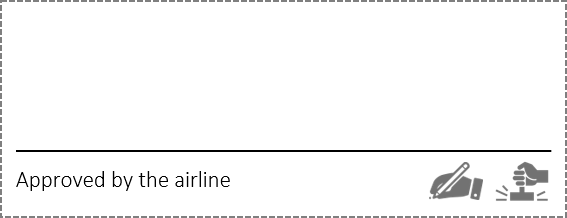
|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  | |  |  |  |  |
|  |  |  |  | |  | |  |  | Version 1.0 | |
|  |  |  | | |
|  |  | **INCIDENT REPORT FOR PHARMA / HEALTHCARE PRODUCTS** | | | | | | | |  |
|  |  |  |  |  |  | |  |  |  |  |
| To be completed by requestor |  |  |  |  |  | |  |  |  |  |
| **1** | **SHIPMENT INFORMATION** | |  |  | |  |  |  |  |
| 1.1 | APPLICANT OF INVESTIGATION |  |  | | | | | |  |
| 1.2 | DATE OF INVESTIGATION REQUEST (start date of the document) | | Date | | |  | |  |  |
| 1.3 | DATE OF INVESTIGATION TO BE COMPLETED | | Date | | |  |  |
| 1.4 | AWB# |  | Prefix | AWB N° | | |  | Mandatory Field | |
| 1.5 | ORIGIN |  | BRU |  | |  |  | Selection | |
| 1.6 | DESTINATION |  |  |  | |  |  | Remarks | |
|  |  |  |  |  | |  |  |  |  |
| **2** | **REASON OF INVESTIGATION** | |  |  | |  |  |  |  |
| 2.1 | INCIDENT TYPE |  | Temp. deviation | | | |  |  |  |
| 2.2 | DESCRIPTION OF INCIDENT |  |  | | | | | |  |
| 2.3 | WAS THERE ANOTHER INCIDENT ON THE SAME AWB? | | Yes | | | Missing cargo | | |  |
| 2.4 | IF THERE IS A TEMPERATURE EXCURSION, PLEASE COMPLETE | | INCIDENT # | WHEN (start) | | WHERE | WHEN (end) | WHERE |  |
|  | (please provide temperature read outs - Excel formats only) | | 1 |  | |  |  |  |  |
|  |  |  | 2 |  | |  |  |  |  |
|  |  |  | 3 |  | |  |  |  |  |
|  |  |  | 4 |  | |  |  |  |  |
| 2.5 | COMMENT FIELD |  |  |  | |  |  |  |  |
|  | Write a comment here | | | | | | | | |
|  |  |  |  |  | |  |  |  |  |
| 2.6 | IF DEVIATION NOT LINKED TO TEMPERATURE, PROVIDE DETAILLED DESCRIPTION | | | Requestor to provide pictures if damage to be investigated | | | |  |  |
|  | Provide a detailed description here | | | | | | | | |
| To be completed by requestor | **3** | **TRANSPORTATION & PACKAGING INFORMATION** | |  |  | |  |  |  |  |
| 3.1 | PCS |  |  |  | |  |  |  |  |
| 3.2 | WEIGHT |  |  | kg | |  |  |  |  |
| 3.3 | BUP |  | Yes | ULD N° | | ULD N° | | ULD N° | |
| 3.4 | DIMENSIONS |  | *Amount* | *height x width x depth* | | cm |  |  |  |
|  |  |  | *amount* | *height x width x depth* | | cm |  |  |  |
|  |  |  | *amount* | *height x width x depth* | | cm |  |  |  |
|  |  |  | *amount* | *height x width x depth* | | cm |  |  |  |
| 3.4 | PACKAGING TYPE |  | PASSIVE | N° | | | | |  |
|  |  |  |  | Type/description | | | | |  |
| 3.5 | CONTAINS DRY ICE |  | Kies een item. | |  |  |  |  |  |
| 3.6 | COMMODITY |  |  | | | | | |  |
| 3.7 | SPECIAL HANDLING CODE - REQUESTED TRANSPORTATION T° | | FREEZE | |  | | | |  |
| 3.8 | DATA LOGGERS |  | Yes | INSIDE | | *amount* |  |  |  |
|  |  |  |  | OUTSIDE | | *amount* |  |  |  |
| 3.9 | SHIPPER REF |  |  | | | | | |  |
| 3.10 | FORWARDER REF |  |  | | | | | |  |
| 3.11 | AIRLINE REF |  |  | | | | | |  |
|  |  |  |  |  | |  |  |  |  |
| **4** | **BOOKING DETAILS** (TO BE COMPLETED by Freight Forwarder) | |  |  | |  |  |  |  |
| 4.1 | DELIVERY TO GHA |  | DATE | Date | | TIME | 00h00 | |  |
| 4.2 | GHA |  | WFS BELGIUM | | | | | |  |
