

17.11 Training Programs

Referring to the Quality Management System section of this chapter, personnel must be trained to perform their assigned functions. Training should address the policies, processes, procedures, and written instructions related to operational activities, the product/service and the quality system. There should be initial, on-going training as well as periodic assessments of previous training.

Management should also define those positions that require training and the content should be relevant to the individual's responsibilities and scope of work. It is also necessary to define both the periodic training requirements and frequency of training.

Material for the training program can be obtained from such sources as the packaging provider, the supplier's processes and procedures, airline manuals, industry guidance (such as Technical Report #39 and USP Chapter 1079) and state regulatory documents.

While training can be conducted using a variety of methods, any computer or classroom based training should be supplemented with a practical "hands on" session to reinforce the learning. The training should include an assessment; either in the form of a written test or by having individuals demonstrate their ability to perform certain tasks. A record of the training should be documented within the individual's personal records.

In some cases, training may be limited to having personnel read through and "sign off" that they have reviewed and understand defined procedures. However, without further training, this method is not recommended for those who are responsible to make decisions that are beyond the scope of the procedures.

The following is a recommended training and competency matrix. The training program could be part of broader scope training that includes other perishable products.

Table 17.11A

Training Topic (as applicable)	Quality / Senior Manager Department /Section Manager	Product Manager / Sales Manager	Training Manager	Customer Service & Ordering	Technical Support	Personnel loading product	Warehouse Personnel	Ramp Personnel	Ground Transportation	Import Agent / Broker	Personnel handling DG
GENERAL											
Pharmaceutical industry overview	✓	✓	✓	✓							
IATA Perishable Cargo Manual Chapter 17	✓	✓	✓	✓							
Effects of temperature on pharmaceuticals	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
Passive and active packaging	✓	✓	✓	✓	✓						
Quality policy / procedures	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓
Company product service offering	✓	✓	✓	✓	✓						
Job responsibility, authority & reporting	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
TRAINING											
Training program / reporting / review	✓	✓	✓	✓							
DG handling / acceptance procedures			✓	✓	✓	✓	✓	✓	✓	✓	✓
PROCEDURES & CHANGE CONTROL											
Documentation, marking, labelling	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Storage, warehouse and ramp handling	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Aircraft and truck transport	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Procedures related to job function	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Document & process change control	✓	✓	✓	✓							
Equipment/facilities requirements & maintenance		✓					✓	✓	✓	✓	✓
CORRECTIVE & PREVENTIVE ACTION											
Contingency planning & escalation process	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Investigation & reporting process	✓	✓									
SPECIFIC TO ACTIVE ULD PLATFORMS											
Active ULD specifications			✓	✓	✓	✓					
Ambient limits / handling			✓	✓		✓	✓	✓	✓	✓	
Contingency planning			✓	✓		✓	✓	✓	✓	✓	

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