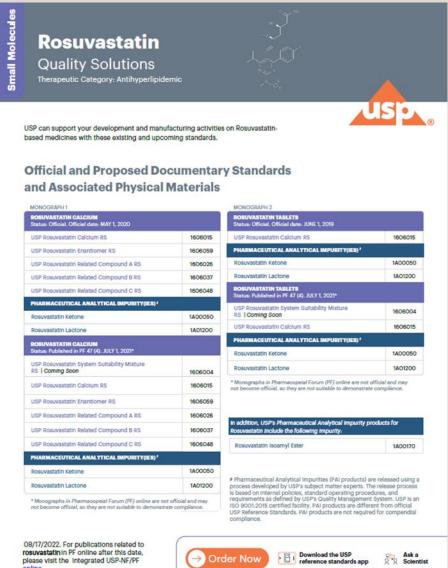
What is a Quality Solution Sheet? (QSS)





A Quality Solution Sheet is a single resource that integrates newly released RS and monographs with all relevant associated physical materials, PAIs, and eventually General Chapters, excipients, education, and other products and services—all in one place.

The Internal QSS Value Proposition



The QSS will help USP...

- ▶ Change the perception of USP being simply the supplier of RS to being a comprehensive solutions provider
- Deepen the engagement with customers by opening conversations on use of standards across lifecycle
- ▶ Integrate monographs and all products and services in one piece of collateral that also
 - Promotes multiple USP products and services leveraging new or revised RS or monographs
 - Drives usage of USP monographs and General Chapters, and subsequently related products and services
 - Produces more robust analytics on users because we can effectively track usage within USPNF.
 - Create an environment to foster donations of methods
- ▶ Provide a natural bridge to our solutioning portal "ATLAS" for which a platform is currently underway
- Provide more targeted, responsive and effective customer service and account management.

The External QSS Value Proposition



The QSS will help our customers...

- Learn what's NEW at USP and how it could be relevant to their activities
- ▶ Utilize the fast, easy access to all the <u>USP</u> products and services around any one molecule within a few clicks
- Perceive USP as a comprehensive solutions provider and enable them to optimize USP products and services
- ▶ Leverage USP products and services across lifecycle of research, manufacturing, transport, and storage
- Begin to understand and transition to our solutioning portal "ATLAS" for which a platform is currently underway

Triggers for a Quality Solution Sheet



The QSS campaign cycle runs every 4-6 weeks and has current and future instigators:

Current Triggers

- Trigger 1 Newly Released (F-lot) or Newly Revised (R-lot) Reference Standards
 - Denotes monograph status (official, PF)
 - Denotes USP RS and PAI status (new, coming soon)
- Trigger 2- Newly Official or Recently Revised Monographs
 - Leverage one monograph to promote multiple associated monographs, physical materials, and services
 - Explain and promote modifications and revisions
- Future Triggers
 - Newly official or modified General Chapter
 - New PAIs
 - New educational offerings
 - New verification services

Evolution of QSS Campaigns



Content:

Monographs
USP RS and PAls

Triggers:

Official monographs
New RS/Coming
soon RS

Content:

Monographs
General chapters
USP RS and PAIs

Triggers:

Official monographs
New RS/Coming
soon RS

Content:

Monographs

General chapters
USP RS and PAls
Verification Services

Triggers:

Official monographs
New RS/Coming
soon RS
PAIs

ATLAS platform

Content:

Monographs
General chapters

USP RS and PAls

Education courses

Verification Services

Excipients for dosage forms?

Triggers:

soon RS

Official monographs
New RS/Coming

PAIs

Q3/Q4 FY22

Official monographs

New RS/Coming

Content:

USPRS

Triggers:

soon RS

Monographs

Current

Q1/Q2 FY24

Q1 FY25

QSS Digital Marketing Campaigns



Platform













Promotion

Targeted Pardot emails drive traffic to new QSS releases housed on a Pardot landing page

Pardot page/USP.org housing the QSS, as well as provide home to future assets like a blog, our videos, and other quality solutions collateral.

