

One Platform. Total Visibility.

# How Biovation Labs Built A Proactive Quality Culture With Unifize



# Overview

Biovation Labs, a leading contract manufacturer of nutritional supplements, set out to modernize its approach to quality management—not just to meet compliance, but to drive continuous improvement across the organization.

While their manufacturing infrastructure was best-in-class, their quality systems hadn't kept pace. The company relied on a patchwork of tools—email, spreadsheets, file cabinets, disconnected systems for managing quality, and standalone systems for documentation, training, and approvals. These disconnected workflows resulted in bottlenecks, inconsistent data, and an inability to make fast, informed decisions.

For Biovation Labs, quality wasn't just about ticking compliance checkboxes—it was about speeding up product release, reducing testing costs, and making smarter decisions across the supply chain. But to do that, they needed a system that didn't just hold data—it had to connect it, streamline collaboration, and grow with their processes.

Unifize stood out for its flexibility, ease of use, and collaborative architecture. Unlike legacy systems that impose rigid workflows, Unifize offered Biovation Labs a blank canvas to build processes tailored to their operations. What began as an initiative to streamline Out-of-Specification investigations quickly grew into a company-wide transformation—anchored by real-time collaboration, end-to-end traceability, and a quality culture that now touches every part of the business.

## About Biovation Labs



Biovation Labs is a vertically integrated nutritional supplement contract manufacturing operation specializing in high-quality formulation, blending, encapsulation, and packaging.

 Industry: Nutritional Supplement

 Location: Salt Lake City, Utah, USA



## Challenges

# A Cutting-Edge Facility Held Back by Yesterday's Systems

Biovation Labs had all the makings of a world-class operation—modern equipment, ambitious growth plans, and a team eager to lead with quality. But behind the polished production lines, their internal systems were slowing them down. Quality processes were disjointed, collaboration was clunky, and data was scattered across tools that didn't talk to each other.

Here's what stood in their way:

### **1. Disconnected Processes Across Teams**

Quality, production, receiving, and formulation teams each worked in isolation—relying on emails, spreadsheets, and verbal updates to stay aligned. With no single source of truth, issues slipped through the cracks.

### **2. Manual, Paper-Based Workflows**

Despite operating in a modern facility, Biovation Labs' lot release processes, spec approvals, and quality events were still being managed with Word documents and email threads—slowing decisions and increasing risk.

### 3. Inefficient OOS Investigations

With over 20 external labs involved, Out of Spec investigations were reactive and expensive. Retests piled up, results took weeks, and root causes remained elusive—wasting time and money.

### 4. Data without Context or Connectivity

Specs, ingredients, lots, suppliers, and test results existed—but in isolation. Trending data or tracing performance issues required hours of manual compilation and offered little actionable insight.

### 5. Rigid Legacy Systems

MasterControl had been tried—but their complexity and lack of flexibility led to poor adoption. They didn't fit Biovation Labs' processes and added more friction than value.

### 6. Quality as a Bottleneck, Not an Enabler

Without real-time collaboration or system-wide visibility, quality was seen as a necessary hurdle rather than a strategic function. Firefighting became the norm, and continuous improvement felt out of reach.

These challenges weren't just slowing operations—they were holding back Biovation Labs' ability to scale, respond quickly to change, and build a truly agile quality culture. The team recognized that simply digitizing old processes wouldn't be enough. They needed a platform that could connect people, data, and decisions in real time—one that could adapt as fast as the business moved.

