

# Pharmaceutical Industry



## Mentor Provides a Unique Multidisciplinary Approach

BY PEDRO VALLE JAVIER

**M**entor Technical Group is a company that provides technical support and solutions on utilities management for Food & Drug Administration (FDA) regulated industries. Its combination of experience and technical know-how sets Mentor apart from the competition because, unlike the competition, Mentor employs a multidisciplinary approach to problem solving and customer service, said Luis Soto, company president.

Mentor has several divisions that provide diverse services for FDA regulated industries. One such division is validation. Julián Rodríguez, vice president of regulatory compliance & validation, explained that validation is the

process of revising all manufacturing procedures to ensure repeatability and quality. "We make certain an equipment's specifications, a computer system, or a procedure, is consistently meeting all the requirements," Rodríguez said. This process is vital for any industry requiring consistent compliance such as pharmaceuticals. Mentor can handle all aspects of the validation process. "In the validation area, we can do anything from commissioning to validation," Soto said. The company also can perform computer-systems validation and technology transfers.

Many companies offer validation services. Yet, according to Félix Bernard, vice president of operations, Mentor can provide added value to clients. "We have a mix of personnel that combines experience


with knowledge in a wide variety of fields. We have engineers and scientists working together as a team. Mentor is widely known in the industry as experts in our field," he explained. Having a large pool of experienced and knowledgeable personnel allows Mentor to customize its service.

"When we receive a project, we create a custom team that has all the necessary knowledge to fulfill its needs. This creates harmony between the execution of the design, all the FDA requirements, and the specific needs of each project. For example, a team can have two chemists, a computer specialist, and a validation technician. It all depends on the specific requirements," Bernard said.





This flexibility is something unique, Soto added. "Other com-

panies would have to hire experts from different companies. Since we have this flexibility, we can hand a client a completed project faster, with less cost, greater quality, and surpassing all expectations." The company has over 180 experts ready to provide their knowledge. "We have a battery of more than 80 technicians, 50 engineers, and over 30 chemists and biologists."

Mentor's success goes beyond its knowledge and expertise; it also can be attributed to its positive atmosphere. "We all love what we do. We have a passion for our job," Soto said. The Mentor corporative environment is one where the company's success is the team's success. "When you love what you do, you produce a better result," he concluded. n



Roofing  
Contractor, Corp.

**Lightweight Insulated Concrete  
Factory Mutual Approved  
FM 1-195**

- Cold and Hot Roofing System
- Maintenance
- Restoration
- Architectural Standing Seam
- Metal Roofing
- Below grade
- Parking Deck Waterproofing
- Do it right roofing
- Clai tile
- Mechanical Deck Waterprofing
- Epoxy Flooring

Tel. 787-779-3635 / 787-473-9719 • Fax: 787-251-5824  
E-mail: gilberto24@coqui.net • P.O Box 361 Toa Baja, PR 00951



100%  
CLIENT RETENTION = VEG

**W**hat started in 1997 as an idea of two engineers consists today of more than 60 professionals in the fields of engineering and science. They are part of the new undertaking called Validation & Engineering Group, Inc. (VEG).

VEG provides pharmaceutical and engineering services to the pharmaceutical and medical-devices industries in the areas of facilities, information systems, laboratory, utilities, equipment and process compliance to ensure adherence to regulations at Federal and European regulatory agencies.

**VEG provides professional expertise in the areas of:**

- Automated Process Control Systems Qualification
- Information Systems Computer Validation
- Equipment and Facilities Qualification
- Facilities Startup and Commissioning Qualification
- Process & Cleaning Validation
- Regulatory Compliance
- Startup Project Management
- Training
- Utilities Support and Qualification
- Standard Operating Procedures



**Validation & Engineering**

**For more information, contact VEG at:**  
 Phone: 787-622-0996 Fax: 787-622-0999  
 Email: vegpr@veg-group.com

Validation and Engineering Group, Inc. (VEG)  
 Centro Internacional de Mercadeo Torre I  
 Suite 703 Guaynabo, Puerto Rico 00968-8054