

CASE STUDY



Xyngular Chooses
AssurX After Outgrowing
Its Manual QMS





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*Rogelio Rangel
Quality manager
Xyngular*

Growth pain is one of the most common problems of success. For [Xyngular](#), the pain manifested as soon as the company outgrew its manual quality management system (QMS).

Founded in 2009, Xyngular manufactures health and wellness products for consumers trying to lose weight, improve their energy level, and manage their health. The Utah-based company has a wide range of products from collagen through probiotics.

Robust quality management is key to Xyngular's competitiveness in a thriving weight loss and weight management market. In the U.S., the market is estimated to be worth \$159.6 billion in 2023, according to [Custom Market Insights](#). Meanwhile, the global market is expected to surpass \$377.3 billion by 2026, according to a report by the research firm [BCC Research](#).

BIGGEST QUALITY CHALLENGES

Rogelio Rangel, quality manager with Xyngular has over 25 years of quality experience under his belt working at a variety of different companies. For him, the shortcomings of the company's paper-based QMS, which relied on email communication, spreadsheets, and in-person meetings, were glaring.

There was no formal structure for the QMS. "It was just one person taking care of both quality and regulatory work," he recalled. Consequently, document management was lax, and the manual system lacked a process for customer complaints.

Employees routed serious adverse events (SAEs) manually in the same manner as regular documents. For the most part they kept the files without analyzing the data or leveraging the information. If and when they actually tracked quality trends or events, they used spreadsheets.

Every two weeks, stakeholders met in person to sign between 50 and 70 documents at once. "Everything was manual and time-consuming," said Rangel.

With the company's steady growth, the task of maintaining and tracking files alone would have required a full-time employee, and it would not have guaranteed either effectiveness or efficiency. Xyngular realized it was time to automate its quality processes.

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Quality manager
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ASSURX IMPLEMENTATION AND BENEFITS

Xyngular implemented AssurX Complaint Handling, Change Control and Document Management in 2020.

When Rangel joined Xyngular, the company had already begun using the [AssurX enterprise quality management platform](#). Thanks to AssurX’s user-friendly features and effective training, learning the system was quick and easy.

AssurX transformed quality management in Xyngular like night and day. “Now we do everything electronically,” he said. “We don’t need a meeting just to sign documents. We can complete a task on the day we need it because it’s easy to get to it right away instead of waiting two weeks.”

Being physically present in the office just to perform quality tasks is no longer necessary. Users can complete their work virtually from anywhere. They appreciate the convenience of logging in, doing their tasks, and basically “forget” about those tasks because the system facilitates completion.

Rangel cited the vastly improved training management process in Xyngular as an example. With AssurX, training tasks are automatically routed, including reminders. He said: “The system basically says, ‘Here’s your training. You have 15 days to get it done and signed.’ I don’t need to be knocking on someone’s door to say, ‘Hey, when are you going to get this done?’”

With the AssurX Complaint Handling solution, Xyngular now has a dedicated process for routing and managing SAEs and customer complaints. Based on U.S. Food and Drug Administration and Canadian regulations, the company has a policy of documenting, managing, and submitting SAEs to regulators within 15 days.

AssurX helps Xyngular save time and money daily. Rangel surmised that without AssurX, his team would need a larger head count or at least one additional full-time employee whose sole task would be to manage documents.



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*Rogelio Rangel
Quality manager
Xyngular*

CONCLUSION

Although Rangel did not participate in the decision-making process of choosing AssurX, he and his team are the biggest beneficiary of it.

He lauded AssurX solutions and professional services alike, noting the attentiveness and swiftness of the AssurX team in extending help and answering any questions. “AssurX is very convenient and easy to use. I would definitely recommend it,” he said.

ABOUT ASSURX INC.

With decades of expertise built into our extensive quality management and regulatory compliance software, the AssurX Quality Management Software Platform helps companies maintain quality and compliance standards, streamline workflows, and better manage any enterprise. Our configurable software and understanding of users’ needs produce a unique system that easily adapts and scales as a customers’ business evolves. AssurX is an ideal partner for regulated companies looking for better operational control and efficiency while staying compliant. [Learn more.](#)

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