

Ian Lisle

At Sterling, our highly experienced team members and their passion for what they do are central to who we are. We spoke with Ian Lisle, Vice President of Global Quality to learn more about his role at Sterling and our quality department.



Can you briefly describe your background?

I studied for a BSc in Chemistry at the University of Bradford, before moving on to do my master's degree in Analytical Science at the University of Hull. Upon graduating I worked as a Development Chemist for GSK for three years, before I moved into their quality department, working at Annan as the Quality Manager.

From there I worked for various organisations in quality related roles until I joined Sterling in 2001, which at the time was Rhodia, as Site Quality Manager. I then moved into the role of Head of Quality in 2008 and became Vice President of Global Quality in 2020.

What does your role as Vice President of Global Quality entail?

I ensure that all sites work together in terms of quality regulations and requirements. This means making sure best practices are shared across our global network and creating a 'One Sterling' culture for our customers and our internal teams. I provide advice and guidance to the team on quality related matters, and work to bring the whole department together so we are working in unison.

Fast Facts

ROLE

Vice President of Global Quality

STARTED AT STERLING

2001

EDUCATION

BSc in Chemistry,
MSc in Analytical Science



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We are currently rolling out several systems such as MasterControl, SAP and Chromeleon to ensure that we have consistency across the four sites. These systems will also be integrated at our new Ringaskiddy, Ireland site once its acquisition is complete in the new year.

What does quality mean to you?

To me, quality means always doing the right thing for our customers, employees and patients, to ensure that the products we produce are safe and do no harm.

We want to make sure best practices are shared across our global network, creating a 'One Sterling' culture for our customers and our internal teams.

What are your top priorities in terms of quality?

My main priority is to make sure that all our sites are aligned with regards to their quality practices and ensure they are compliant with all regulations and that they are ready, at any time, for inspections or audits that may arise. The whole quality team work very hard to ensure that we are always prepared.

I want to support the team in maintaining a culture across the organisation that engages all departments in quality practices because quality is everyone's responsibility.

Quality means always doing the right thing for our customers and employees.

What is the importance of collaboration in terms of the quality department's role across the organisation?

We hold monthly and quarterly meetings with various teams across the business where we share our opinions and ideas with each other. Including departments such as engineering, product management, chemistry and manufacturing. This gives us insight into what is going on at each site and allows everyone in the team to have input into organisational objectives going forward.

How does working in partnership with our customers play into ensuring quality standards are met?

Our partnerships are set apart by transparency and scientific excellence at all phases of the product lifecycle, ensuring we meet and exceed customer requirements.

As Sterling grows through organic and inorganic growth, the quality experience to our customers needs to remain both compliant and consistent. This can be achieved through developing an integrated global team, and again, through learning from best practices across the organisation.



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