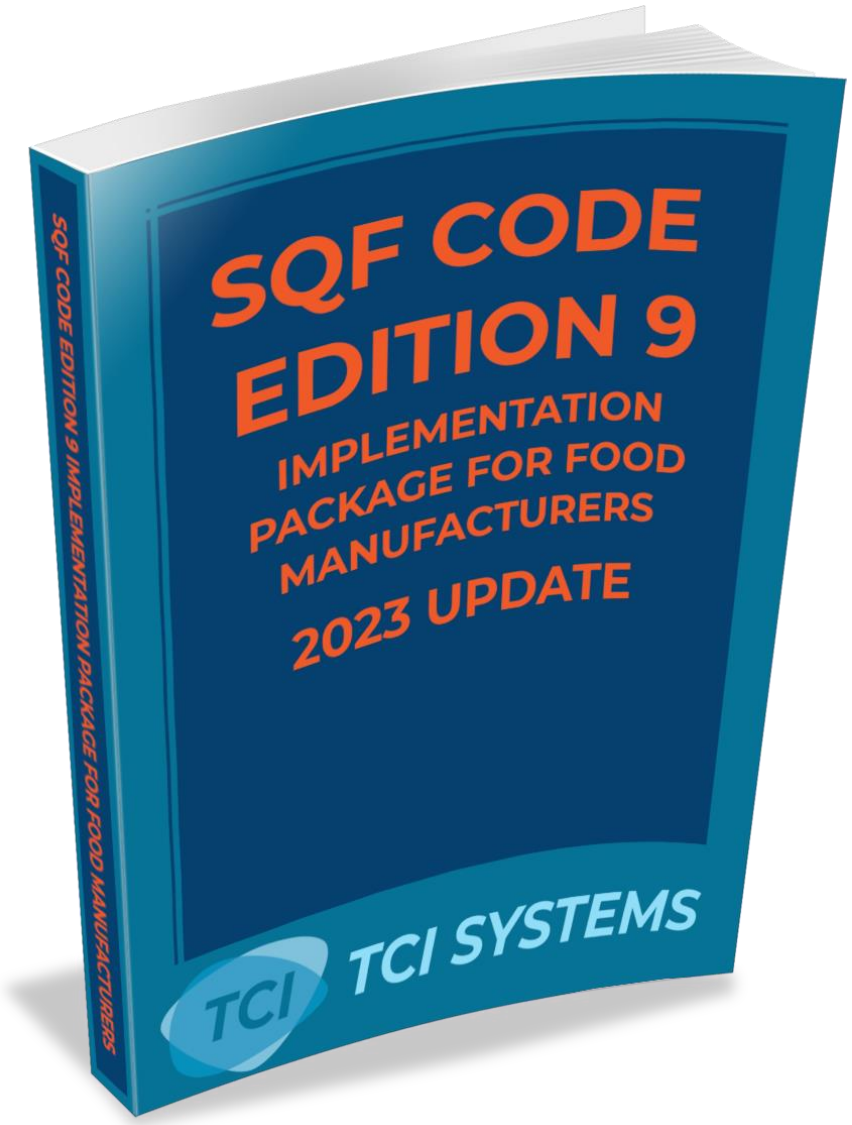
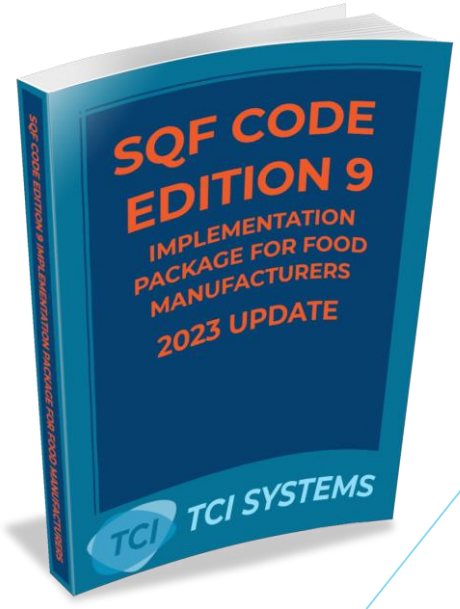
New 2023 Implementation Package Compliant with SQF Food Safety Code: Food Manufacturing Edition 9 and New CODEX HACCP Guidelines



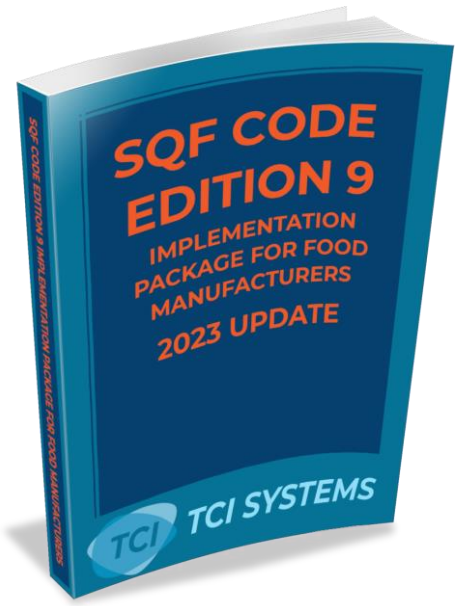
This is an ideal package for Food Manufacturers looking to achieve certification to the SQF Food Safety Code: Food Manufacturing Edition 9

The SQF Food Safety Management System Implementation Package includes a combination of comprehensive documentation, guidance, implementation tools and training.