Screencast video demo of the QSS navigation from NF/PF to showcase the "new tool" that saves time, mitigates risk and consolidates workflow. On Linkedin and Facebook

"Live in the Lab" series of shorts featuring USP scientists utilizing the QSS and the solutioning approach (and extolling its virtues). On Linkedin and Facebook

Banner ads on uspnf.com, USP store. CTA to videos, articles, QSS on Pardot page/USP.org page

QSS in the Field: The SCD Toolkit



- ▶ QSS Toolkit sent to all SCD and Authorized Distributors (AD) with every QSS deployment
- ▶ Toolkit contains SCD Hub links to all new QSS, an SCD Summary Sheet, an AD Summary Sheet, and the email template we used to deploy to target accounts
- ▶ Feedback and discussion elicited from SCD and ADs on customer engagement using the QSS
- ▶ At conferences and events, hard copies are in the booth and on iPad for demonstration

Promotional Voice, Tag Lines, Messaging



Risk is an expensive substitute for quality compendial standards. Quality? Essential. Extra Time and Extra Paperwork? Optional.

Develop and convey the time-saving attributes of integrating the USP RS, monographs, excipients, PAIs and more.

Don't Lose The News!

Leveraging the headliner effect: that the QSS is a new tool with new advantages to people throughout the lifecycle of manufacturing and to cost and efficiency throughout product development.

Risk—less is more

Less risk, more trust. Less risk, more confidence. Less risk, greater reach



QSS is a holistic tool enabling industry to mitigate risk (add specifics, FDA failure, etc.)

Tactical Marketing Plan



Week	June 2024	July 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024
1		Launch 1: QSS deployment & SCD Toolkit 32K+ target accounts email blast	SCD training Authorized Distributors (AD) training	Launch 2: QSS deployment & SCD Toolkit 25K+ target accounts email blast	Pardot page development as QSS repository, with banner, links	Launch 3: QSS deployment and SCD Toolkit	
2		New collateral (QSS) shared with SCD/AD)		New collateral (QSS) Review with SCD/AD)		New collateral (QSS) shared with SCD/AD)	QSS Screencast Video: Navigating with the Quality Solution Sheet live on Pardot
3		SCD Training: Introduction to QSS		AD training on QSS	AAPS, Boston conference: QSS featured in booth (hardcopy and electronically).	EAS, NJ conference: QSS booth promotion	
4						CPHI WW, Frankfurt: QSS booth promotion	
5							
ongoing	Articles/Use Cases for each			Script and Storyboard for QSS screencast video to PMRC Screencast video final edits and PMRC Approval			

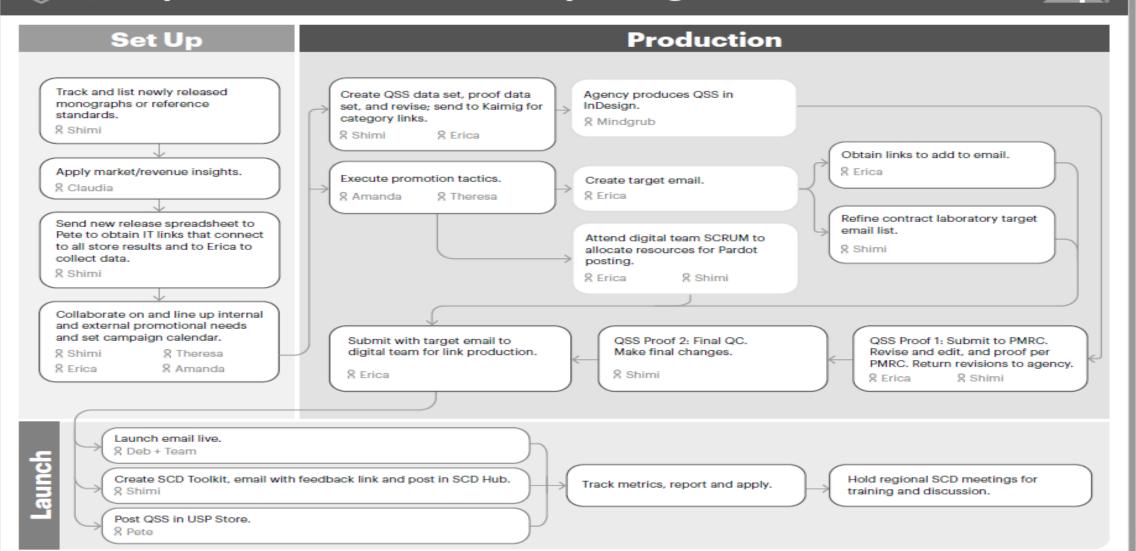
Automating the QSS: Setup, Production, and Launch





Quality Solution Sheets Standard Operating Procedure





Stay Connected

Phone | Social Media | Email



The standard of trust