

#### Carolina-South Atlantic Chapter

# **CaSA News**



Volume 23 • Number 1 February 2015

#### President's Message



Lisa Kerner

Welcome to the first ISPE CaSA Chapter Newsletter for 2016! As we look forward, the Chapter has another year of meaningful events in the works. On March 31st, the 23rd Annual Life Sciences Technology Conference will take place at the Raleigh Convention Center in downtown Raleigh. This is our Chapter's largest event and is definitely one you won't want to miss! With expected

attendance of more than 1000 industry professionals and over 250 manufacturing and vendor exhibits, the conference offers educational seminars, product demonstrations, and networking throughout the day. Our keynote address will be delivered by Morten Nielsen, Senior VP of Diabetes API with Novo Nordisk. To learn more about the conference, visit our website at http://www.ispe-casa.org/2016.

Also on the horizon, we have two education events slated for Atlanta and Research Triangle Park. On April 13th, we will host our next program at Three Taverns Craft Brewery in Decatur, Georgia. The following week on April 21st, we will host an education program at Fujifilm Diosynth Biotechnologies in RTP. Our education events have really taken off, so keep an eye on your email and visit our website often for registration and program updates as they develop!

Looking forward to Spring, the 22nd Annual Golf Tournament will be held on Monday, May 16th at Prestonwood Country Club in Cary, NC. This event promises to be a fun day filled with golf and networking with friends in the industry. If you are not a "golfer", we have many opportunities to get involved throughout the day. So, please join the fun and register today! We also have many sponsorship opportunities available. Check it out - https://www.eiseverywhere.com/ereg/index.php?eventid=155176.

(continued next page)

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#### **Featured Sponsors**









As you read your way through this edition of our newsletter, you'll find that our Chapter has been very active and is passionate about bringing meaningful (and fun) events to our members. We are very thankful for the support of our membership and sponsors, and I hope that you will continue to join us on our journey to success!

#### Lisa Kerner

President, ISPE CaSA Chapter Re-Engage. Recharge. Grow.

#### **INSIDE THIS ISSUE**

President's Message	1
2015-2016 Board of Directors	2
Education Committee	3
CaSA Committees	3
Networking Committee	4
Student Affairs	4
Welcome New CaSA Members	5
Scholarship Program	6
Technology Conference	7
Technology Corner	10
2015 Advertising and Sponsorship Opportunities	13
Electronic Media	14

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Carolina-South Atlantic Chapter





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#### **Education Committee**

By Jim Hubbard, Education Committee

December 16, 2015 event

We had a great keynote and speakers that were received very well. The Young Professionals (YPs) partnered with us and held their event simultaneously. It was a great opportunity for YPs to hear from experienced industry experts and interact in an informal round table format as well as a panel discussion. Everyone stayed afterwards to mingle, see old friends, meet new ones, and enjoy the free food and beer. Thank you to our partners and the attendees.

The Committee is currently reviewing the submitted

abstracts for the upcoming Tech Conference in March. Final approval notices will be sent out before the end of January. Thank you to those who took the time to submit a paper.

#### WE WANT YOUR OPINION!!!

Please submit suggestions for topics, speakers, and ways the Education Committee can add value to your membership. We are listening! Thank you. Please call me to discuss how you can get involved in your local ISPE-CaSA Chapter.

Jim Hubbard, Education Chair, 240-344-1109



#### **Next Events**

April 13th – Education/Networking event in Atlanta

April 14th – Education/Networking event in Raleigh

June 23rd – Education/Networking event in Tampa

#### CaSA COMMITTEES

**Student Affairs** 

Marisol Patino

Education

Jim Hubbard

**Networking** 

Eric Mayer

**Membership Development** 

Terence Morrison

**Young Professionals** 

Jamie Sigmon

IT/Social Media

Justin Rothwell

**Technology Conference** 

Amy Lineberry

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#### **Networking Committee**

By Eric V. Mayer, Networking Committee

We have launched into 2016 with the Gala at the North Carolina Museum of Art on Saturday, February 27th. Gary Reichelt of CRB was our keynote speaker, giving a fabulous discussion of the past 30 years in the pharmaceutical industry as well as prognosticating on the future of the industry! We had the opportunity to tour the art exhibits at The West Building of the art museum complex. What a beautiful venue

in which to network and enjoy the company of over 100 of our Chapter members and their dates.

Thanks to our sponsors SKAN, McDonald York, Precision Walls, Hydro, ABEC, Kinetics, and Bahnson.