Included in the SQF Food Safety Management System Implementation Package:

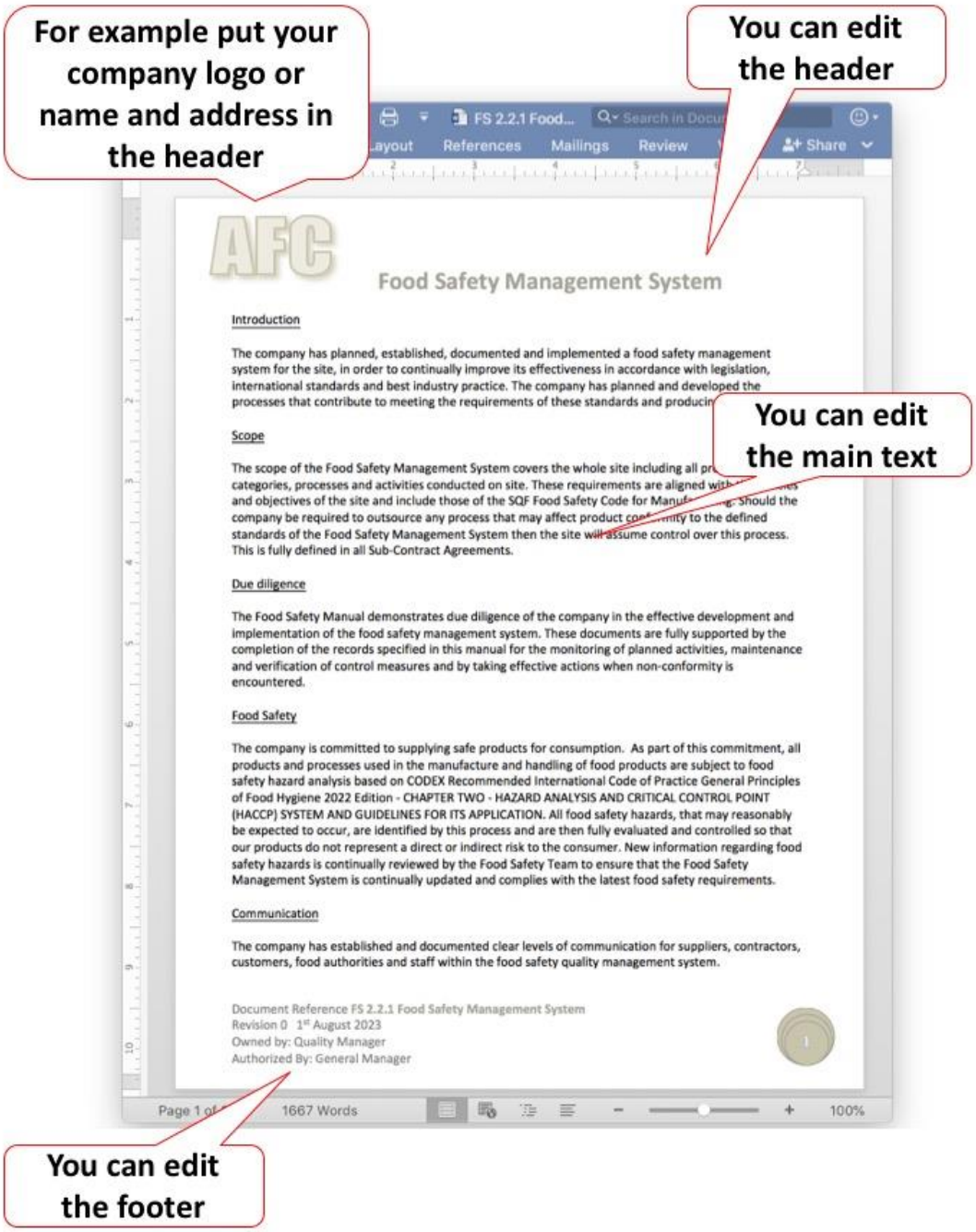
- ✓ Comprehensive Procedures Manual
- ✓ Supplementary HACCP Tools & Documents containing the HACCP Calculator
- ✓ Laboratory Quality Manual
- ✓ Training Modules
- ✓ FSQMS, Verification and Validation Record Templates
- ✓ Free online support via e-mail
- ✓ Allergen Management Module & Risk Assessment Tool
- ✓ Supplier Risk Assessment Tool
- ✓ Product Development Module
- ✓ Complaint Management Guidelines & Analyser
- ✓ Internal Audit Schedule Risk Assessment Tool and Template
- ✓ Food Fraud Risk Assessment Tool
- ✓ Food Defence Assessment Tool
- ✓ Implementation Workbook
- ✓ User guide



To order the SQF Edition 9 Food Safety Management System Implementation Package click here

Food Safety Management System & Prerequisite Programme Procedures

The main documents are provided in Microsoft Word English (US) format and are easily edited to suit your organization.

