

Table of contents

PAGE	TITLE	TOPICS	USEFUL LANGUAGE AND SKILLS
5	1 The Kick-off Meeting	Job profiles, professions and departments New drug development and launches Cultural differences in marketing drugs and medicine	Providing information Introducing oneself, one's field and projects Summarizing action points Writing job ads
17	2 Substance Discovery and Drug Development	A new chemical entity (NCE) Drug dosage forms Categories of drugs	Asking about drug discovery and drug development Talking about time periods Asking for and giving opinions
27	3 Quality Assurance and Auditing	Good pharmaceutical industry practice (GxP) Quality assurance audits Laboratory safety systems Standard operating procedures	Informing Asking questions during an audit Suggesting corrective action Discussing SOPs
39	4 Ready for Testing in Live Organisms	Preclinical testing Clinical testing Dealing with authorities Experimental drugs on trial	Describing a process Getting information Making suggestions Linking ideas Giving information and explaining decisions
51	5 Drug Safety and Regulatory Affairs	Pharmacovigilance Regulatory documentation Patient information Counterfeit medicines	Reporting severe adverse events Discussing the causes of SAEs Asking about implications for a drug Giving general advice Giving strong warnings
63	6 Production and Packaging	Safety requirements Production processes Packaging challenges	Expressing moments in time Giving instructions Describing a process Giving presentations

PAGE	APPENDIX
74	Test yourself!
76	Partner files Partner A
78	Partner files Partner B
80	Answer key
86	Internal Audit Checklist
87	Transcripts
94	A-Z word lists
102	Useful phrases