We had successful Therapeutic Thursdays in Raleigh and Covington, GA in January and February. Thanks to Clark Nexsen, CPC, STI and CAI.

#### **Coming Events**

Greenville Therapeutic Thursday: March 3, 2016

23rd Annual Technology Conference: March 31, 2016

22nd Annual Golf Tournament: May 16, 2016

#### **Student Affairs**

By Marisol Patiño. Student Affairs Committee

Students have been preparing their resumes and honing their interview skills by attending career panels and workshops in the coming months. Many of them are currently seeking internships, co-ops, and full time positions. ISPE-CaSA has invited industry professionals from diverse backgrounds in the life sciences to provide guidance as part of a career panel. The NC State student chapter has also invited Biogen to present at BTEC on 3/1 and is open to all local university students, giving the students an opportunity to network and learn more about the various roles at the company.

Currently, there are several opportunities for students:

1. Student Poster Competition - The night before (3/30) the 23rd Annual Life Sciences Technology Conference. Poster can be on any life science related topic. Grad and undergrad winners get an all expense paid trip to the annual meeting in Atlanta in the fall. Abstracts are due on 2/26, send to me at ispecasasac@gmail.com. I have ZERO entries right now! Great opportunity to show off your work to industry professionals

and make yourself memorable.

- 2. Biogen Career Night at BTEC thanks to NCSU for opening up this event to all ISPE-CaSA student chapters. The event is free but you must register by 2/23 here.
- 3. Jane Brown Scholarship open to undergrad and grad students. Submit to scholarship@ispecasa.org by 3/11. Winner will be announced at the 23rd Annual Life Sciences Technology Conference. Details are attached to this email.
- 4. Resume and Interviewing Skills Workshop, Thursday, 2/18 at BTEC This event will consist of a Q&A panel with several industry professionals then smaller break-out groups for 1 on 1 resume review. Register here. Registration is free but space is limited were at ~70% capacity. You must come prepared with a printed resume. Dress to impress. Light dinner served.

Contact ispecasasac@gmail.com should you have any questions regarding these events.



#### TrackSense Pro Sky Solution Real Time Data



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For an in-depth demo contact | Harry Glendinning Regional Sales manager | hgl@ellab.com | 484.889.7851

# Membership Corner \$40 DISCOUNT NOW AVAILABLE FOR NEW INDUSTRY MEMBERSHIPS!

By Terence Morrison, P.E., CAP, LEED AP BD+C, ISA 84 SFS, Membership Development Committee

Applications can be made online at www.ispe.org/join, click on Join Now under Industry Membership, and enter CASA2016 in the promotion code box. Please remember ISPE's Refer-A-Friend Program! Earn one free month of membership for every

friend you refer. All the details are available at http://www.ispe.org/membership-referral-program
If you have any question about ISPE or the CaSA Chapter, please contact me at membership@ispecasa.org.

#### **Welcome New Members**

New Members who joined December 10, 2016 through February 9, 2016

Michael A. Richarson

Tara Krovich Bob West

Alicia Rose Smith Graham Bagshaw

Paul Greback-Clarke Gregory Tate Jacson Spencer McLeod

Priyanka Vijay Vala

Alexis Taylor Valerie L. Volaski Austin Caudle Neil Bultz

Miss Gowrinarayani Sundarara-

manan Vridhambal

Richard Jefferso Wayland

Kim Clements Kevin T. Bryant Artik Harshad Mistry

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Thomas Walter Whitehead, IV

Ryan Randall

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Join Now



Get Involved With Your Affiliate or Chapter Today! www.ISPE.org/Affiliates-and-Chapters



#### ISPE-CaSA Jane Brown Scholarship Program

The ISPE-CaSA Chapter has established a scholarship to encourage students who seek a career in the life sciences industry. The ISPE-CaSA Jane Brown Scholarship will be awarded to an eligible CaSA Student Chapter member. Applications are currently being accepted for the Fall 2016-Spring 2017 semesters.

The scholarship is open to persons enrolled in either an undergraduate or graduate field of study at an accredited university or college. The application form and the requirements for selection are located on the ISPE-CaSA website, along with directions for submission of completed

applications. The deadline for submissions is March 11, 2016, with award notification on March 31 at CaSA's Technology Conference event at the Raleigh Convention Center.

Please submit an electronic copy of your award application (including transcript and letter(s) of recommendation [maximum of 2 letters]) to Andy Ferrell at scholarship@ispecasa.org by March 11, 2016. Please direct questions or concerns regarding the ISPE-CaSA Jane Brown Chapter Scholarship to Andy Ferrell (scholarship@ispecasa.org).