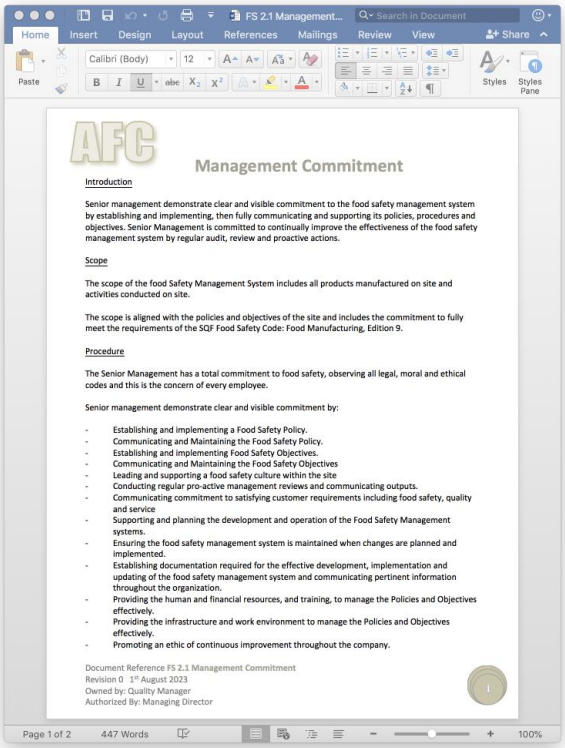


The package contains a comprehensive set of editable Food Safety Management System & Prerequisite Procedures written in Microsoft Word (US English) format that match the clauses of the SQF Food Safety Code: Food Manufacturing Edition 9.

These are the procedure templates for Sections 2.1 Management Commitment 2.2 Document Control and Records 2.3 Specifications, Formulations, Realization, and Supplier Approval 2.4 Food Safety System

FS 2.1 Management Commitment
FS 2.1.1.1 Food Safety Policy
FS 2.1.1.1A Food Safety Objectives
FS 2.1.1.2 Food Safety Culture
FS 2.1.1.2 Food Safety Culture - Expected Behaviors
FS 2.1.1.2A Food Safety Culture Planning Matrix
FS 2.1.1.3 Responsibility and Authority
FS 2.1.1.3A Appendix Organizational Chart
FS 2.1.1.3B Appendix Job Descriptions
FS 2.1.2 Management Review
FS 2.1.3 Complaint Management
FS 2.1.3 Note - How to reduce your Complaint levels
FS 2.1.3A Annual Complaints Analyzer
FS 2.1.3B Annual Complaints Analyzer Instruction
FS 2.2.1 Food Safety Management System
FS 2.2.2 Document Control
FS 2.2.3 Records
FS 2.3.1 Product Formulation and Realization
FS 2.3.1A Development Supplementary Documents
FS 2.3.2 Specifications
FS 2.3.2A Material Acceptance Record
FS 2.3.3 Contract Manufacturers
FS 2.3.4 Approved Supplier Program
FS 2.3.4A Supplier & Material Risk Assessment
FS 2.4.1 Food Legislation
FS 2.4.2 Good Manufacturing Practices
FS 2.4.3 Food Safety Plan
FS 2.4.3A Additional HACCP Tools
FS 2.4.4 Product Sampling, Inspection and Analysis
FS 2.4.4A Laboratory Quality Manual
FS 2.4.4B Product Sampling Supplementary Documents
FS 2.4.5 Non-conforming Materials and Product
FS 2.4.6 Product Rework
FS 2.4.7 Product Release
FS 2.4.8 Environmental Monitoring
FS 2.4.8A Appendix Environmental Monitoring

PACKAGE DOCUMENT EXAMPLES



AFC

Management Commitment

Introduction

Senior management demonstrate clear and visible commitment to the food safety management system by establishing and implementing, then fully communicating and supporting its policies, procedures and objectives. Senior Management is committed to continually improve the effectiveness of the food safety management system by regular audit, review and proactive actions.

Scope

The scope of the food Safety Management System includes all products manufactured on site and activities conducted on site.

The scope is aligned with the policies and objectives of the site and includes the commitment to fully meet the requirements of the SQF Food Safety Code: Food Manufacturing, Edition 9.

Procedure

The Senior Management has a total commitment to food safety, observing all legal, moral and ethical codes and this is the concern of every employee.

