



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

Preparation

- Detailed Project Plan that outlined the scope, methodology, and training
- Exchange of information increased efficiency and allowed to use time wisely
- Flexible project logistics allowed our team to work around their busy schedules to prepare

Training

- Live role play sessions that used matrix to analyze critical checkpoints
- Risk Assessment SOP's, QMS to improve animal welfare
- Understanding the role of the auditor, follow ups and continual improvement

Assessment

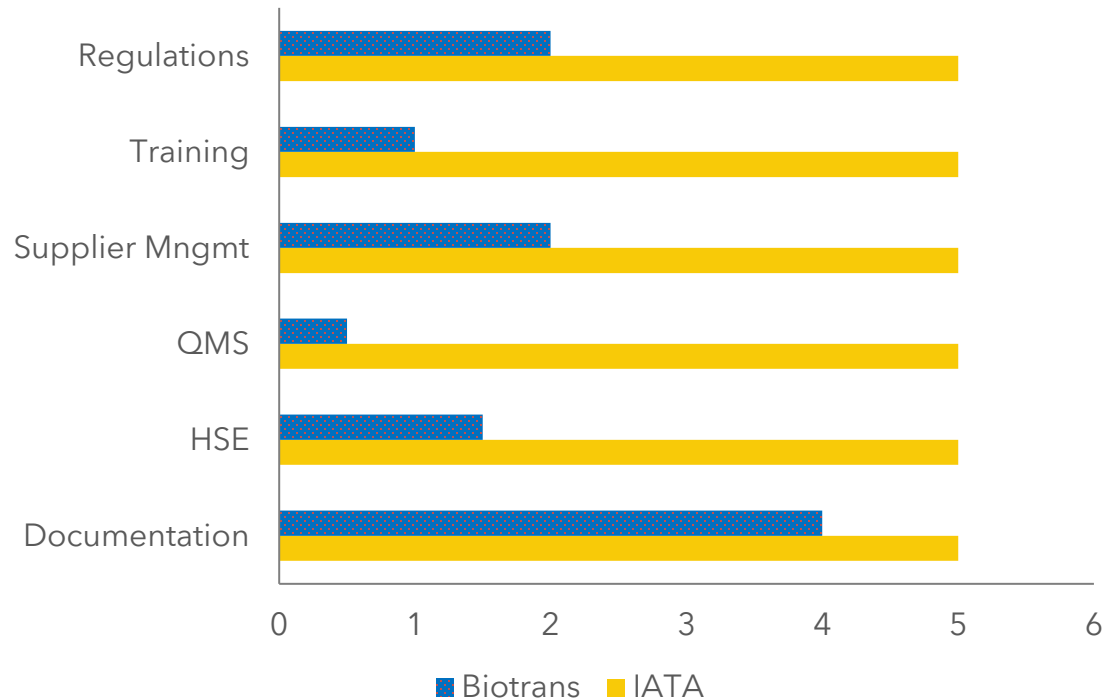
- Onsite detailed review of processes and procedures
- Identified gaps, interviewed staff
- Produced report itemizing major and minor findings of non compliance

Validation

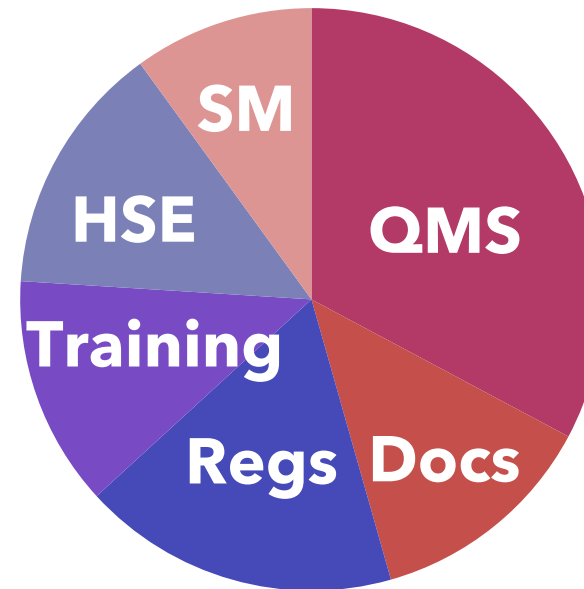
- Onsite multi-day review of steps take to eliminate findings
- Live audit of ground and air shipments
- Produced report of remaining non compliance, if any