**March 31, 2016** 10 am - 7pm

# 23rd Annual Technology Conference: Where Pharmaceutical Manufacturing Meets Revolutionary Technology!

March 31, 2016 | 10:00am-7:00pm



The Education Tracks for the 2016 Conference have been announced with over 10 manufacturing companies represented!

#### WHY SHOULD YOU ATTEND?

#### Drug Manufacturers:

- Attend Educational Seminars from 25 Leading SMEs
- Source Cutting Edge Technologies
- Engage with Industry to Develop Best Practices
- Join in Collaborative Discussions with Other Manufacturers
- Leverage Local to Support Current and Future Initiatives Product/Service Providers:

#### Product/Service Providers:

- · Meet the Southeast's Largest Drug Manufacturers
- Promote Brand Awareness to 1.000+ Industry Professionals
- Attend Educational Seminars from 25 Different SMEs
- Develop Strategic Partnerships
- · Stay Current on Regional Projects and Initiatives

Visit www.ispe-casa.org/2016 for more information!

#### 23rd Annual Technology Conference

By Tech Conference Committee

#### Tech Show Highlights:

Don't miss the best life sciences gathering in the Southeast! Register today for the 23nd Annual ISPE CaSA Life Sciences Technology Conference! On March 31, 2016, over 1,000 attendees and 200 exhibitors are expected to converge on the downtown Raleigh Convention Center for what's quickly becoming the Southeast's largest gathering of life sciences professionals. Educational seminars for this year's conference include everything from 'Automation Technology' to 'Labs of the Future". Conference pre-registration cost is \$65 for members and \$75 for non-members. Admission includes breakfast, lunch and dinner as well as full access to exhibitor area, educational seminars, and networking reception.

#### KeyNote Speaker:

Morten Nielsen, Senior Vice President at Novo Nordisk, will deliver a keynote address. Novo Nordisk is a global healthcare company with more than 90 years of innovation and leadership in diabetes care. Morten is currently responsible for Novo Nordisk's diabetes API expansion project establishing a new production capacity in Clayton, NC. Morten has more than 20 years of experience in the pharmaceutical industry, focusing primarily on pharmaceutical investment projects.

#### Student Poster Competition Call for Abstracts:

Do you want to present your research to Industry Professionals and showcase your knowledge?

Do you want to win an all-expenses paid trip to the 2016 ISPE Annual Meeting in Atlanta?

When: Wednesday March 30th @ 6:00 pm Where: Raleigh Convention Center

How: Send your abstract to ispecasasac@gmail.com.

#### YP Corner:

Educational Tracks for the Young Professionals and Students feature one of our best years yet for Speakers:

#### Your Time to Shine: Mapping Your Talents for Success

Jennifer Lauria Clark CPIP, Executive Director, Technical Services, Commissioning Agents, Inc. Eric Danielson AICP, Director Strategic Relationship, Investigational Products Business Process Owner, JE Dunn

#### Learn Your Strengths and How to Use Them

Lindsey Daniel, Process Engineer, CRB
Ashley Harp, Lead Process Engineer, CRB

#### Quick Facts about the 2016 Conference:

- 23nd Annual Technology Conference date is Thursday, March 31, 2016
- · Hosted at the Raleigh Convention Center
- 7 Educational Tracks featuring industry leading professionals & a special BPD Track
- Keynote Presentation featuring Novo Nordisk Senior VP of Diabetes API Morten Nielson
- Networking Reception following conference featuring gourmet food 5-7 pm
   Please make plans today to attend the Technology Conference on March 31, 2016.

Visit https://www.eiseverywhere.com/ehome/ispe16/336724/ to register. Thanks and we'll see you there!



**Morten Nielsen** 

#### **Featured Charity:**

Receptions for Research, the Greg Olsen Foundation will be the featured charity for 2016.

The Conference will be highlighting The HEARTest Yard initiative, which offers assistance to families as they settle into their new lives as parents of children with congenital heart disease. More information about the charity can be found

on the Conference website.

Conference participants will have the opportunity to add to the Chapter donation by participating in the charity raffle. The raffle will showcase over 30 prizes donated by exhibiting companies.



