

THE QUALITY ASSURANCE



PODCAST

Smart, Simple, and Sustainable Solutions.

BROUGHT TO YOU BY:



PRN Pharmaceutical
Research Network, LLC



EPISODE 1

**CLEAR, COMPLIANT, CONFIDENT:
BUILDING QUALITY FROM DAY ONE**



Brought to you by:



IN THIS EPISODE

- Introduction
- Meet the Experts
- Why this Podcast Exists
- Industry Perspective on Quality
- Overview of the 6-Part Podcast Series

THE QUALITY ASSURANCE



PODCAST

Smart, Simple, and Sustainable Solutions.

INTRODUCTORY EPISODE

- Kick off PRN's new podcast in which CEO Jeanette Stewart and QA Expert Ashley Hehr team up with host Chris Milawski to simplify quality assurance in clinical research.
- This introductory episode reveals why QA matters, the real challenges teams face, and how a six-part series will break down practice, cost-effective strategies for training, procedures, vendor oversight, mistake management, CRA support and electronic systems.

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MEET THE EXPERTS



**CHRIS
MILAWSKI**

- Host of The Quality Assurance Podcast
- Senior Clinical Research Associate at PRN
- Brings over 30 years of experience in all ophthalmic research and other indications

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MEET THE EXPERTS



**JEANETTE
STEWART**

- CEO and Co-Founder of PRN Pharmaceutical Research Network, LLC
- Brings over 30 years of experience in ophthalmic clinical trials across the United States, Europe, Canada, and Australia.
- Recognized expert and consultant in clinical operations, overseeing the company's global operations.

MEET THE EXPERTS

**ASHLEY
HEHR**



- Senior Quality Assurance Expert
- With over 15 years of experience in QA and Clinical Study Operations, including pharmaceutical drug safety.

WHY THIS PODCAST?

- This podcast was created to simplify quality assurance for real teams doing real work.
- After years of helping sponsors navigate everything from startup planning to last-minute inspection prep, the team saw a **universal need**.
- The series will share these solutions to help organizations build and sustain quality.


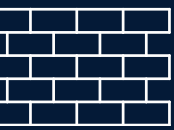

THE UNIVERSAL NEED

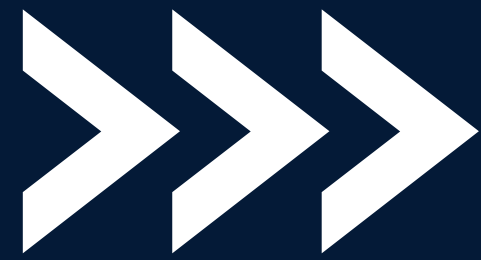
- ✓ SMART
- ✓ SIMPLE
- ✓ SUSTAINABLE SOLUTIONS

that reduces overwhelm and prevents costly mistakes.

QUALITY IN CLINICAL RESEARCH

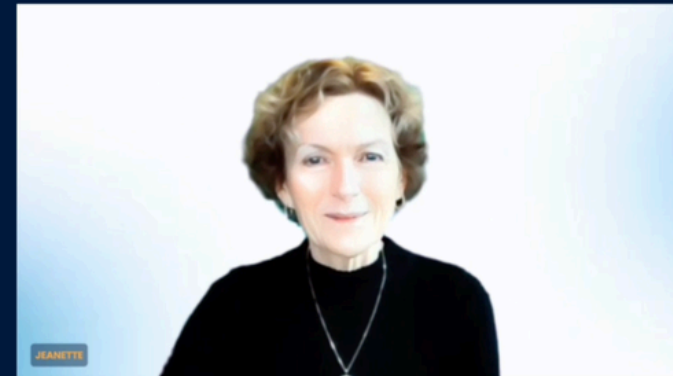
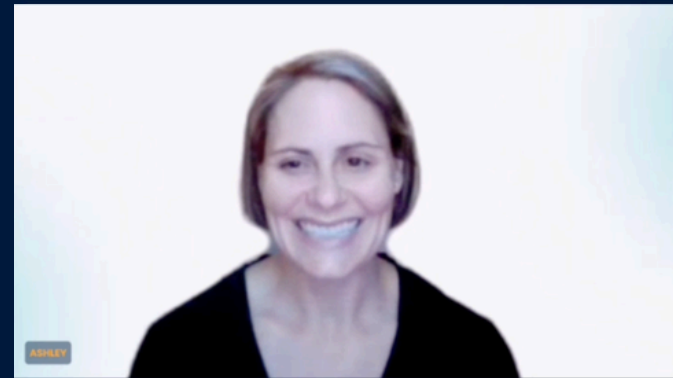
often misunderstood as:

