

Choice and Service Delivery

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- Service Delivery and social marketing organizations work on quality assurance with a harmonized approach because they are on the front line and they have had to develop robust risk management systems
- Just last year, a quality problem was discovered within the supply chain, around misoprostol. Within a few days of finding the issue through testing, manufacturers and distributors were notified
- WHO prequalification is important, but we need to continue our focus on risk management
- Quality issues are also access issues — supplies aren't meeting demand and there are no backups when there are stockouts
- It's also important to keep in mind the poor women in middle-income countries that are excluded from donor support.