#### Our Manufacturing & Corporate Sponsors for the 2016 Technology Conference





































#### Sponsorships are still available: https://www.eiseverywhere.com/ehome/ispe16/336724/

Breakfast	1	1500	Signage on Breakfast Buffet & large screens in ballroom
Networking Reception	1	2000	Signage at Reception & large screens in ballroom
Beverage Sponsor	1	500	Signage during Conference at every beverage station (including bars)
Registration Booth	3	750	Signage at the registration booth
Business Lounge	1	1000	Placement of a personal sign (4'x8' max). Logo added to website
Product Demo	3	500	20 mins on stage to demo or pitch product or service
Conference Giveaway	2	1500	Company Name/logo on water-bottles to be given to all attendees
Lanyard Sponsor	1	1200	Company Name/logo on lanyards to be given to all attendees
Student Poster	2	500	Signage during Exhibitor Reception as well as day of conference, and recognition after Keynote
Conference App	5	500	Banner Logo on App

# **Technology Corner**

An RFP without an RFI can result in a Poor Selection of OEMs:

# Getting better designs for automation and reliability from your suppliers

By Marie Getsug

Identifying Original Equipment Manufacturers (OEMs) with the capabilities, expertise and experience to design, build and deliver physical assets that perform beyond the stakeholders' expectations is an important initial step in delivering a successful project. Not identifying all the stakeholders may be the biggest mistake project managers make across the board to jeopardize the long-term performance and Life Cycle Costs (LCC) of the assets their capital projects introduce. By limiting the stakeholders identified at the "Initiate" phase of a project, the User Requirement Specification (URS) and supporting engineering specifications and standards lack the depth to represent all the "Users" and objectives for the project. When tunnel vision sets in at this early phase of concept and design, focusing in on the traditional cost, scope and schedule to define a project, the opportunity to raise the bar on the LCC and long-term performance is often lost before it is even defined.

As depicted in Figure 1, the level of influence is greatest at the earliest phases of the project, and this is why it is so critical to ensure all the interests, functional requirements and user requirements have been gathered from all those affected throughout the life of the asset.

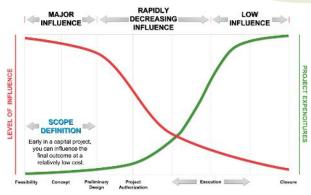


Figure 1: Influence vs. Project Expenditure at Project Phases

Identifying the stakeholders goes far beyond including the internal departments represented within the buyer's organization. OEMs, contractors, vendors and other outside suppliers represent a group of external stakeholders often not invited to participate in the project at all. What opportunities are missed as a result of this oversight? The opportunity to engage this group of professionals and experts to apply their expertise to a project and to gain their ownership to achieve not only the objectives of all the other stakeholders identified, yet to exceed their own expectations. A tool carefully constructed to identify the OEMs, contractors, vendors and suppliers who can partner at this level is the RFI. This RFI tool should be used to inquire about the capabilities, expertise and experience a company has to qualify them as worthy of receiving an RFP.

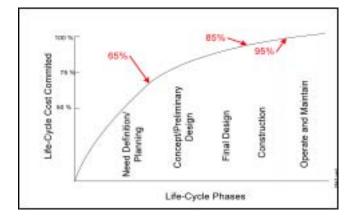
"Wrong decisions made early can be salvaged, but 'right' decisions made late cannot." Jerry Madden, NASA PM

An RFI is an inquiry into the standard practices of a company so as to quantify and qualify their capabilities, desire, expertise and experience to take a project from concept to operation and deliver the value and performance the project requires. The questions should be open ended without leading, in order to allow each company who responds to demonstrate what they typically bring to a project and partnership. The RFI is a tool used to determine who is invited to respond to the RFP and should weed out those companies unable to meet the projects' and stakeholders' expectations or perform as a partner.

Recognizing that the biggest opportunity lies in being involved in the design and selection of the system/equipment, identifying those OEMs who are most willing and capable of participating and contributing at this early phase, provides a strategic advantage and value to the overall project.

- 1. As much as 60% of failures & safety issues can be prevented by making changes in design.
- 2. 80% or more of a facility's life cycle cost is fixed during the plan, design & build phases.
- 3. 30-40% of equipment breakdowns are related to poor equipment design or condition.

Figure 2: Life Cycle Costs Committed at Project Phases



3 Ron Moore: Making Common Sense Common Practice, fourth edition - Chapter 2

Identifying OEMs, suppliers, vendors and contractors with expertise in the maintenance and reliability profession who can translate their expertise into the equipment, options, documentation, training and services they supply is paramount to achieving the goal of each capital project. Requesting a company's ability to support requirements with respect to an asset's lifecycle should be considered while developing the content of the RFI.

