



# XIV

## Resolution

### Year 1 Resolution Update: Culture of Excellence

#### Resolution

USP will model operational excellence, continuous improvement, stakeholder responsiveness, and transparency.

#### Alignment with USP's Mission

A culture of excellence at USP means people, processes, and systems are aligned and working optimally in pursuit of the organization's mission. An effective foundation of rigorous process and data management with continuous improvement will enhance decision making as well as how USP interacts and shares information with stakeholders. By focusing on improving effective and reliable procedures and systems, USP will be better positioned to expand access to quality medicines, facilitate innovation for quality medicines, and improve public health.

#### Year 1 Update

Key progress areas over the past fiscal year include:

##### **Strategic Plan and Knowledge**

**Management** – USP has established a strategic plan to model a culture of excellence and tools to solidify effective knowledge management (KM). The tools are designed to help USP effectively identify,

receive, share, and store content, and enhance internal and external transparency. Elements of a strong foundation for the planned KM platform have been established. An evaluation was conducted to ensure the platform can help create an ecosystem that cultivates critical institutional knowledge.

**Business Process Management** – USP is designing and beginning to implement a Business Process Management (BPM) application for standards development that will facilitate automation of processes with increased consistency and control. Progress was made during the year on the BPM application for reference standards development, which will yield a more streamlined process with built-in quality parameters once fully implemented. Evaluation of processes for documentary standards began at the end of the fiscal year and will expand in Fiscal Year 2022 (see below).

**Data Quality** – USP established a formal data quality governance program to help ensure effective decision making and use of assets, enhanced support of digital processes, and mitigation of potential risks to USP's organizational reputation and sustainability.

**Digital Integration Office** – The DIO was established to help transform the business of USP by driving development of digital

products and services built on quality data and standards. DIO is tasked with identifying, categorizing, and prioritizing digital products as well as planning and managing project data and outcomes with operational efficiency under the umbrella of USP's robust Quality Management System.

**Online Products & Services** – USP is improving capabilities, access, controls, and support for its online products and services. A risk assessment led to the following:

- ▶ An enhanced disaster recovery plan for the *USP-NF* online platform
- ▶ Increased customer support, including expanded hours of operation and geographic coverage

### **Planned for Year 2**

- ▶ USP will roll out the KM tool and plan for its expansion to additional knowledge sources (internal and

external) that will provide the most value to USP staff and stakeholders.

- ▶ USP will advance build-out of the BPM system for documentary standards development with a focus on streamlining the process and building in quality metrics, which will effectively manage key risks and provide more transparency to stakeholders.
- ▶ USP will fully develop the DIO to include key subject matter experts who will evaluate and make recommendations on digital projects and data quality as well as execute a formal launch of that function.
- ▶ USP will continue to assess opportunities to improve users' experience with online products and services.

### **Contact**

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