

## **CVB Inspection and Compliance Policy Concerning Response to Firms and the Queue Process**

**BACKGROUND:** The CVB Inspection and Compliance process for response to firms is based on the ethics of a non-competitive advantage. Executive branch employees must not use their public office for their own or another's private gain. A first in - first out for each firm appropriately allows the Biologics Specialist to organize their work so that the Biologics Specialist does not inappropriately provide a competitive advantage to one firm by responding out of order to another firm. The Biologics Specialist can, at the firm's request, move any queue up for that firm in priority, but unless extenuating animal health or public concerns exist, the queue remains intact.

### **Mail Log:**

1. The Mail Log is utilized as the means to prioritize incoming submissions from the firms (see **PIMSWI0004**, *Movement of Mail Log Items in the Record Management Queues of the CVB Mail Log System*, and **ICWI0236**, *Work Flow for Correspondence for Inspection and Compliance: Using the Mail Log System*).
2. The Biologics Specialist will respond to the incoming mail in the order received.

### **Exceptions:**

1. Issues that may have an impact on animal health, public safety, or consumer harm warrant high priority and are placed at the top of the queue. Incoming mail related to investigations or regulatory actions may qualify.
2. Facility documents may be moved to the bottom of the queue for the Biologics Specialist if the submission is **not** for a new facility, new construction, in response to a regulatory action, or inspection action item. The Biologics Specialist is still responsible for obtaining response time standards.
3. Firms may request that certain submissions take priority over their other submissions. This will replace other submissions for that firm and will not take priority over other firms' submissions.