



CEIV Pharma Refresher Course for Key Personnel

2-day classroom course (16 hours)

This course can be [customized for your company](#) and delivered at the location of your choice.

This 2-day course is aimed at key personnel in the Pharma industry and air cargo industry stakeholders engaged in defining quality and risk management systems around the transport, handling and manipulation of Pharma time and temperature sensitive shipments in the air freight industry.

Objectives

Upon completion of this course you will be able to:

Fulfil the 3 years CEIV Pharma refresher training requirement

Apply the recent updates of the IATA Temperature Control Regulations

Describe and utilize latest CEIV Pharma audit checklist amendments and directives

Apply audit findings to ensure quality across your operations

Apply gained insights in regulatory driven air freight qualification requirements

Stay informed of upcoming legislative initiatives

Share experiences with other professionals in the field and reference the discussion on practical issues you and your peers encounter in the workplace

Target audience

- Quality management and product operations managers in an airline, handler, agent/freight forwarder
- Warehouse handling and ramp operations managers
- Internal quality and operations audit managers

Key topics

- Developments in the CEIV Pharma program
- Recent changes in the Temperature Control Regulations (TCR)
- Irregularities investigation handling
- Root Cause Analysis (RCA) identification
- Corrective and Preventive Action (CAPA) follow up and reporting
- Standards Operational Procedure (SOP) change and control process
- Quality system components; temperature mapping and calibration
- Risk management elements; risk aspects, sources, factors, risk evaluation, classification and mitigation
- Failure Modes and Effects Analysis (FMEA) for risk assessment on air freight route

Activities

- Group discussions and Final examination

Materials

- IATA Temperature Control Regulations current edition

Prerequisites

Participants must hold a valid Certificate from the IATA Audit, Quality and Risk Management for Temperature Controlled Cargo [course](#). (If your certificate is not valid, please repeat this prerequisite course.)

Recommended level

- Intermediate

Certificate awarded

An IATA Certificate is awarded upon successful completion of the course and final examination.

Please note that the Certificate for this Refresher course is only valid for 36 months and must cover the entire period of this session.

Table of contents

CEIV Pharma program and regulatory updates

- Changes in IATA CEIV program – global update
- Changes in Temperature Control Regulations
- Changes in IATA CEIV Checklist

Investigations handling, RCA and CAPA

- Irregularities investigation handling – regain customer confidence
- RCA identification – where is the real source of an issue?
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- CAPA follow up and reporting – importance of traceability and consistency
- SOP change control process – critical milestones

Air freight qualifications

- Regulatory background
- Qualifications in air freight - subject and methodology
- Air freight route qualification process
- Critical control points and associated risks

Air freight quality and risk management system

- Quality system components; temperature mapping and calibration
- Risk management elements; risk aspects, sources, factors, risk evaluation, classification and mitigation
- Use of FMEA for risk assessment on air freight route
- Definition of the subject and applicable qualification methodology for an air freight lane

Exam

 www.iata.org/training-ceph04

Please contact us www.iata.org/training-contact if you have any questions