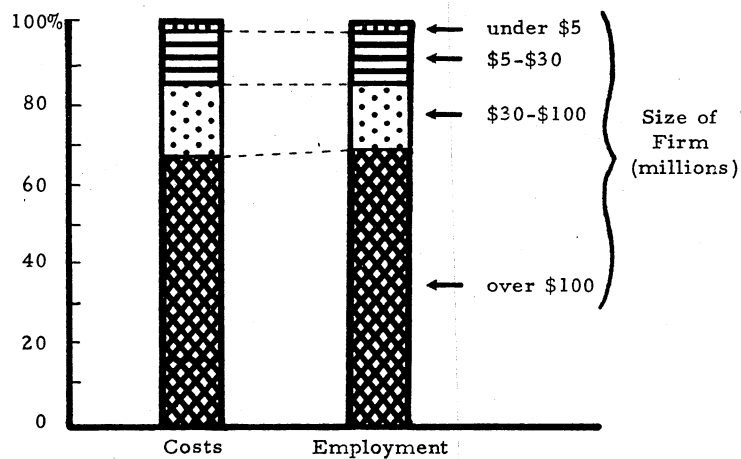


QUALITY CONTROL

Quality control is a vital, continuous process to assure the desired result when the pharmaceutical product is used by the consumer. Quality control is the sum total of all the planning, testing and supervision involved in this process.

Survey data pertaining to the control of physical product quality encompass all employees responsible for sampling and testing of materials as they are received, produced or stored. Investigation of complaints, disposition of returned goods, selecting and weighing of components, proper sanitation, storage of raw and finished materials, and inspection of labels, contents and packages are all fibers of the complex quality control procedures that govern product excellence.

Chart 7
Quality Control
Costs and Employment, 1965



^{1/} The analysis in this section was made on the basis of data received from 64 major PMA members with 1965 sales volumes in excess of \$1 million.