

What are the biggest complaints you have about working with a Contract Service Provider?

- Poor quality
- No repeat transactions
- Hidden costs
- Unrealistic development costs for high potency compounds
- Claim that they can handle the project based on experience but cannot deliver project on time
- Unknown leachable substances in clinical trial material
- Payment delays
- Do not respond to customer questions in a timely manner
- They don't fulfill the production schedules
- Poor quality and overcharging on invoices
- Handling of competitors' jobs
- Commitment and quality
- GMP issues
- Lack of customer service
- They do not meet the timelines
- Over-commitments in terms of timelines and overall technical capabilities.
- Timelines and quality of data
- Not too flexible for work turnaround
- Price increase, service decrease
- Incomplete documentation (deviation/investigation)
- Poor customer service
- Lack of transparency
- Not willing to maintain the quality of the relationship
- Lack of consistency in performance
- Inconsistent quality
- Did not respect the sponsor's authority
- Stability of organization, and shifting personnel
- Missed timelines
- Lack of their corporate support to provide required level of staffing and specific equipment procurement
- High turnover of technical staff and Project Management
- Lack of Quality and Documentation RFT
- Lack of project management and communication. We have to call to find out status, particularly when something has gone wrong. To a lesser extent, quality issues have been more prevalent this year
- More concerned with their profitability than on servicing the customer properly
- Lack of attention to detail
- Sometimes it's difficult to speak the same language
- Timeliness
- Lack of customer service
- In their rush to provide product, the first article review and inspection is performed by their in-house staff and not by my company's QC staff. While this can be addressed, the claim that meets the print does not always work
- Timely service
- Lack of internal management and controls leading to problems on our study
- Not very cooperative or much of a partnership, but it's been getting much better
- Not able to deliver on time
- Lack of rigorous QA oversight
- The larger the CSO the less likely the CSO is to be responsive to the needs of relatively small clients
- When staff turns over, the service provider does not thoroughly train the replacement, which puts more burden on sponsor
- A lack of focus on the client: when the client has difficulties, it is a huge deal to the client and some providers seem not to care
- Timeliness, quality, cost, turnover, commitment
- Not understanding our systems and procedures
- Lack of flexibility and pro-activity
- No real concept of shared risk
- Costs and meeting timelines
- Quality concerns and overshooting timelines.
- Nothing specific
- non punctuality about delivery of the outsourced work
- Lack of customer support
- Not meeting agreed upon report dates
- Getting back to me on progress, especially when behind
- Delivery of sub-standard reports
- Operational structure (cost/timeliness/urgency/flexibility, etc.) not aligned with sponsor requirements
- Lack of truthfulness
- Not meeting timelines
- Inflexibility
- Poor reliability
- Lack of proper and meaningful communication on results and methods
- Sloppy GLP compliance
- Slow to respond
- Relying on the sponsor to investigate deviations
- Lack of good and reliable employees
- Lack of communication when things go wrong
- Costs seem to be climbing at a rate that seems to exceed what I believe is reasonable.
- Cutting through the [BS] on price quotations
- We had difficulty finding a CSP that has compliance standards and procedures that are in line with ours.
- Lack of adequate quality systems, refusal to correct for inadequacies of quality systems, and not enough staff to properly execute contracted project
- Poor communication when they have difficulties.
- Honesty, or lack thereof
- Timeliness, quality of work
- Quality flaws because of lack of communication
- They promised Top Guns and delivered newbies
- Timeliness and delivery time communication
- Not too many complaints about my contract service experiences
- Lack of cohesion between different manufacturing locations within the same CSP
- Lack of "ownership" for resolving issues
- Financial stability
- None! We're very satisfied with our service providers so far! (fingers crossed)