-  complex
-  intimidating
-  secondary to speed and enrollment



quality practices protects:

-  timeliness
-  budgets
-  data integrity



This podcast highlights how

simple, well-structured processes—and a culture that supports learning instead of blame—

can *transform quality from a burden into a strategic advantage* for modern clinical operations.

OVERVIEW OF THE SIX-PART SERIES

EPISODE 2
TRAINING THAT TRANSLATES:
PRACTICAL PREPARATION
FOR GxP PERFORMANCE

EPISODE 3
POLICIES WITH PURPOSE:
SOPs THAT PROVE PERFORMANCE

EPISODE 4
PARTNERS, PROCESSES, PROOF:
SMARTER VENDOR OVERSIGHT

EPISODE 5
FROM FINDINGS TO FIXES:
FACING ERRORS WITHOUT FEAR

EPISODE 6
EXPERIENCE THAT ELEVATES:
HOW SEASONED CRAs
SAFEGUARD STUDIES

EPISODE 7
DIGITAL BY DESIGN:
DRIVING COMPLIANCE
WITHOUT THE CHAOS

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EPISODE 2

TRAINING THAT TRANSLATES: PRACTICAL PREPARATION FOR GXP PERFORMANCE



Brought to you by:



CHRIS MILAWSKI

JEANETTE STEWART

ASHLEY HEHR

- Industry training, company training, and study-specific training.
- Importance of simple, cost-effective training methods.
- Ensuring team members understand quality expectations and their own role.

Airing Date: 5 MAY 2026

EPISODE 1 - CLEAR, COMPLIANT, CONFIDENT: Building Quality from Day One





EPISODE 3

POLICIES WITH PURPOSE: SOPs THAT PROVE PERFORMANCE



CHRIS MILAWSKI

JEANETTE STEWART

ASHLEY HEHR

Brought to you by:



- Why clear, defined deliverables are essential.
- Avoiding overly long or unrealistic procedures
- SOPs should evolve with company growth.
- Practical tips and tricks Ashley will share.

Airing Date: 12 MAY 2026

EPISODE 1 - CLEAR, COMPLIANT, CONFIDENT: Building Quality from Day One





EPISODE 4

PARTNERS, PROCESSES, PROOF: SMARTER VENDOR OVERSIGHT

Brought to you by:



CHRIS MILAWSKI

JEANETTE STEWART

ASHLEY HEHR

- Common misconception: outsourcing = handing off responsibility.
- Need for sponsors to:
 - Review deliverables
 - Assess vendor SOPs
 - Monitor performance
- Building strong collaborative vendor relationships.
- Importance of regulatory oversight responsibilities.

Airing Date: 19 MAY 2026

EPISODE 1 - CLEAR, COMPLIANT, CONFIDENT: Building Quality from Day One





EPISODE 5

FROM FINDINGS TO FIXES: FACING ERRORS WITHOUT FEAR



CHRIS MILAWSKI

JEANETTE STEWART

ASHLEY HEHR

Brought to you by:



- Addressing the “elephant in the room”
- Mistakes happen—humans and even “robots” err.
- The critical step is how errors are documented, addressed, and prevented in the future.
- Reinforcement of non-punitive approaches to quality issues.

Airing Date: 26 MAY 2026

EPISODE 1 - CLEAR, COMPLIANT, CONFIDENT: Building Quality from Day One





EPISODE 6

EXPERIENCE THAT ELEVATES: HOW SEASONED CRAs SAFEGUARD STUDIES

Brought to you by:



- CRAs as “eyes and ears” of clinical trials.
- Ensuring proper CRA training, tools and support.
- Importance of CRA work in:
 - Protocol adherence
 - Patient safety
 - Fraud Prevention
- With special insight from Chris from his CRA experience.

