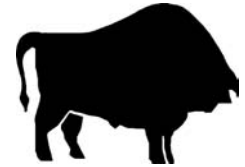


Institute for Animal Health (IAH)



- **One of the first research laboratories in the world to become registered with BSI to ISO 9001:2000**
- **Enabled temporary staff to be trained very quickly during busy periods and provided proof that training and competency had been achieved**
- **Consistent approach to services vital to the testing activities**
- **Formalised sample management**

The Company

The Institute for Animal Health (IAH) is the largest research institute in the UK dedicated to the health of farm animals, and is a major international centre at the forefront of research into infectious diseases of livestock. The IAH research programme includes work on diseases that are endemic to UK farm animals, as well as exotic diseases such as foot-and-mouth and African swine fever. The research work conducted by the IAH benefits the broad community comprising UK Government, farming industry, retail industry sector, society at large and academia.

The IAH is one of the first research laboratories in the world to become registered with BSI to ISO 9001:2000. The Scope of registration currently covers activities conducted at the Pirbright laboratory:

1. Foot-and-mouth disease (FMD) and swine vesicular disease (SVD) virus detection by virus isolation and antigen detection by enzyme linked immunosorbent assay (ELISA)
2. Foot-and-mouth disease (FMD) virus and antibody detection by ELISA and virus neutralisation test (VNT).
3. African swine fever (ASF) virus detection in cell culture and antibody detection by ELISA.
4. Vesicular stomatitis (VS) antibody detection by VNT.
5. FMD virus gene sequencing
6. Testing disinfectants against FMD and SVD viruses.

The Issue

There were three main drivers that led to the implementation of ISO 9000:

- **Customer Pressure** - The Department for the Environment, Food and Rural Affairs (DEFRA), the Food Standards Agency (FSA) and the Biotechnology and Biological Sciences Research Council (BBSRC) which fund much of the research conducted by the IAH, have said that in the future (the FSA deadline is 2006) they will only support research contractors with an externally assessed quality management system,
- **Risk avoidance** – The IAH wished to implement a sample management system that would reassure funding organisations that its research contracts were handled efficiently and effectively,
- **Business development** – The IAH currently acts as a reference laboratory on behalf of the Office International des Epizooties, the worldwide Food and Agriculture Organisation and the European Union. It is anticipated that a globally recognised Quality Management System implemented throughout the Institute could further expand opportunities both in the UK and abroad.

The Benefits

The IAH implemented ISO 9000 in a five-month period, during the 2001 UK foot-and-mouth disease outbreak, under immensely busy and difficult circumstances.

The QMS has:

- Provided a consistent and standardised approach to IAH disease testing activities,
- Ensured that the quality of services vital to the testing activities, e.g. the provision of cell cultures and media, sample management and laboratory environment, are also of a suitable standard,
- Ensured more efficient traceability of samples, from receipt to result notification, through more formalised documented processes,
- Enabled more proficient training of staff. During the UK FMD outbreak this resulted in documented proof of training and competency for the high throughput of temporary external staff who were brought in to assist in testing,
- Provided an internal auditing process that allows operational improvements by identifying and correcting problem areas effectively.

The IAH has received praise from DEFRA, a key funder of research, on its registration with BSI and the marked improvements in operational techniques and methodologies employed during the FMD outbreak, and in particular improvements in end-to-end process times.

BSI Role

“BSI’s expertise and knowledge with respect to quality systems has been invaluable to the timely implementation of the QMS during the UK FMD outbreak. The pre-assessment was particularly helpful as it allowed us to assess our readiness for registration and BSI’s suitability as a registration body. In my experience the BSI assessor was most professional, and sympathetic to the requirements of a disease testing laboratory.”

Ian Gumm, IAH Quality Manager

For further information on the IAH, visit www.iah.bbsrc.ac.uk