

International Conference, 19-21 September 2022



Collaboration, Innovation and Scientific Excellence: the European Pharmacopoeia 11th Edition

Open Debate: Communication Channels

Moderator: Evangelos Tasopoulos

EDQM, Council of Europe

THE EUROPEAN DIRECTORATE FOR THE QUALITY OF MEDICINES & HEALTHCARE (EDQM)



INTERNATIONAL CONFERENCE

Collaboration, Innovation & Scientific Excellence:
the European Pharmacopoeia 11th Edition

Open debate on communication channels (16:00 - 16:40)

Evangelos Tasopoulos
Jean-Sébastien Boulais

EDQM
Communications
Section

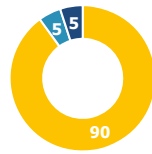
Torbjörn Arvidsson

Former Chair of the
Ph. Eur. Commission



**According to a survey conducted in 2021,
the great majority of users of the EDQM
website and its communication channels are
very satisfied with the services provided...**

Some metrics...



■ Extremely satisfied ■ Very satisfied ■ Satisfied



Some comments...

“ Information is sooo easy to find!
Peter, Austria

“ In 2 clicks, I find everything I need!
Marilyse, Spain

... However, is the situation really perfect?

What could we do better to communicate with YOU?



What could **improve** your user experience?

What **additional** communication **channel** would you like to see implemented?

How could we **facilitate** your access to information?



JOIN THE NETWORK!



CALL FOR EXPERTS

Deadlines for application:

Non-Ph. Eur. member states:

25/10/22

Ph. Eur. member states:

Contact your NPA asap



STAY CONNECTED



EUROPEAN PHARMACOPOEIA

11th EDITION

Thank you for your attention



Stay connected with the EDQM

EDQM Newsletter: <https://go.edqm.eu/Newsletter>
LinkedIn: <https://www.linkedin.com/company/edqm/>
Twitter: [@edqm_news](https://twitter.com/edqm_news)
Facebook: [@EDQMCouncilofEurope](https://www.facebook.com/EDQMCouncilofEurope)