



Case Study

# Eco Lips Uses QT9 QMS to Reign In "Controlled Chaos"

Organic cosmetics manufacturer, Eco Lips, looks to QT9 quality management system to make quality processes more sustainable - streamlining audits and ensuring regulatory compliance.



**Industry**

Organic Cosmetics



**Founded**

2003



**Location**

Cedar Rapids, Iowa



**Employees**

50+





## Challenge

Eco Lips needed to address documentation and traceability issues that continued to come up during inspections and audits. The company did not have a good system for finding documentation, which led to stressful, drawn-out audit sessions and warnings of repercussions from the FDA.

## Solution

Eco Lips implemented QT9 Quality Management System in 2022 after a new vice president of quality, who was familiar with the system, came on board.

## Results

With QT9 QMS, Eco Lips has organized and streamlined document control and traceability as a result. Customer and FDA audits are simpler and quicker, allowing the Eco Lips team to focus on providing the best organic cosmetics for their customers.

## Automating Manual Quality Processes

As a cosmetic and over-the-counter drug manufacturer, Eco Lips must meet certain FDA and GMP requirements to produce and sell their products. Having a proper document and audit trail system within their quality department is essential for success.

Yet Eco Lips encountered several issues during audits and inspections, mostly due to lack of traceability on audit trails. The use of paper-based, manual processes was causing audits to be drawn out, siphoning time and resources. Vice President of Quality, Kyle Hilsabeck, remembers this time as “labor intensive and controlled chaos.”

“The biggest part of quality is documentation and audit trail,” notes Hilsabeck. “With a paper system you start to realize how insanely high maintenance it is to do correctly. ... It is very labor-intensive and impractical in today’s day and age.”

## QMS Built from a Quality Perspective

Hilsabeck, who had experience with QT9’s eQMS from another position, once again turned to the platform to address Eco Lip’s documentation and traceability issues.

“When I looked at QT9, it was very obvious that this was a full-fledged quality focused platform designed from a quality perspective,” he says.

In less than seven months of implementing QT9, Eco Lips had a complete audit trail on everything done within the QMS, confidence in the data pulled out of the system and the luxury of easily accessible data.



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*"A quality system built by quality minded people."*

*— Kyle Hilsabeck  
Eco Lips Vice President of Quality*

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## **Customer and FDA Audits with Confidence**

What's more, Hilsabeck and team now have confidence in the audit room.

"When we began to implement [QT9], I knew we were going to have reaudits and re-inspections coming up, so I wanted to start getting that paper trail and show that we are making solid advancements in that respect," says Hilsabeck.

"Sitting in that room with auditors and inspectors and having the confidence of that system behind me was invaluable," he continues. "When they asked for a report - 'Give me that nonconformance report, we want to see that'- and boom, I pulled it up. There's a professional looking report that's all timestamped and audit trail through and through. I had every confidence in everything pulled out of that system, and I could find it quick, fast, easy. We were very successful in both audits."

## **Scalability for Further Success**

While the initial focus for Eco Lips' quality team was getting the [Document Control](#) and [Training](#) modules implemented, Hilsabeck notes that the company is using most of the [23-plus modules](#) included in the QT9 QMS software, including CAPAs, inspections, change controls and preventive maintenance.

"The audit platform has been wonderful. Building out all of the quality standards, I really liked that they had a bunch preloaded. It's super easy to do audits, just go and print my worksheet and findings and build preventive and corrective actions right off of that."

"It's like having a couple extra staff members on my team that are helping me pull everything together," he says. "It helps make those connections that need to be made for total compliance."

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Eco Lips President of Quality*

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## About QT9 Software

QT9 Software offers both quality management software and ERP job management software. QT9 Quality Management Software is a comprehensive, user-friendly, cloud-based QMS that handles ISO 9001, AS9100, ISO 13485, 21 CFR Part 11, and 21 CFR Part 820 FDA requirements. QT9 ERP has the modules to completely automate and run a business—purchasing, accounting, production, inventory control and sales.

\* See the article on the web: <https://qt9qms.com/case-studies/eco-lips>