CAPA ID: 2019-006-79803544-MCO

CAPA Report
Corrective And Preventive Action
Version 4, Updated: 7/26/2019

<table>
<thead>
<tr>
<th>Shipment Details:</th>
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<tbody>
<tr>
<td><strong>AWB</strong></td>
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<tr>
<td>006-79803544</td>
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<tr>
<td><strong>Shipment Date</strong></td>
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<tr>
<td>10-12-2019</td>
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**Incident Details:**

**Description**
Shipment was downgraded to DSH shipment because there were no GPS devices available for this transplant organ shipment. Please investigate your findings as to why there's a GPS shortage for this shipment failure and MCO as a whole. Also, provide a process improvement plan to have a better process in place to monitor inventory and escalate when MCO needs more GPS devices.

**CAPA Details:**

*Investigation Findings*

No GPS devices were available at time of shipping. Driver was advised to contact their office to let them know the shipment can only be moved as DASH due to we did not have a GPS available at that time.
The accepting agent also failed to notice the booking did not have a confirmed booking for the second segment ATL/GSO.

*Root Cause*

No GPS available available for this shipment. Destination stations are not returning the devices in a timely matter, leaving the origin city without devices. The agent also failed to notice unconfirmed booking prior to acceptance and correct accordingly.

*Corrective Action*

Due to no GPS devices were available, and after confirming with the driver to send as DASH, the agent proceeded to accept the shipment, as we have done before whenever no devices are available.

**Preventive Action Plan:**

<table>
<thead>
<tr>
<th>Preventive Action (solutions to mitigate root causes in the future)</th>
<th>Due Date</th>
<th>Owner</th>
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<tbody>
<tr>
<td>Whenever no devices are available, the agent will contact the shipper directly for approval to change product code to DASH. Will advise agent to ensure booking is confirmed prior to acceptance.</td>
<td>11-05-2019</td>
<td>MCO CGO Agents</td>
</tr>
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<td>The availability of GPS devices at origin relies solely on the destination station forwarding them back to the origin station in a timely matter. One way to mitigate this from reoccurring is to have a larger inventory of GPS devises at each station. This will improve the availability of the devices, and allow 24 to 48 hours for the devices to be returned to the origin station. This will also allow more time for the origin station to track and contact the stations needing to return the devices.</td>
<td>12-06-2019</td>
<td>James Ryu</td>
</tr>
</tbody>
</table>
Assess the business justification to purchase more GPS units.

Develop a more robust inventory management process.  

James Ryu

Sign Off:

Investigated by: Wilfredo Vallejo  
Date:  11-07-2019

Responsible Person:

Pawel Borkowski, Product Lead, Critical Products, electronically approved this CAPA on November 08 2019 16:42:55

Quality Manager:

Lourens Van Aswegen, General Manager Cargo Quality Compliance, and Risk Mitigation, electronically approved this CAPA on November 15 2019 16:17:50