

Booking Form

Please reserve me a place on this course... (please tick)

Management of Customer Complaints and Recalls – Tuesday 13 September

Biotech for the Non-Biotechnologist – Tuesday 4 October

Courses begin at 08.30 and close at 16:00

Course Fee: £395.00 plus VAT at the prevailing rate (where applicable – see note below)

Includes: tuition, comprehensive course notes, attendance certificate, lunch and refreshments

Excludes: all hotel accommodation and dinners

UK: Under UK law all UK-based applications are subject to VAT at the prevailing rate however most UK VAT registered companies/ organisations can reclaim this tax.

EU: With effect from 1 January 2011 applications from delegates whose companies are based in EU countries will not be subject to VAT PROVIDED THAT valid VAT ID details are provided at the time of booking, otherwise VAT will be charged.

VAT ID No.

OTHER: With effect from 1 January 2011 applications from delegates whose companies are based outside of the UK/EU will be outside the scope of VAT.

Mr/Mrs/Miss/Ms/Dr (please circle) First Name:

Surname:

Job Title:

Company:

Full Site Address:

Postcode:

Delegate Tel No:

Delegate Fax No:

Delegate Email:

Please indicate any special needs, e.g. dietary:

Sterling cheques, payable on a UK bank to NSF-DBA, for the full invoiced amount (net of ALL bank charges) should be attached to this Booking Form and sent to NSF-DBA at the address below. A VAT invoice (if applicable) will be provided (VAT Reg No. GB 927 3679 85). Payments can also be made by bank transfer online (our company bank details are included on our invoice). Settlement must be received at least 10 working days prior to the course start date. Cancellations within 25 working days of the course start date are subject to charges. If a Purchase Order number is necessary to effect settlement of our invoice please provide it in the box below.

Purchase Order number:

Authorised Signature:

Date:

Cheque enclosed:

To aid prompt confirmation of your booking, please ensure you submit a completed application form which bears an authorised signature and Purchase Order number.

The information contained in this brochure is correct at the time of printing and is published in good faith. NSF-DBA reserves the right to make any changes which may become necessary.

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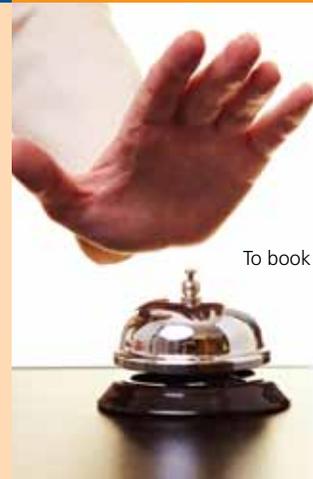
The Georgian House, 22-24 West End, Kirkbymoorside, York, UK, YO62 6AF

Tel: +44 (0) 1751 432 999 Fax: +44 (0) 1751 432 450

Email: courses@nsf-dba.com Web: www.nsf-dba.com

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Where to stay...



There are a number of places to stay close by, the four nearest are listed below:

George and Dragon Hotel, Kirkbymoorside, North Yorkshire

Visit www.georgeanddragon.net to book and find out more.

Kings Head Hotel, Kirkbymoorside, North Yorkshire

Visit www.kingsheadkirkbymoorside.co.uk to find out more.

To book visit www.northyorkmoors-stay.co.uk and search for the Kings Head, Kirkbymoorside.

Best Western Forest & Vale Hotel, Pickering, North Yorkshire

Visit www.bw-forestandvalehotel.co.uk to book and find out more.

The Black Swan Hotel, Helmsley, North Yorkshire

Visit www.blackswan-helmsley.co.uk to book and find out more.

How to get to us...

By Rail Take the Intercity service to York. Change at York for Malton (Scarborough line). At Malton take a taxi to Kirkbymoorside (20 minutes).

By Air Local airports are Durham Tees Valley (near Darlington) and Leeds/Bradford. Both of these have connections to London and to Europe (principally Amsterdam and Paris). From the airport take a taxi to Kirkbymoorside (1 hour from Durham Tees Valley and 1 hour from Leeds/Bradford). Manchester airport is also 2 hours by train from York. The train leaves direct from the airport and stops at York station. You can then take a taxi or catch another train to Malton.

By Car **From the south** – from the A1 take the A64 (York and Scarborough). Stay on the A64 past York following signs for Scarborough. At Malton stay on the A64 until you reach the A169 signposted Pickering. Follow the A169 through to Pickering. In Pickering take the A170 at the roundabout (heading towards Thirsk). The A170 passes through Kirkbymoorside. At the roundabout in Kirkbymoorside, turn right heading into the town centre. Halfway up the main street, the White Horse public house is located on the corner on the left hand side. Turn left here into West End. We are about 50 yards down on the right hand side. Parking is either on the street outside or in the main street.

