Resolution IV: USP’s Quality Systems

USP will continue strengthening its quality systems to ensure the timely and accurate delivery of public standards. USP will maintain its commitment to implementing a fully integrated, global approach to quality and will monitor its progress against specified metrics and objectives to achieve continuous improvement as measured by USP performance.

In FY 2019 USP continued to strengthen its global quality system by focusing on improvements to standards development that ensure timely availability and continued suitability for use, and by developing, implementing and managing key operational tools required to maintain compliant products and services or to build capacity.

USP was able to realize the results of the Up-To-Date improvement initiatives that have been in place for the past one to two years. Product investigations decreased by 65% from FY 2018.

In September 2018, USP launched “Adapt. Transform. Progress.” — an organizational initiative intended to transform the standards-development process. We are leveraging technology and resources to create a more robust, agile and efficient process. Furthermore, to improve the quality of standards, we added more controls to the documentary standards process and the documentation/review process for USP Reference Standards.

We invested time and resources in developing an enterprise-wide plan for a knowledge management (KM) strategy, and we initiated a pilot to evaluate content management tools that will support KM and provide general overall efficiencies and minimize compliance risk.

In partnership with the USP Strategy division, USP Global Quality Assurance began defining a quality-centric Winning Ambition for the next cycle; it will focus on

strenghening and leveraging our culture of quality across the organization globally.

In April 2019 USP–Ghana was the first USP site recommended for accreditation to ISO 17025:2017. The remaining USP sites will be audited to this new standard during calendar year 2019, and we anticipate global accreditation by December 2019.

Key Accomplishments

- Decreased product investigations by 65% from FY 2018
- Launched Adapt. Transform. Progress.” to transform standards development
- Invested in the development of an enterprise-wide KM strategy
- Began defining a quality-centric Winning Ambition for the 2020–2025 cycle
- Anticipate accreditation to ISO 17025:2017 globally by December 2019