Table 8 **Implications of the study for policy, practice and research: perspectives of quality assurance staff**

Finding	Implications for policy	Implications for practice	Implications for future research
Visit preparation and self-inspection activities undertaken	There is the belief that visit preparation and self-inspection activities are being undertaken, but is no policy around what these procedures should constitute	Although staff believe this aspect is done relatively well, there is always room for improvement, and support of best-practice needed. More information may need to be provided by pharmaceutical facility visits undertaken by international inspectors	Wider evaluation and audit of whether visit preparation and self inspection practices are in fact as common as this study suggests. Understanding what is undertaken and what contribution self-inspection makes so as to inform future best practice in the developing world
Inspection fees are variable, followed by fixed-fees, and this is different from the inspectors	Payment policies required	Consistent and transparent payment practices required	Further exploration of the different views of inspectors and QA industry staff with respect to payment is warranted
Inspection communication and recommendations	Policy to facilitate the use of IT required. QA staff have ideas about what they expect to receive and this needs to be considered for future policy development. Policy around inspection report sharing is required	The gap between what QA staff expect to receive, what is policy and normal practice to be aligned	Wide-scale evaluation of external inspection reports through content analysis would help to inform policy and improve current practice
Difficulties with inspections • *ad hoc* visiting • planning • time • inspector insight/ experience	Policy on *ad hoc* visiting required. Pros and cons need to be considered. Visits by inspectors from authorities outside of the country less likely to be *ad hoc*; joint policy may need to be developed in light of this. Training and development policy required to inform inspector training	More information provided by the pharmaceutical facility prior to inspection, particularly with foreign inspectors. Health authorities websites needed for the industry staff to understand GMP requirements. This practice to be put in place and supported by regulatory policy. Workshops to be provided by regulatory authorities for pharmaceutical facilities to explain GMP compliance and marketing authorization requirements. Appropriate amounts of time needs to be allocated by inspectors and QA staff	Wide-scale surveys of the barriers and facilitators to efficient and effective inspection practices needed based on the findings of this study

QA – quality assurance; IT – information technology; GMP – good manufacturing practice.