|  |  |  |  |  | |  |  |  |  |
|  |  |  | ETD (local) | ETA (local) | | TYPE | REMARKS |  |  |
| 4.3 | FLIGHT 1 |  |  |  | | TRUCK |  | |  |
| 4.4 | FLIGHT 2 |  |  |  | | PLANE |  | |  |
| 4.5 | FLIGHT 3 |  |  |  | | Type |  | |  |
|  |  |  |  |  | |  |  |  |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| To be completed by investigator | **5** | **ROUTING DETAILS** | |  | |  |  |  |  |  |
| 5.1 | DELIVERY TO GHA |  | DATE | | Date | TIME |  | |  |
|  |  |  |  | |  |  |  |  |  |
|  |  |  | ATD (local) | | ATA (local) | TYPE | REMARKS (Temperature set at) | | |
| 5.2 | FLIGHT 1 |  |  | |  | PLANE |  | |  |
| 5.3 | FLIGHT 2 |  |  | |  | Type |  | |  |
| 5.4 | FLIGHT 3 |  |  | |  | Type |  | |  |
|  |  |  |  | |  |  |  |  |  |
| **6** | **HANDLING** | | DATE | | LOCAL TIME | LOCATION | | TEMPERATURE | |
| 6.1 | DELIVERED AT GHA |  | Date | |  |  | |  | |
| 6.2 | STORED IN TEMP. COOL ROOM |  | Date | |  |  | |  | |
| 6.3 | REMOVED OUT OF COOL ROOM |  | Date | |  |  | |  | |
| 6.4 | BUILD UP DETAILS |  | Date | |  |  | |  | |
| 6.5 | BACK TO COOL ROOM (If applicable) | | Date | |  |  | |  | |
| 6.6 | TARMAC TRANSPORT |  | Date | |  |  | |  | |
| 6.7 | OUTSIDE TEMPERATURE |  | Date | |  |  | |  | |
| 6.8 | PHARMA DOLLY BOOKED |  | Y/N | |  | | | | |
| 6.9 | PHARMA DOLLY USED |  | Y/N | |  | | | | |
|  |  |  |  | |  |  |  |  |  |
| **7** | **ROOT CAUSE INVESTIGATION** | |  | |  |  |  |  |  |
| 7.1 | ROOT CAUSE IDENTIFIED |  |  | |  |  |  |  |  |
|  | **METHOD** | **MACHINE** |  | **MANPOWER** | |  |  |  |  |
|  | DOCUMENTATION | COLD ROOM DEFECTS |  | ATTITUDE / BEHAVIOR | | |  |  |  |
|  | WORK INSTRUCTIONS | TRUCK DEFECTS |  | TRAINING | | |  |  |  |
|  | PROCEDURES | OTHER |  | MISTAKES IN DOCUMENTATION | | | |  |  |
|  | MAINTENANCE |  |  | MANAGEMENT | | |  |  |  |
|  | CALIBRATION |  |  | |  |  |  |  |  |
|  |  |  |  | |  |  |  |  |  |
|  | **ENVIRONMENT** |  | **OTHER** | |  |  |  |  |  |
|  | TRANSPORTATION ISSUES (DELAY,...) | | Please specify | | | | | |  |
|  | EXPOSURE TO WEATHER CONDITIONS | |  |
|  |  |  |  | |  | | |  |  |
| To be completed by investigator |  |  |  |  | |  |  |  |  |  |
| 7.2 | INVESTIGATION DETAILS |  |  | |  |  |  |  |  |
|  | Write your investigation details here | | | | | | | | |
|  |
|  |
|  |
|  |
|  |  |  |  | |  |  |  |  |  |
| 7.3 | RECURRENCE |  | Yes | |  | | | |  |
|  |  |  |  | |  |  |  |  |  |
| **8** | **CORRECTIVE ACTION** |  |  | |  |  | | | |
|  | ACTION | EXPLANATION | | | | TARGET DATE | | OWNER | |
|  |  |  | | | | Date | |  | |
|  |  |  | | | | Date | |  | |
|  |  |  | | | | Date | |  | |
|  |  |  | | | | Date | |  | |
|  |  |  | | | | Date | |  | |
|  |  |  |  | |  |  |  |  |  |
| **9** | **PREVENTIVE ACTION** |  |  | |  |  | | | |
|  | ACTION | EXPLANATION | | | | TARGET DATE | | OWNER | |
|  |  |  | | | | Date | |  | |
|  |  |  | | | | Date | |  | |
|  |  |  | | | | Date | |  | |
|  |  |  | | | | Date | |  | |
|  |  |  | | | | Date | |  | |

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*Signature / Stamp*