IATA CEIV - Improved Outcomes?

A Post Certification Case Study - BioTrans LLC
What is ISO?

• The International Organization for Standardization is an international standard-setting body composed of representatives from various national standards organizations.
• Focused on international best practices
• Data Driven policies and procedures
• Continual Improvement
Why is this important for Research Animal Transport?

• Research Life Cycle
• Biosecurity
• Animal Activism
• Regulatory Compliance
• Complex Logistical Challenges
• Growth Industry
CEIV Live Animal Certification

- Driven by industry standards, the Center of Excellence for Independent Validators (CEIV) for Live Animals Logistics establishes baseline standards to improve the level of competency, infrastructure and quality management in the handling and transportation of live animals throughout the supply chain.

**Key Benefits**
- Improve animal welfare and safety through appropriate quality and risk management
- Enhance standardization in the handling and transportation of live animals
- Elevate staff competency through efficient and robust training programs
- Raise professionalism in the industry as well as quality services
- Enable increased collaboration amongst stakeholders and certified trade lanes
- Reinforce trust through transparency and communication
# Experience with Each Phase

<table>
<thead>
<tr>
<th>Preparation</th>
<th>Training</th>
<th>Assessment</th>
<th>Validation</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Detailed Project Plan that outlined the scope, methodology, and training</td>
<td>• Live role play sessions that used matrix to analyze critical checkpoints</td>
<td>• Onsite detailed review of processes and procedures</td>
<td>• Onsite multi-day review of steps take to eliminate findings</td>
</tr>
<tr>
<td>• Exchange of information increased efficiency and allowed to use time wisely</td>
<td>• Risk Assessment SOP’s, QMS to improve animal welfare</td>
<td>• Identified gaps, interviewed staff</td>
<td>• Live audit of ground and air shipments</td>
</tr>
<tr>
<td>• Flexible project logistics allowed our team to work around their busy schedules to prepare</td>
<td>• Understanding the role of the auditor, follow ups and continual improvement</td>
<td>• Produced report itemizing major and minor findings of non compliance</td>
<td>• Produced report of remaining non compliance, if any</td>
</tr>
</tbody>
</table>
Course Contents and Compliance

Non-Compliance Level

- Regulations
- Training
- Supplier Mgmt
- QMS
- HSE
- Documentation

Time to Correct Non-Compliance

- SM
- QMS
- HSE
- Docs
- Training
- Regs

Biotrans vs IATA

Bar chart showing non-compliance levels for different categories such as HSE, QMS, Supplier Mgmt, Training, and Regulations. The pie chart illustrates the time to correct non-compliance with sections for SM, QMS, HSE, Docs, and Training.
Internal Improvements

Regulations
1.) Process to identify changes in local, state, federal
2.) Stronger Compliance Department

Training
1.) Updated training matrix and LAR training procedures
2.) Complete Redesign of Learning Management system and training department

Supplier Management
1.) Increase documentation around SLA’s
2.) Additional KPI’s measurements and audit procedures for Suppliers

Quality Management
1.) Improved QMS and more clearly defined the role of the responsible person
2.) Updated formal review process for Management Meetings
3.) Refined change and process control measures to more clearly define steps

Health and Safety
1.) More robust HSE Manual
2.) Staff Osha Training

Documentation
1.) Improved checklists around animal acceptance and critical checkpoint checklists
2.) Increased documentation regarding Risk Assessments
3.) Improved Master List, Control Numbers, References
4.) More consistent SOP Revision and Update
International Network Compliance

- Auditing International Partners
- Service Level Agreements
- Agent Questionnaire
- Training and Checklists
- SOP’s
Procurement and Demand Planning

- Yearly RFP and truck rotation standards
- Increased our vendor support network
- KPI for our vendors
- Quality Control Checklist for our vendors
- Thorough inspection of all vehicles by locally trained staff
- Streamlined process and checklist for disposal, outfitting, and planning
Capacity Planning

- Internal Emergency Disaster planning
- Emergency Disaster Planning for customers
- Overflow Capacity Planning
- Greater efficiency
- Reduced costs
Calibration and Testing

- Improved measurement devices
- Standard Calibrations
- Testing procedures for new products
- Increased preventative measures for all equipment
<table>
<thead>
<tr>
<th>Training</th>
<th>Training Committee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training</td>
<td>Training Needs Assessment</td>
</tr>
<tr>
<td>Training</td>
<td>Training Materials</td>
</tr>
<tr>
<td>Training</td>
<td>Training Content</td>
</tr>
<tr>
<td>Training</td>
<td>Training Curriculum</td>
</tr>
<tr>
<td>Training</td>
<td>Training Path’s</td>
</tr>
<tr>
<td>Training</td>
<td>Training Documentation</td>
</tr>
<tr>
<td>Training</td>
<td>Training Evaluation</td>
</tr>
</tbody>
</table>
Critical Checkpoint Analysis

- Strategy Building for our Brands
- Identify Critical Points in any project
- Create stronger timeline management
- Integrated Project Management
- Remain flexible to reorganize
Document Management

- Document Control Numbers
- Client Memo's
- Document Review Periods
- Controlled Access
- Document Harmonization
- Uniform storage and collection
2018 Benchmark BioTrans Company Metrics

- 9% Increase in revenue
- 8% increase in vehicle assets
- 6% increase in Labor
- 475k containers transported
- 99.5% overall success rate
2019 BioTrans Company Metrics

- INCREASE IN GROSS REVENUE: 13%
- 10% INCREASE IN FLEET ASSETS
- 9% INCREASE IN LABOR FORCE
- 500,000+ CONTAINERS OF LIVE ANIMALS SHIPPED
- 99.7% SUCCESS RATE
2020 Targets and Projections

- 550k containers transported
- 15% increase in fleet assets
- 13% increase in sales
- Success Rate 99.9
Project Experience and Recommendations

• Make the investment
• Stand out from your competition
• Build a strong network
• Grow your business
• Create an accountable culture
• Protect the industry and your business
• Be ready to adapt
Questions?