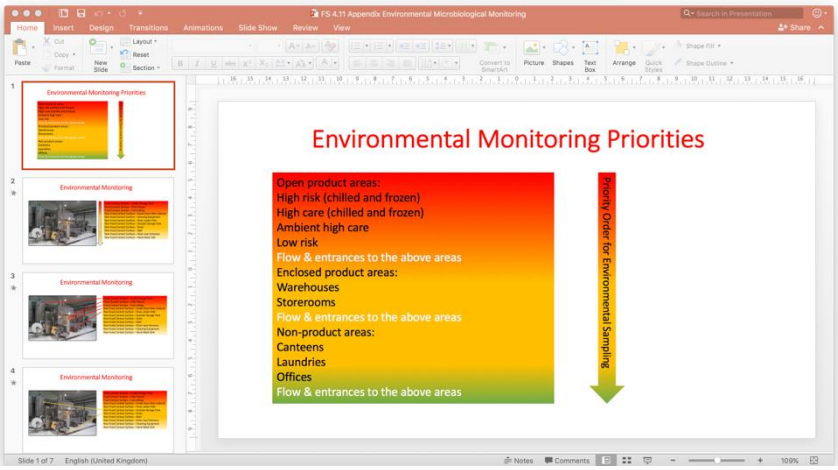
Senior management demonstrate clear and visible commitment by:

- Establishing and implementing a Food Safety Policy.
- Communicating and Maintaining the Food Safety Policy.
- Establishing and implementing Food Safety Objectives.
- Communicating and Maintaining the Food Safety Objectives
- Leading and supporting a food safety culture within the site
- Conducting regular pro-active management reviews and communicating outputs.
- Communicating commitment to satisfying customer requirements including food safety, quality and service
- Supporting and planning the development and operation of the Food Safety Management systems.
- Ensuring the food safety management system is maintained when changes are planned and implemented.
- Establishing documentation required for the effective development, implementation and updating of the food safety management system and communicating pertinent information throughout the organization.
- Providing the human and financial resources, and training, to manage the Policies and Objectives effectively.
- Providing the infrastructure and work environment to manage the Policies and Objectives effectively.
- Promoting an ethic of continuous improvement throughout the company.

Document Reference FS 2.1 Management Commitment
Revision 0 1st August 2023
Owned by: Quality Manager
Authorized By: Managing Director

Expected Behaviors of all Personnel

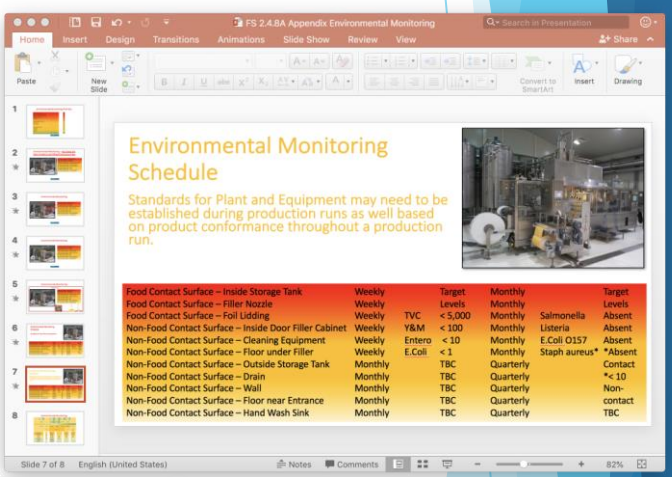
- ✓ Contribute to company objectives
- ✓ Compliance with company procedures
- ✓ Correctly completing documentation and records as required by your role within the organisation
- ✓ Adhere to Hygiene rules and comply with expected personnel standards
- ✓ Report non-conforming products or equipment
- ✓ Report any issues or areas of concern that may affect product safety, authenticity, legality or quality
- ✓ Report any problems with pests
- ✓ Ensure site security procedures are followed and unknown visitors are challenged
- ✓ Adopt a 'clean as you go' policy
- ✓ Contribute to hygiene and housekeeping standards
- ✓ Make suggestions for improvement



Environmental Monitoring Priorities

Open product areas:
High risk (chilled and frozen)
High care (chilled and frozen)
Ambient high care
Low risk
Flow & entrances to the above areas
Enclosed product areas:
Warehouses
Storerooms
Flow & entrances to the above areas
Non-product areas:
Canteens
Laundries
Offices
Flow & entrances to the above areas

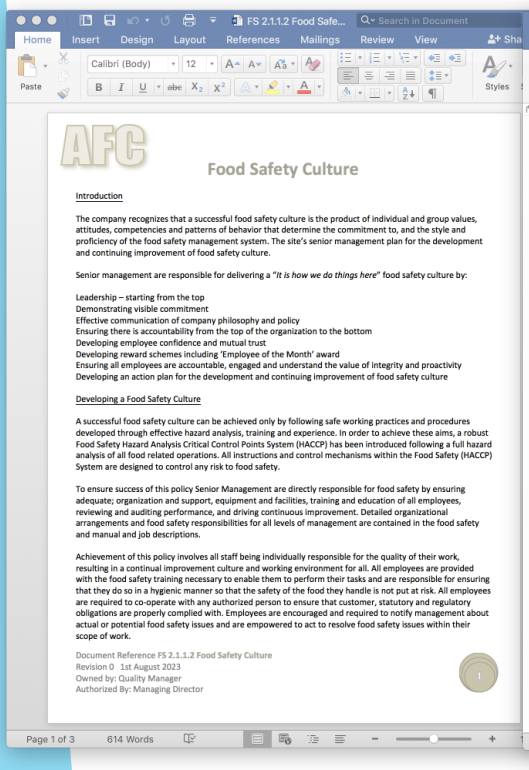
Priority Order for Environmental Sampling



Environmental Monitoring Schedule

Standards for Plant and Equipment may need to be established during production runs as well based on product conformance throughout a production run.

