



Consulting

Stafford offers unique expertise for healthcare, food, consumer packaged goods and beauty care with a management team that has deep-rooted pharmaceutical and compliance backgrounds.

For over 20 years, Stafford has enhanced your internal contact center's performance with monitoring, coaching, organizational assessments and other process improvement initiatives:

- Organizational assessments
- Quality and compliance services
- Gap analysis and risk assessment
- SOP development
- Pre-FDA audits
- 3rd party monitoring and coaching
- Staffing and operations management
- Customized leadership and representative training
- HIPAA, adverse event and good documentation practices training



**CUSTOMER
CARE**

**RISK
MITIGATION**

**CRISIS
MANAGEMENT**

CONSULTING



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