Course Contents and Compliance

Non-Compliance Level



Time to Correct Non-Compliance



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



Everything stored in the cloud

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Temperature



Humidity



Shocks



Ambient Light



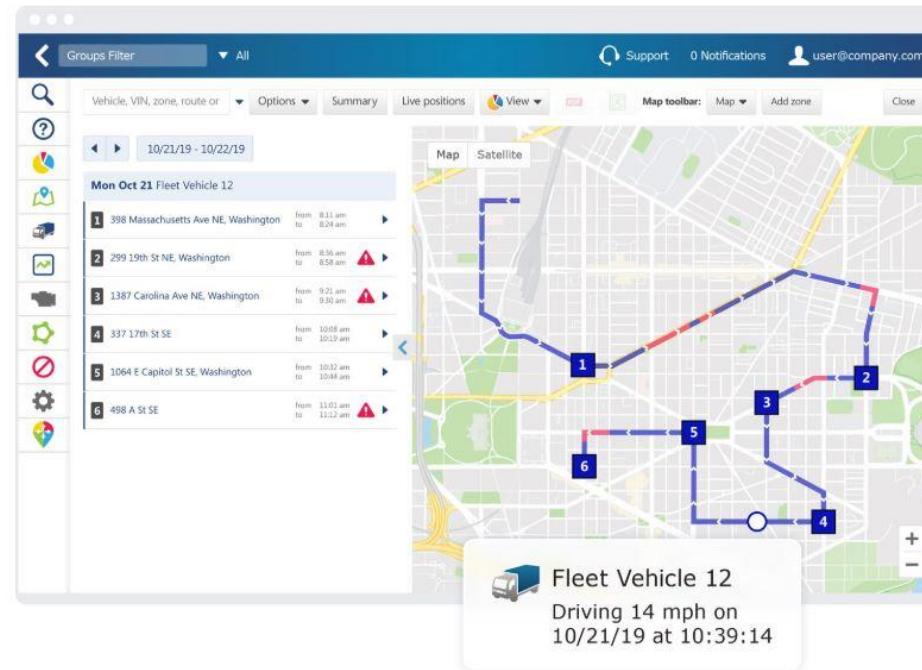
Tilt



Location

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Calibration and Testing

- Improved measurement devices
- Standard Calibrations
- Testing procedures for new products
- Increased preventative measures for all equipment

Training Program

Training	Training Committee
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Training	Training Needs Assessment
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Training	Training Materials
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Training	Training Content
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Training	Training Curriculum
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Training	Training Path's
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Training	Training Documentation
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Training	Training Evaluation
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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

4.2. Materials

Simple Green	Hydrogen peroxide
Fresh Water Source	Gloves
Scrub Brush	Safety glasses
Hose/power washer	Virkon® S tablets
Hand/pump sprayer	Fogger
Backpack type sprayers	Material Safety Data Sheets (MSDS) Binder

Approved cleansing substances/materials include Simple Green, clean water, and a scrub brush.

Approved sanitization substances/materials include Hydrogen Peroxide, Backpack sprayer, Virkon S tablets, and a fogger.

4.6. Washing the Cargo area with Simple Green Solution:

Remove any temp monitors, Log Tags, etc. from the cargo area during cleaning.

Prepare Simple Green solution per the manufacturer's directions (medium dilution, 30 parts Simple Green to 100 parts water).

Using the Simple Green solution and a clean rag or sponge: hand wash the exterior of the reefer unit, and gently wipe off all hoses.

Using a scrub brush and Simple Green solution, thoroughly scrub and clean the walls and ceiling of the cargo area.

If applicable, lay down load bars & pallets and scrub with Simple Green using a scrub brush.

If applicable, lean the pallets and load bars against the cargo wall and rinse thoroughly.

Using a hose or pressure washer, thoroughly rinse the ceiling and then walls of the cargo area with clean water.

If pressure washer is unavailable, utilize a water hose or commercial truck wash (if approved by management).

Clean the floor of the cargo area by applying the Simple Green solution with clean rag or sponge mop.

Scrub the floor of the cargo area with a stiff scrub brush.

Rinse the floor, load bars and pallets (if applicable) of cargo area with a pressure washer, or water hose (if pressure washer is unavailable / inappropriate).

Allow the cargo area of vehicle to dry **completely** (air dry if possible 2-4 hours).

The cleaning process described in the BioTrans 2020 SOP offers a step-by-step method explaining the essential aspects of the cleaning process for the temperature-controlled cargo area of the transport vehicle

Preparation instructions are given as to the proper manner for mixing of Simple Green cleaning solution

Details the appropriate manner to wash down the HVAC unit within the cargo area of the transport vehicle

Describes the use of various tools such as scrub brushes, pressure washers, and hoses for the effective cleaning of the interior of the cargo area of a transport vehicle

- 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



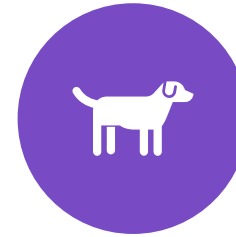
INCREASE IN GROSS
REVENUE 13%



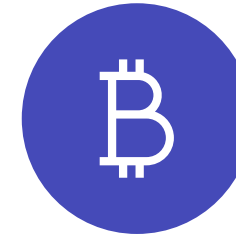
10% INCREASE IN
FLEET ASSETS



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?