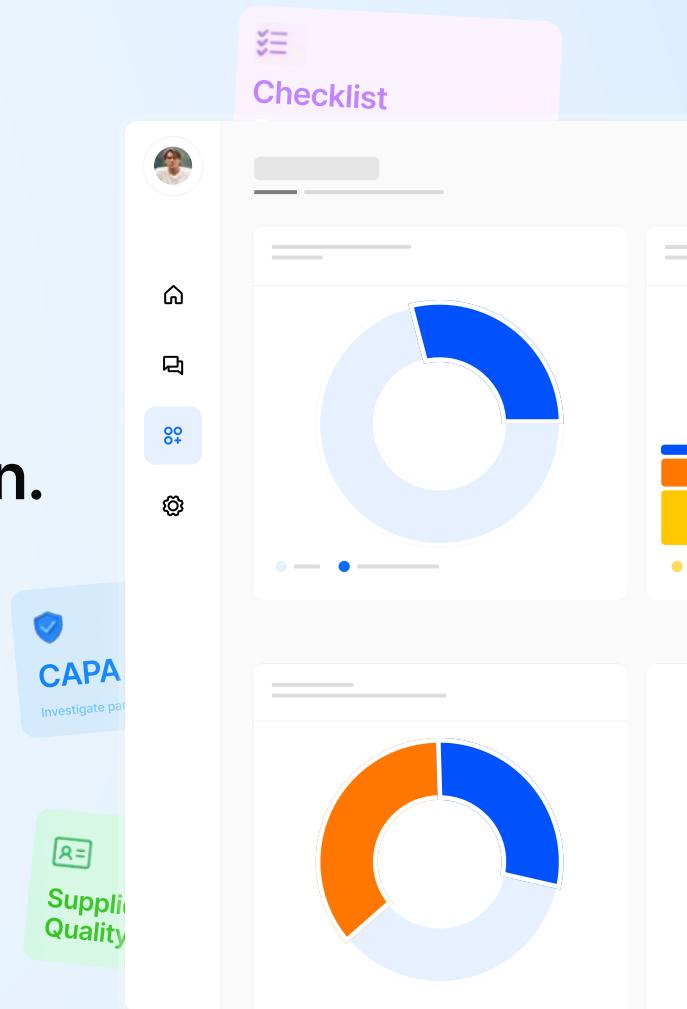
**That's when they turned to Unifize.**



## Solutions

# Built by the People. Driven by the Process. Powered by Collaboration.

Biovation Labs' transformation didn't come from software alone—it came from the people who used it. With Unifize, quality became a shared responsibility, collaboration became the default, and processes adapted in real time to the way the business actually worked.



Here's what that looked like—through the words and experiences of the team:



**"What used to take days—or weeks—now takes minutes."**

— On Lot Releases & Approvals

✓ **Solution:** Unifize streamlined every approval workflow. From test results to Certificates of Analysis, reviews and sign-offs are now automated and collaborative—removing delays and accelerating product release to near real-time.



**"I used to have to go digging—now, it's three clicks."**

— On Linking Specs, Suppliers, and Lots

- ✓ **Solution:** Unifize created instant traceability across the supply chain. Specs, ingredients, suppliers, formulas, and lots are interconnected, making root cause analysis, trending, and audit readiness effortless for any team, at any time.



**"We cut our testing costs in half in two months."**

— On Out of Specs

- ✓ **Solution:** Unifize turned OOS tracking into actionable insight. By identifying patterns across suppliers, labs, and ingredients, Biovation eliminated unnecessary retests, negotiated better terms with fewer labs, and slashed testing spend by 50%



**"It's not a system people tolerate. It's a system they believe in."**

— On User Adoption

- ✓ **Solution:** Unifize was built by its users, not for them. Drag-and-drop workflow creation, checklist customization, and role-based access control meant everyone—from operators to supervisors—contributed to shaping the system they now rely on.