From the north – from the A1 leave at Thirsk and follow the A170 signs for Scarborough or from the A19 follow the A170 signs for Scarborough. Take the A170 through Helmsley continuing to follow the signs for Scarborough. The A170 passes through Kirkbymoorside. At the roundabout in Kirkbymoorside, turn left heading into the town centre. Halfway up the main street, the White Horse public house is located on the corner on the left hand side. Turn left here into West End. We are about 50 yards down on the right hand side. Parking is either on the street outside or in the main street.

Visit www.nsf-dba.com and click on 'Contact Us' for a detailed map.



Tel: +44 (0) 1751 432 999 Web: www.nsf-dba.com

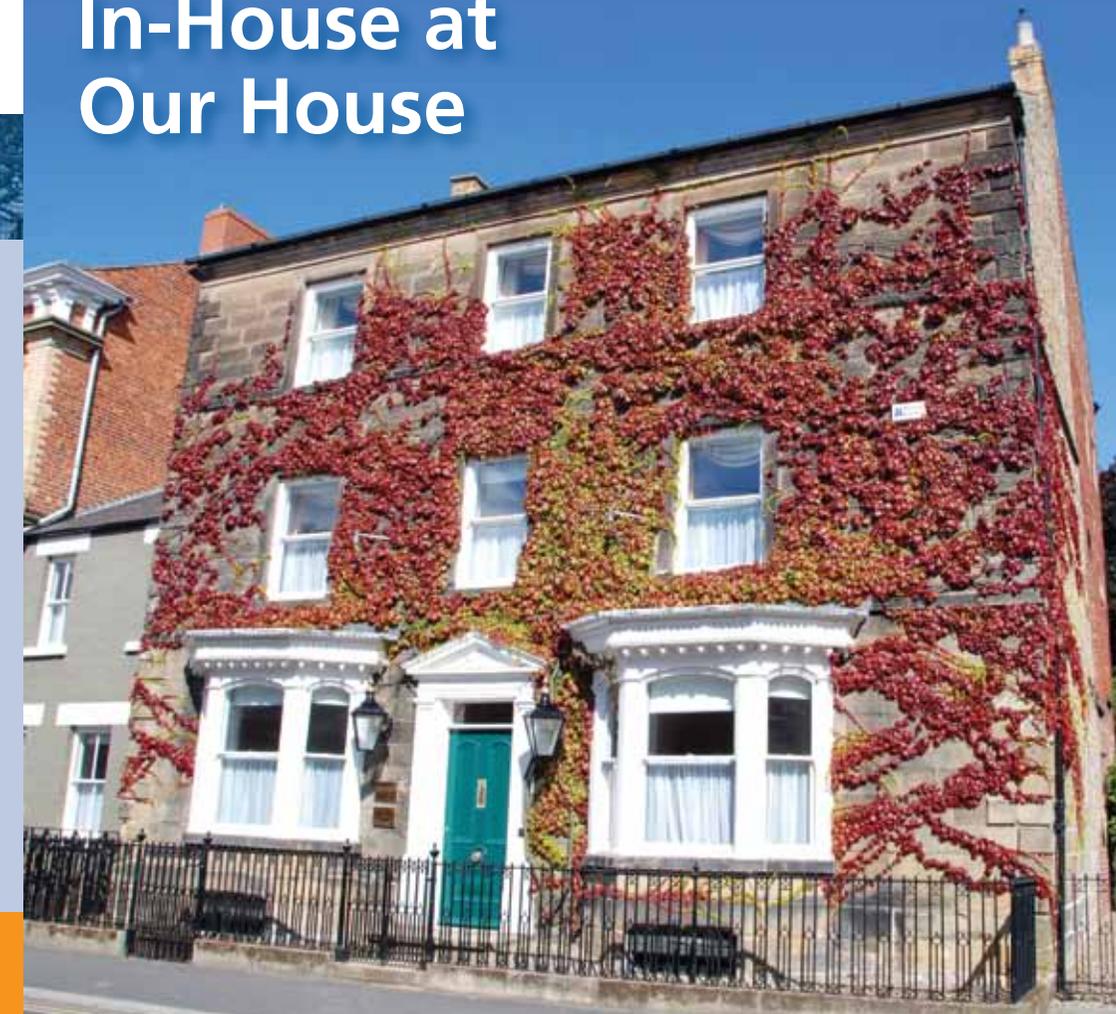
Fax: +44 (0) 1751 432 450 Email: courses@nsf-dba.com

Post: NSF-DBA, The Georgian House, 22-24 West End, Kirkbymoorside, York, UK, YO62 6AF