Food Contact Surface – inside Storage Tank	Weekly		Target	Monthly		Target
Food Contact Surface – Filler Nozzle	Weekly		Levels	Monthly		Levels
Food Contact Surface – Foil Lidding	Weekly	TVC	< 5,000	Monthly	Salmonella	Absent
Non-Food Contact Surface – Inside Door Filler Cabinet	Weekly	Y&M	< 100	Monthly	Listeria	Absent
Non-Food Contact Surface – Cleaning Equipment	Weekly	Entero	< 10	Monthly	E.Coli O157	Absent
Non-Food Contact Surface – Floor under Filler	Weekly	E.Coli	< 1	Monthly	Staph aureus*	*Absent
Non-Food Contact Surface – Outside Storage Tank	Monthly		TBC	Quarterly		Contact
Non-Food Contact Surface – Drain	Monthly		TBC	Quarterly		*< 10
Non-Food Contact Surface – Wall	Monthly		TBC	Quarterly		Non-
Non-Food Contact Surface – Floor near Entrance	Monthly		TBC	Quarterly		contact
Non-Food Contact Surface – Hand Wash Sink	Monthly		TBC	Quarterly		TBC



AFC

Food Safety Culture

Introduction

The company recognizes that a successful food safety culture is the product of individual and group values, attitudes, competencies and patterns of behavior that determine the commitment to, and the style and proficiency of the food safety management system. The site's senior management plan for the development and continuing improvement of food safety culture.

Senior management are responsible for delivering a "*It is how we do things here*" food safety culture by:

Leadership – starting from the top
Demonstrating visible commitment
Effective communication of company philosophy and policy
Ensuring there is accountability from the top of the organization to the bottom
Developing employee confidence and mutual trust
Developing reward schemes including 'Employee of the Month' award
Ensuring all employees are accountable, engaged and understand the value of integrity and proactivity
Developing an action plan for the development and continuing improvement of food safety culture

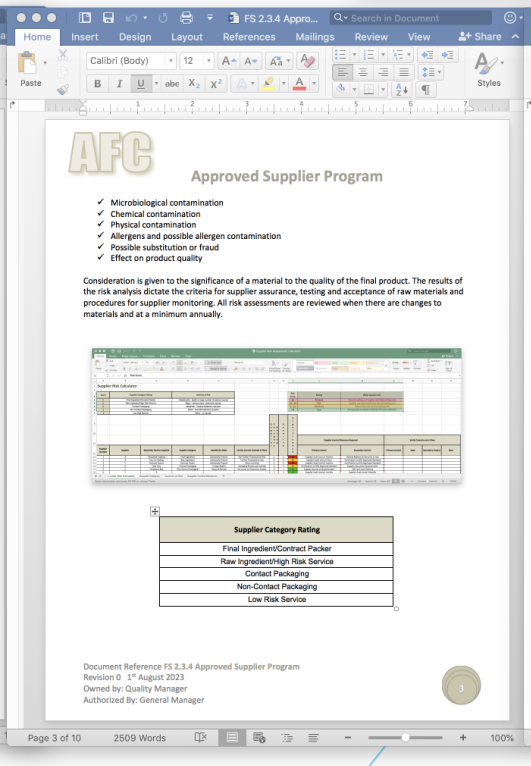
Developing a Food Safety Culture

A successful food safety culture can be achieved only by following safe working practices and procedures developed through effective hazard analysis, training and experience. In order to achieve these aims, a robust Food Safety Hazard Analysis Critical Control Points System (HACCP) has been introduced following a full hazard analysis of all food related operations. All instructions and control mechanisms within the Food Safety (HACCP) System are designed to control any risk to food safety.

To ensure success of this policy Senior Management are directly responsible for food safety by ensuring adequate; organization and support, equipment and facilities, training and education of all employees, reviewing and auditing performance, and driving continuous improvement. Detailed organizational arrangements and food safety responsibilities for all levels of management are contained in the food safety and manual and job descriptions.

Achievement of this policy involves all staff being individually responsible for the quality of their work, resulting in a continual improvement culture and working environment for all. All employees are provided with the food safety training necessary to enable them to perform their tasks and are responsible for ensuring that they do so in a hygienic manner so that the safety of the food they handle is not put at risk. All employees are required to co-operate with any authorized person to ensure that customer, statutory and regulatory obligations are properly complied with. Employees are encouraged and required to notify management about actual or potential food safety issues and are empowered to act to resolve food safety issues within their scope of work.