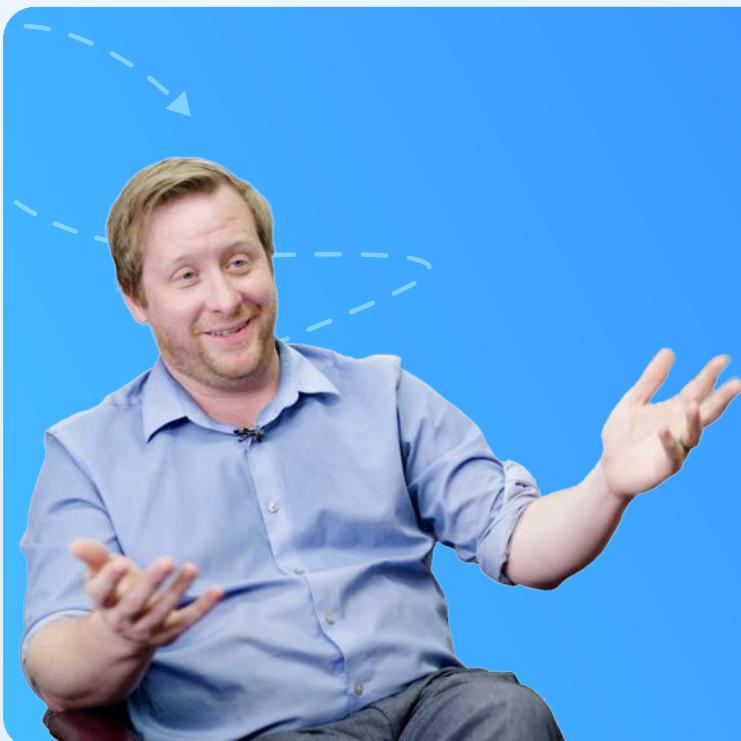


**"We don't manage quality anymore. We improve it—every day."**

— On Cultural Shift

✓ **Solution:** Unifize embedded quality into the fabric of daily work.

By making collaboration happen in the flow of operations—not around it—Biovation Labs created a self-sustaining culture of continuous improvement that scaled with minimal oversight.



*"Every time there's a problem now, people come to me and ask—'Can Unifize do this?'"*

**Jesse Kolstad**  
Director of Quality

**BIOVATION<sup>®</sup>**  
LABS

Unifize turned quality into a company-wide initiative. People from maintenance, warehouse, receiving, and production proactively came forward with ideas, building a sense of ownership and momentum that no traditional system could force.

## Implementation Process

# A Ground-Up Rollout Built Around Real-World Needs

1

### Initial process deep-dive & opportunity spotting

The quality team observed daily operations, focusing on Out-of-Specs (OOS) investigations. They identified bottlenecks in lab testing and approvals as key pain points.

2

### Configuration of foundational workflows

Custom processes for Out of Specs, Non-Conformances, and approvals were built using Unifize's no-code builder. Digital signatures and automated routing were set up for compliance and to eliminate manual tracking.

3

### Supplier, lot & spec linking for traceability

Unifize was configured to connect materials, suppliers, and specs, creating a traceable quality framework. This provided visibility into trends and reduced reliance on legacy systems like Excel.

4

### Cross-functional onboarding & adoption

Teams in production, warehouse, maintenance, and receiving used Unifize's collaboration tools. Real-time engagement replaced meetings, making quality a shared responsibility.

5

### Live deployment and continuous evolution

As workflows were adopted, users identified new use cases—expanding Unifize into quotes, audits, onboarding, and complaint management. The system gradually evolved to fit Biovation Labs' quality and operational needs.

## Results

# Faster Audits and Leaner Operations



## ~\$50–60K ingredient cost savings

By analyzing ingredient performance across SKUs and suppliers in Unifize, Biovation Labs reduced 16 inputs down to 2 consistent performers, then hired a supplier offering 60% lower cost.



## 50% reduction in monthly testing costs

Biovation Labs consolidated third-party labs, eliminated redundancies, and negotiated better pricing, bringing monthly costs down from ~\$150,000 to ~\$70,000 within 2 months.



## Decisions made in seconds, not weeks

What used to take days of meetings, segregation, and delays—like handling Non-Conformances or Out of Specs—now happens collaboratively, in real time, during production.



## Lot Release Time reduced from days to minutes

With automated digital workflows and real-time collaboration, finished good lots are reviewed and released as data is entered—eliminating long approval cycles.



## 360° product traceability in just a few clicks

Specs, ingredients, suppliers, lots, and finished products are now fully connected. Trending, root cause analysis, and audit prep can be done instantly without manual compilation.

## Conclusion

# Quality Reimagined as a Competitive Advantage

Biovation Labs didn't just implement new software—they redefined how quality operates across their organization. What started as a tool to streamline one process became a foundation for faster decisions, deeper alignment, and a culture of continuous improvement.

Unifize proved that when collaboration is built into the system, quality stops being a checkpoint—and starts becoming a competitive advantage.





## About Unifize

Unifize helps ISO and FDA-compliant companies manage risk, drive operational efficiency, and accelerate innovation by bringing quality, operations, and product development teams into a single source of truth that's easy to implement and adapt as business needs change.

We integrate the entire process lifecycle, unifying these teams and their conversations, documents, data and workflows into one, collaborative, cloud-based platform, which enables unprecedented visibility, traceability, accountability and process efficiency.

**Want To See How Unifize Can Help  
Your Team Move Faster — And Stay  
Compliant? Let's Talk.**

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