25 YEARS OF EXCELLENCE

In-House at Our House



www.nsf-dba.com

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Our 2011 one day 'In-House – Our House' schedule is on the following topics:

- **Train the GMP Trainer**
28 June • Tutor: Mr Martin Lush
- **Good Documentation Practices**
19 July • Tutor: Dr David Selby
- **Contamination Control for Non-Sterile Products**
18 August • Tutor: Dr Terry Snape
- **Management of Customer Complaints and Recalls**
13 September • Tutor: Mr Peter Smith
- **Biotech for the Non-Biotechnologist**
4 October • Tutor: Dr Terry Snape
- **GMP for Engineers**
7 November • Tutor: Dr Terry Snape
- **Basics and Practice of Steam Sterilisation**
13 December • Tutor: Mr Martin Lush

We know how frustrating it can be to find training courses for a topic when you are the only expert within your company and that organising an in-house programme, with all the cost benefits this brings, is not feasible. So we are going to offer you the chance to attend In-House at Our House. That's right, in-house pricing for attendance at our place of work.

With a small group of 12 delegates you will be able to benefit from a chance to share views and network with colleagues in the same position. We recognise that limited resource also means that time out of the office is at a premium, so these courses will be one day training events and, in addition to training at a really good price, you get the chance to spend a day at our premises in the beautiful town of Kirkbymoorside in North Yorkshire.

All our one day courses cost £395.00 plus VAT



Management of Customer Complaints and Recalls

Tuesday 13 September 2011

About This Course

Despite the best efforts of the Industry and the Regulatory Authorities, recalls continue to occur on a regular basis. Complaints must be assessed and monitored carefully, with those of a significant nature being dealt with effectively including, where necessary, enacting a timely recall.

We find that a visit to meet a typical customer is particularly valuable to those who receive and reply to complaints, and so we have included a visit to a local pharmacy as part of the day.

By the end of this one day course you will have the confidence to...

- Recognise what an effective complaints management system should include
- Understand the key steps involved in a recall system

Morning Session 08:30 – 12:00

- Complaints systems including regulatory requirements (EU, USA)
- Monitoring and trending of complaints
- Counterfeit/falsified medicines initiatives/surveillance
- Visit to a local pharmacy

Afternoon Session 13:00 – 16:00

- Reasons for recalls
- Regulatory requirements for and classification of recalls (EU, USA)
- Recall systems, including the responsibilities of key personnel involved

Who Should Attend

QA professionals, managers, regulatory affairs practitioners, and those individuals who need an understanding of the quality management system relating to complaints and recalls.

Course Fee £395.00 plus VAT

Course Tutor



Peter Smith, Consultant, NSF-DBA, UK

CCChem, MRSC, M.Inst.Pkg

Peter is a Chemist with over 30 years' experience in the pharmaceutical industry, including production/factory management, quality assurance, and consultancy/training. Peter has also had six years' experience with the UK Medicines Inspectorate as specialist Principal Inspector.

Biotech for the Non-Biotechnologist

Tuesday 4 October 2011

About This Course

Biopharmaceutical companies are hitting the headlines with product ranges that are increasingly of interest to the public and governments alike. Not surprisingly, the business is growing and pharmaceutical professionals are needed to support the growth. However the processes are complex and challenging for quality and production staff alike, even with a biotech background. As the title implies, the course is an introduction for people from all disciplines, who have prior pharmaceutical GMP experience but are making the switch into biotech – or maybe just want to know what such a switch might involve.

Morning Session 08:30 – 12:00

- What is biotechnology and the challenges it provides?
Teamwork – What is special about biopharmaceuticals?
- GMP guidance for biopharmaceutical products
Teamwork – Making sense of the guidance
- Premises for biopharmaceutical manufacture
Teamwork – Facility design for process integrity

Afternoon Session 13:00 – 16:00

- Validation and control of biopharmaceuticals manufacture
Teamwork – When things go wrong – an exercise in risk management
- Assuring the quality of biopharmaceutical products – quality by design
Q&A session

Who Should Attend

QA professionals, production and technical staff who are just joining or just trying to make sense of the biotech industry. It would be equally suitable for someone whose primary background is GLP, but who needs to interact with a GMP biotech manufacturer (perhaps to provide contract analytical support).

Course Fee £395.00 plus VAT

Course Tutor



Terry Snape, Consultant, NSF-DBA, UK

BA, PhD, CCChem, MRSC

First degree in Chemistry from the University of Oxford; PhD in non-clinical medicine from the University of London.

Terry has 30 years' senior technical management experience in the manufacture of fractionated plasma products. He has an in-depth knowledge of biologics and biotech products and is an authority on aseptic processing.