Airing Date: 2 JUNE 2026

EPISODE 1 - CLEAR, COMPLIANT, CONFIDENT: Building Quality from Day One





EPISODE 7

DIGITAL BY DESIGN: DRIVING COMPLIANCE WITHOUT THE CHAOS

Brought to you by:



CHRIS MILAWSKI

JEANETTE STEWART

ASHLEY HEHR

- Setting up and managing eSystemsefficiently.
- Avoiding “automated chaos”–garbage in, garbage out.
- Paper TMF vs eTMF
- Ensuring processes and training are in place before system implementation.
- Touches on AI, modern tools, and future-ready workflows

Airing Date: 9 JUNE 2026

EPISODE 1 - CLEAR, COMPLIANT, CONFIDENT: Building Quality from Day One





Quality is everybody's responsibility.

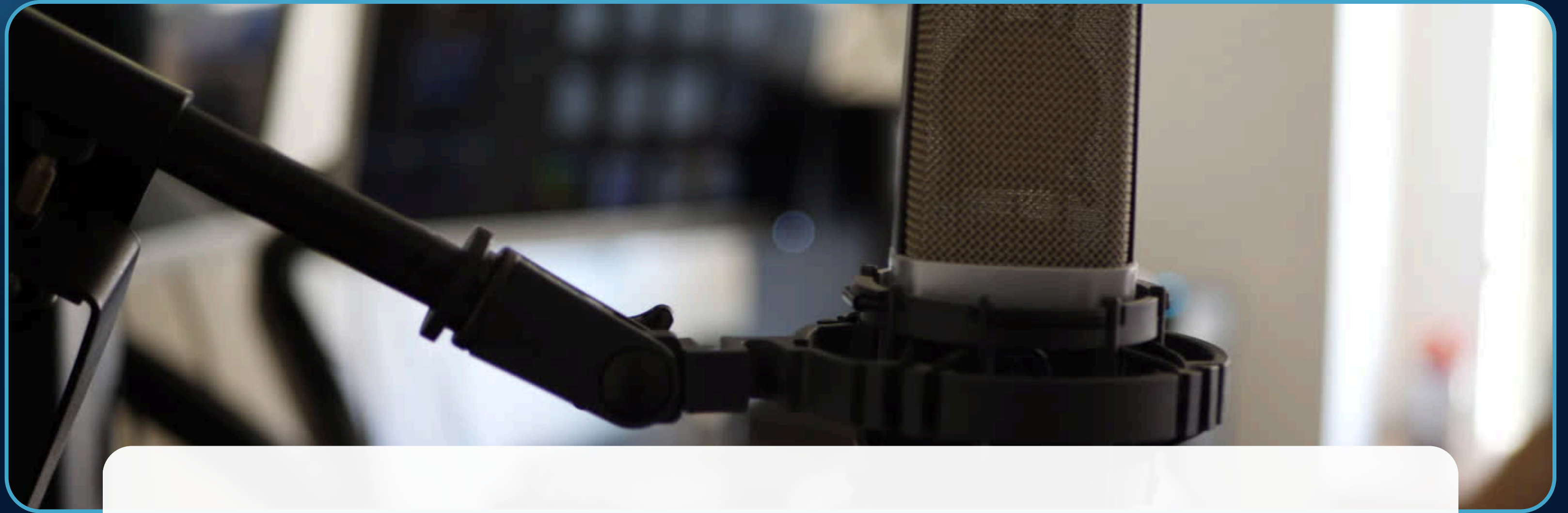
*Quality assurance just happens to have that title,
but quality needs to be done by everyone.*

ASHLEY HEHR

Quality Assurance Expert



CONTACT US



 **Website**

www.prnob.com

 **Phone**

+1 843-606-0776

 **Email Address**

info@prnorb.com

THANK YOU

STREAM ON



AND OTHER MAJOR STREAMING PLATFORMS