Document Reference FS 2.1.1.2 Food Safety Culture
Revision 0 1st August 2023
Owned by: Quality Manager
Authorized By: Managing Director



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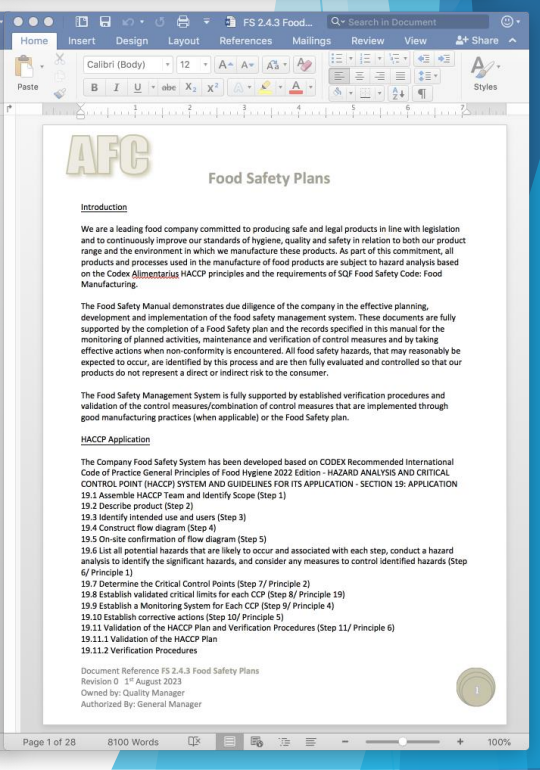
Approved Supplier Program

- ✓ Microbiological contamination
- ✓ Chemical contamination
- ✓ Physical contamination
- ✓ Allergens and possible allergen contamination
- ✓ Possible substitution or fraud
- ✓ Effect on product quality

Consideration is given to the significance of a material to the quality of the final product. The results of the risk analysis dictate the criteria for supplier assurance, testing and acceptance of raw materials and procedures for supplier monitoring. All risk assessments are reviewed when there are changes to materials and at a minimum annually.

Supplier Category Rating
Final Ingredient/Contract Packer
Raw Ingredient/High Risk Service
Contact Packaging
Non-Contact Packaging
Low Risk Service

Document Reference FS 2.3.4 Approved Supplier Program
Revision 0 1st August 2023
Owned by: Quality Manager
Authorized By: General Manager



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Food Safety Plans

Introduction

We are a leading food company committed to producing safe and legal products in line with legislation and to continuously improve our standards of hygiene, quality and safety in relation to both our product range and the environment in which we manufacture these products. As part of this commitment, all products and processes used in the manufacture of food products are subject to hazard analysis based on the Codex Alimentarius HACCP principles and the requirements of SQF Food Safety Code: Food Manufacturing.

The Food Safety Manual demonstrates due diligence of the company in the effective planning, development and implementation of the food safety management system. These documents are fully supported by the completion of a Food Safety plan and the records specified in this manual for the monitoring of planned activities, maintenance and verification of control measures and by taking effective actions when non-conformity is encountered. All food safety hazards, that may reasonably be expected to occur, are identified by this process and are then fully evaluated and controlled so that our products do not represent a direct or indirect risk to the consumer.

The Food Safety Management System is fully supported by established verification procedures and validation of the control measures/combination of control measures that are implemented through good manufacturing practices (when applicable) or the Food Safety plan.

HACCP Application

The Company Food Safety System has been developed based on CODEX Recommended International Code of Practice General Principles of Food Hygiene 2022 Edition - HAZARD ANALYSIS AND CRITICAL CONTROL POINT (HACCP) SYSTEM AND GUIDELINES FOR ITS APPLICATION - SECTION 19: APPLICATION
19.1 Assemble HACCP Team and Identify Scope (Step 1)
19.2 Describe product (Step 2)
19.3 Identify intended use and users (Step 3)
19.4 Construct flow diagram (Step 4)
19.5 On-site confirmation of flow diagram (Step 5)
19.6 List all potential hazards that are likely to occur and associated with each step, conduct a hazard analysis to identify the significant hazards, and consider any measures to control identified hazards (Step 6/ Principle 1)
19.7 Determine the Critical Control Points (Step 7/ Principle 2)
19.8 Establish validated critical limits for each CCP (Step 8/ Principle 19)
19.9 Establish a Monitoring System for Each CCP (Step 9/ Principle 4)
19.10 Establish corrective actions (Step 10/ Principle 5)
19.11 Validation of the HACCP Plan and Verification Procedures (Step 11/ Principle 6)
19.11.1 Validation of the HACCP Plan
19.11.2 Verification Procedures

Document Reference FS 2.4.3 Food Safety Plans
Revision 0 1st August 2023
Owned by: Quality Manager
Authorized By: General Manager

PACKAGE DOCUMENT EXAMPLES

FS 2.5.4 Internal Audits and Inspections [Compatibility Mode]

AFC

Internal Audits and Inspections

Introduction

The company has established, documented and implemented an internal audit system to verify the Food Safety Management System is effective and continually improved.