The following sample of categories provides a foundation for preparing such a document:

#### Request for Information - Categories

- Leadership and Subject Matter Expert (SME) resumes
- References & Previous engagements with Buyer
- Safety, Protective Devices, Alarms and Interlocks
- Life Cycle Costing (LCC)
- · Settings vs. Adjustments
- Maintainability, serviceability, operability, accessibility & clean-ability
- Service Contracts
- Reliability Centered Maintenance (RCM) Methodology
- Design for Reliability (DfR)
- Performance Criteria, Warranty and Guarantee
- FAT, SAT & End-to-End Acceptance Testing Protocol
- Documentation
- Spare Parts
- Training

The RFI is the opportunity for the responding company to highlight their capabilities and willingness to partner and participate in the project. Look for responses and examples in each of these categories that demonstrate the company has already done this, if not for their clients, certainly for themselves. Give the respondents the opportunity to differentiate themselves from their competitors. Consider closing the RFI with the following questions:

- What projects have you delivered and industry contributions have you made that clearly demonstrate your cutting edge leadership in delivering an asset, system, project or process that is designed to achieve all aspects and interests depicted in this RFI? Provide details and examples.
- What expertise do you have integrating predictive maintenance technologies into your designs?
- How does your company integrate the expertise of each of the functions supporting the concept, design, build and on-going performance of the solution you are proposing? How does your company represent these functions and capabilities in a unified approach as a stakeholder and partner with your client for a project such as this one? Provide details and examples.
- What options do you offer for the solutions you provide, and what options are you currently developing? What driving factors are there behind these options and offerings (why have you developed these options)? What new failure modes might these new options introduce and what mitigation strategies are you applying to address these new failure modes?
- What hasn't been asked that you would like to share to high light your expertise and ability to partner on this project in order to provide the best life cycle solution possible?

<sup>1</sup> Ramesh Gulati: Maintenance and Reliability Best Practices, second edition - page 181 2 Dr. Benjamin S. Blanchard: Design and manage to life cycle cost, 1978, PB - M/A Press

Ensuring a strong collaboration and clear expectations and criteria are in place among procurement, engineering, quality, production, automation and maintenance & reliability within the buyers company before the RFI is sent out is critical to ensuring that only those who achieve the agreed upon RFI threshold will be invited to respond to the RFP. A formal review, such as a decision diagram style matrix, of the returned RFIs should be performed to rate the responses as well as the importance of each of the criteria and develop a quantitative score for each response. A minimum score should be agreed upon as a threshold for moving an OEM, supplier, vendor and/or contractor to the RFP phase.

Many OEMs, suppliers, vendors and contractors will not respond to an RFI. It may be necessary to spend time describing why their response is so important if they want to be considered

for the RFP. Ultimately, the RFI is often the missing tool at the concept / initiate phase of a project that should eliminate those who are not prepared or capable of meeting the expectations of the requesting company and the given project. Without this, RFPs are often sent to unqualified OEMs, suppliers, vendors and contractors resulting in the initial investment becoming an impediment to considering the life cycle cost (LCC) and performance. Further, there is typically an already agreed upon dollar value in the capital plan for a particular project, thus adding financial pressure to make a short-term vs. long-term decision. This approach can hinder the buyer from obtaining the expertise and the options that support the more reliable and user-friendly solution designed for the life of the project. Bring out the best in your OEMs, suppliers, vendors and contractors by giving them the opportunity to reply to an RFI.





#### **Advertising Opportunities in ISPE-CaSA 2016 Electronic Newsletter**

Advertising Opportunities in ISPE CaSA 2016 Electronic Newsletter

The ISPE CaSA Chapter produces six e-newsletters per year. ISPE CaSA sends out the newsletters via e-mail and via Web link to all of our Chapter Members throughout the Southeastern U.S., which reach top-notch pharmaceutical, biotechnology, and bio-science professionals and managers. These newsletters are also posted on our Web site so your ad can be accessed by interested visitors to our site.

The cost for a full color business-card-sized ad is \$750 per year. There is also the ability of positioning your ad on the front page of the newsletter for an additional \$750 per year for six issues. Space limits the number of front page to only four, and is offered to the first four paid advertisers on a first-come, first-served basis.

Also, if you would you like to have your targeted customers go directly to your website by simply clicking on your ad; a hot-link can be added to your submitted ad file for an additional \$500.00 for the entire year.

