

Scenario 5

The LC sent your site a routine monthly request for MTN-020 samples. The samples were assembled and shipped as had been done many times. After receiving the shipment, the LC notified you that 5 requested samples were not included and that the manifest did not match the physical samples, requiring a virtual shipment.

Focused Questions

- What are some potential reasons this could have occurred?
- What could you do to prevent re-occurrence of the problems?

Talking Points

- Speak with staff that assembled the shipment. Were there staffing changes or issues with staff before this shipment? Perform re-training as needed. LDMS is not easy, perhaps your staff could improve knowledge of this.
- Review paperwork-see if any obvious issues noted.
- Is your system good? Perhaps you need to change how you assemble and QC shipments.
- Pulling frozen samples and reading tiny labels is challenging. Is your physical space optimally set up?
- Approximately 5% of shipping problems have been traced to World Courier. This is unlikely in this case, but keep in mind for other shipping problems.