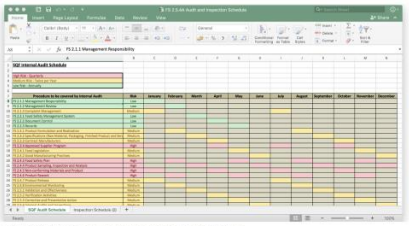
Scope

The scope of the Internal Audit System covers all aspects of the food safety management system includes all products manufactured on site, activities conducted on site and all applicable requirements of the SQF Food Safety Code for Manufacturing.

Procedure

The Senior Management has a total commitment to the food safety management system and provides adequate resource in the form of trained and qualified personnel to carry out a comprehensive Internal Audit Schedule. Internal audits are performed to confirm that company management systems are working effectively and to promote continuous improvement. The company philosophy is to audit, review and improve.

The Internal Audit Schedule is planned annually and is designed to comprehensively cover all areas of the Food Safety Management system including procedures, policies and activities. All areas are audited in full at least once per annum; the frequency of audit of each area is based on risk assessment by the Quality Manager.



Document Reference FS 2.5.4 Internal Audits and Inspections
Revision 0 1st August 2023
Owned by: Quality Manager
Authorized By: General Manager

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Internal Audits and Inspections

Internal Audit Procedure

Internal auditors are required to be trained and competent in internal audit procedures, and where practical independent of the function being audited.

Internal Auditors are responsible for carrying out the procedure as described below:

1. The site internal audit schedule determines which audits are to be carried out. Each audit is assigned to an auditor independent of that area whenever possible. The auditor must make sure they have the correct audit checklist form to carry out the audits.
2. A date and time for the audit to take place must be agreed with the department. A representative from the department must be present during the audit.
3. The auditor uses a specific audit form and checklist designed by the Quality Manager for each department or area. Objective evidence is recorded to verify compliance and/or non-compliance.
4. The audit report is rated based on the following criteria:
   - RED – Major Non-conformance(s) identified and imminent risk. Immediate documented Corrective Action is required and a written follow-up necessary.
   - AMBER – Minor Non-Conformance(s) identified there is a potential risk. The Corrective Action required is documented and a verbal follow up is required.
   - GREEN – Satisfactory or Positive with comments or suggestions for improvement
5. When the audit is completed and the report given a rating. Positive as well as negative comments are included in the report. Major Non-conformities are immediate highlighted to the department manager, who is responsible for the corrective and preventive action without undue delay.
6. The Department Manager reviews the audit findings with the auditor and agrees timescales to complete corrective action for the major and minor non-conformances.
7. The Department Manager then signs and retains a copy of the report which includes details of the non-conformances, proposed corrective actions and the agreed time scale to complete the corrective actions. If the audit rating is red then an immediate corrective action plan is reported to the Quality Manager.
8. The Departmental Manager is responsible for documenting the corrective actions taken for all the non-conformances raised.

Document Reference FS 2.5.4 Internal Audits and Inspections
Revision 0 1st August 2023
Owned by: Quality Manager
Authorized By: General Manager

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Page 1 of 8 1476 Words English (US) 100%

FS 2.5.4A Audit and Inspection Schedule

A8: FS 2.1.1 Management Responsibility

SQF Internal Audit Schedule

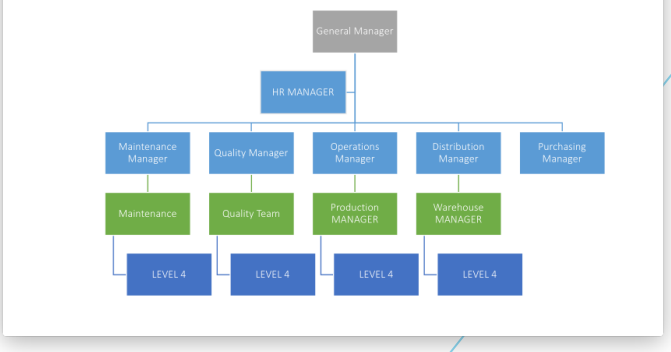
High Risk - Quarterly
Medium Risk - Twice per Year
Low Risk - Annually

Procedure to be covered by Internal Audit	Risk	January	February	March	April	May	June	July	August	September	October	November	December
FS 2.1.1 Management Responsibility	Low												
FS 2.1.2 Management Review	Low												
FS 2.1.3 Complaint Management	Medium												
FS 2.2.1 Food Safety Management System	Low												
FS 2.2.2 Document Control	Low												
FS 2.2.3 Records	Low												
FS 2.3.1 Product Formulation and Realization	Medium												
FS 2.3.2 Specifications (Raw Material, Packaging, Finished Product and Ser	Medium												
FS 2.3.3 Contract Manufacturers	Medium												
FS 2.3.4 Approved Supplier Program	High												
FS 2.4.1 Food Legislation	Medium												
FS 2.4.2 Good Manufacturing Practices	Medium												
FS 2.4.3 Food Safety Plan	High												
FS 2.4.4 Product Sampling, Inspection and Analysis	High												
FS 2.4.5 Non-conforming Materials and Product	High												
FS 2.4.6 Product Rework	High												
FS 2.4.7 Product Release	Medium												
FS 2.4.8 Environmental Monitoring	Medium												