You may choose one of the special offers below:

- \$1,500 Full-color ad for six issues on the front page of each newsletter (\$250/issue)
- ② \$1,500 Full-color double-sized ad for six issues (\$250/issue)
- ② \$ 750 Full-color ad for six issues (\$125/issue)
- ② \$ 200 Full-color ad in 1 newsletter of your choice
- ② \$ 500 Adding a hot link for directing customers to your website by a simple click

We hope you will take advantage of these opportunities and advertise in the 2016 ISPE CaSA e-newsletter.

To reserve a placement of your ad for 2016 please contact the ISPE-CaSA Headquarters at 919-573-5442 or via e-mail at info@ispecasa.org. Deadline for 2016 advertisers to be in the April 2016 issue is April 8th.

You will be notified via e-mail or telephone when your advertisement has been accepted by the ISPE-CASA Newsletter Committee and asked to submit your advertisement digitally.

Full-color business card-sized ads (3.5" x 2") may contain your logo or other artwork. Artwork should be sent directly to newsletter@ispecasa.org.

We ask that your text be no smaller than 12 pt so that the text is easily readable in the electronic format. PDF, JPEG, or TIF formats, are easiest for us to work with. Space is limited, sign up today!

#### **Carolina-South Atlantic Chapter**





# Electronic Media ISPE-CaSA.org

Now you can reach www.ispe-casa.org audience by advertising on our website. A limited number of advertising spots are now available so don't delay. Contact the ISPE Carolina-South Atlantic Chapter to reserve your space. (Please note: ISPE-International-forbids website ads on our chapter's home page, so they are on subsequent web pages.)

To learn more about this opportunity, contact Penney De Pas, Chapter Manager, at 919-573-5442 or <a href="mailto:pdepas@ispecasa.org">pdepas@ispecasa.org</a>. If you are interested in signing up for the program, please complete the form and return to <a href="mailto:pdepas@ispecasa.org">pdepas@ispecasa.org</a> or fax 919-787-4916. Advertisements are sold on a first-come first-served basis.

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# ISPE CaSA Chapter E-Newsletter Ads

Newsletter Ads Work for Your Business!



Our Chapter produces six enewsletters per year, and we depend on the support of our advertisers. We send out the newsletters via e-mail and via web link to all of our

Chapter Members throughout the Southeastern U.S.

That means you got targeted access to top-notch

pharma, biotech, and bio-science professionals and managers. These newsletters are also posted on our website so your ad can be accessed by interested visitors to our site.

Best of all, the cost is only \$750 for your full color, business-card-sized ad for six insertions. That's only \$750 for targeted advertising in full color for an entire year!

# Ask About HOT LINKS!!

Would you like to have targeted customers simply click on your ad and get right to your website?

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If you are interested in advertising with the ISPE CaSA e-newsletter, please contact our Chapter headquarters at:

ISPE-CaSA 1500 Sunday Drive Suite 102 Raleigh, NC 27607 919-573-5442 info@ispeCaSA.org

You will be notified via e-mail or telephone when your advertisement has been accepted by the ISPE CaSA Newsletter Committee and asked to submit your advertisement digitally.

Full-color business card-sized ads  $(3.5" \times 2")$  may contain your logo or other artwork. Artwork should be sent directly to info@ispeCaSA.org.

We ask that your text be no smaller than 12 pt so that the text is easily readable in the electronic format. PDF, JPEG or TIF formats are easiest for us to work with. Space is limited, sign up today!

#### ISPE Carolina-South Atlantic Chapter Newsletter

1500 Sunday Drive, Suite 102, Raleigh, NC 27607 Tel: 1-919/573-5442 • Fax: 1-919/787-4916 rich.stanfield@cagents.com

# Would you, or someone you know, like to publish your technical content in these pages?

Please submit any and all technical content to info@ispecasa.org or send directly to our Newsletter Chair at rich.stanfield@cagents.com.

#### **EDITORIAL POLICY**

Articles should be written for technical professionals in the pharmaceutical, biotechnology, and medical device industries. The author is responsible for the accuracy and correctness of all statements contained in the manuscript (ISPE Carolina-South Atlantic Chapter assumes no liability.) Manuscripts should be submitted with a brief, three to four sentence synopsis of the article, as well as a brief biographical statement about the author that includes educational background, title and job affiliation, job responsibilities and major areas of accomplishment.

#### A word to the ISPE CaSA Newsletter advertisers:

Thank you all for your continued support. Without it we could not have the wonderful support staff to get our ISPE CaSA Members the news in such a timely and professional fashion. If you have updates to your advertisements or find any other error, please contact us so that we can serve you better.