40	Quality Assurance SOP - Site QA-600
SQMS 41	Site SOP Related Resources
SQMS 42	Evaluating Computerized Systems and Electronic Tools
SQMS 42a	eISF Implementation Guide
SQMS 43	Principal Investigator Oversight Responsibilities and Plan Template for Decentralized Clinical Trials
SQMS 44	Evaluating a Protocol and its Impact on Operations and Potential Participants at an Investigator Site
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Technical Oversight: Technical oversight includes the activities and behaviors necessary to manage and improve operations by overseeing the engagement and management of third parties (CROs and other third parties) that are conducting technical activities in support of clinical programs including the services that support the technologies.

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Tech Tool 02	Project Management Oversight
Tech Tool 03	Study Start Up Oversight
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Tech Tool 03b	Study Start Up Feedback
Tech Tool 04	Monitoring Oversight
Tech Tool 04a	Monitoring Experience

Tech Tool 04b	Monitoring Feedback
Tech Tool 05	Enrollment Oversight
Tech Tool 05a	Enrollment Experience
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Tech Tool 06	Data Management Oversight
Tech Tool 06a	Data Management Experience
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Tech Tool 12a	Central Lab Experience
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Tech Tool 19	Bioanalytical Lab Oversight
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Tech Tool 20	COA-eCOA and DHT Provider Oversight Provider Oversight
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Summary of Knowledge Center Resources

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Category of Leading Practices/Resources	Total Number
Communication	**17**
Governance/Organizational Construct	**19**
Inspection	**59**
Issue Management	**13**
Oversight Leadership	**8**
Medical Device	**25**
Metrics Toolkits	**25**
Oversight Capability Maturity Model	**15**
Pharmacovigilance	**1**

Provider Qualification	**141**
Process Oversight	**25**
Protocol Quality	**7**
Patient Engagement	**31**
Quality Agreement	**36**
Quality Oversight Management Framework	**2**
Proactive Risk and Opportunity Management	**9**
Risk-Based Quality Management	**16**
Roles/Responsibilities	**13**
Site Quality	**63**
Technical Oversight	**67**
Total Available Knowledge Center Resources:	**582**

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New Documents in Development	
ISM 05	Issue Management Escalation Pathways
ISM 06	Issue Management Decision Trees
ISM 07	Effectiveness Checks Leading Practice
ISM 08	Issue Management Framework
MedDev 03	Medical Device Management Responsibility
MedDev 03T	Medical Device Quality Manual Template
MedDev 03a	Medical Device Management Review
MedDev 03aT	Medical Device Management Review Template
RBQM 15	Risk-based Approaches for Audits
RBQM 15a	Risk-based Audit Selection Tool
RBQM 15b	Process Maturity Scorecard
SQMS 45	Site Source Document Creation Guidance and AQC Template Listing
SQMS 46	Guidance for Sites on the Administration of eCOA/ePRO and on Providing Instructions to Participants on Completion
SQMS 47	Site Remediation Plan Template
SQMS 48	Site Diversity Action Plan Template