SQF Audit Schedule | SQF Audit Risk | Inspection Schedule (2)

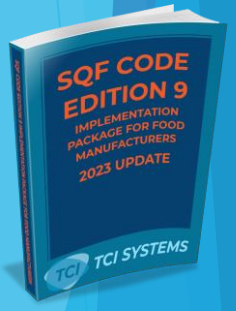
Ready 100%

PowerPoint Slide Show - [FS 2.1.1.3A Appendix Organizational Chart]



These are the procedure templates for Sections
2.5 SQF System Verification
2.6 Product Traceability and Crisis Management
2.7 Food Defense and Food Fraud
2.8 Allergen Management
2.9 Training

FS 2.5.1 Validation and Effectiveness
FS 2.5.2 Verification Activities
FS 2.5.3 Corrective and Preventative Action
FS 2.5.3A Root Cause Analysis
FS 2.5.3B Corrective Action Request
FS 2.5.3C Preventative Action Request
FS 2.5.4 Internal Audits and Inspections
FS 2.5.4A Audit and Inspection Schedule
FS 2.6.1 Product Identification
FS 2.6.2 Product Trace
FS 2.6.2A Traceability System Diagram
FS 2.6.2B Batch Identification System
FS 2.6.3 Product Withdrawal and Recall
FS 2.6.3A Recall Template
FS 2.6.4 Crisis Management Planning
FS 2.7.1 Food Defense Plan
FS 2.7.1A Food Defense Threat Assessment
FS 2.7.2 Food Fraud
FS 2.7.2A Food Fraud Assessment Template
FS 2.8 Allergen Management
FS 2.8.1A Allergen Management Tool
FS 2.8.1B Allergen Clean Validation
FS 2.8.1C Allergen Clean Verification
FS 2.8.1D Ingredient Allergen Management - Color Coding
FS 2.8.1E Allergens
FS 2.8.1F Allergen Management Records
FS 2.9 Training
FS 2.9A Sample Work Instruction



PACKAGE DOCUMENT EXAMPLES

FS 2.6.2 Product Trace [Compatibility Mode]

AFC

Product Trace

Introduction

The company has established, implemented, documented a trace system for all product components. This procedure defines how materials and finished products are uniquely identified and traceable as required by the Food Safety Management System.

Scope

This procedure applies to all process steps where controls are exerted include raw material intake, ingredients and packaging, work-in-progress, final product and dispatched shipment to customer.

Procedure

A system for identification and traceability of product batches is maintained which, in the event of food safety incidents will enable tracking of material batches (including processing aids) through to distributed batches of finished product using label detail and expiry code. For a traceability to be enacted the product expiry code must be known.

The company traceability system takes both the form of documented records and plc program, which enables a full product history to be produced in a timely manner.

Traceability records by Label and Expiry date are maintained and retained for all product batches. This allows the site to trace materials from goods receipt to customer for every delivery. Records are maintained of raw material and packaging usage and finished product volumes. Procedures ensure that label use is reconciled, and any inconsistencies investigated and resolved. Finished product labels are retained – see FS 2.6.3C Label Retention and Check.

Reworked material also remains identifiable and traceable. Where rework or any reworking operation is performed, traceability is maintained by completing traceability records to the finished product to ensure that product safety or legality is not compromised e.g. allergy status, identity preservation and ingredient declarations.

The traceability will provide details on all parts of the product from raw material intake through to filling time. The traceability entails tracing a product backwards from finished package to its raw materials, ensuring that all associated chemical, physical and microbiological tests, cleaning of equipment and all relevant paperwork has been completed and is within specification.

A mass balance exercise is conducted from of raw material and packaging usage and finished product volumes to ensure that all finished products are accounted for.

AFC

Product Trace

For all products, the following information is traceable from the product expiry code:

Stage	Details	Relevant Record
Raw Material Intake	Time, Date, Temperature, Batch Code, Supplier, Amount, COC or COA	FSR Raw Material Intake Record
Packaging Intake	Batch Code, Date, Supplier, Amount, COC or COA	FSR Packaging Intake Record
In-Process batches	Records all Ingredients mixed including Reworked material. Batch Code	FSR In-Process Record
Process Records	Hot/Cold Temperature and Time. Batch Code	FSR Process Record
Bulk Storage Records	Temperature and Time. Batch Code	FSR Bulk Storage Records
Production Records	Time, Date, Label, Expiry Code, Code of Packaging, Temperature, Quantity, Product & Packaging Reconciliation. Batch Code	FSR Production Records
Storage Record	Time, Date, Label, Expiry Code	FSR Storage Record
Dispatch Records	Time, Date, Label, Expiry Code, Amount, Customer	FSR Dispatch Record
Critical Control Records	For all Control Points	FSR Critical Control Records
Cleaning Records	For all stages	FSR Cleaning Records
Delivery Records	Customer & Location Time, Date, Label, Expiry Code, Amount	FSR Delivery Record

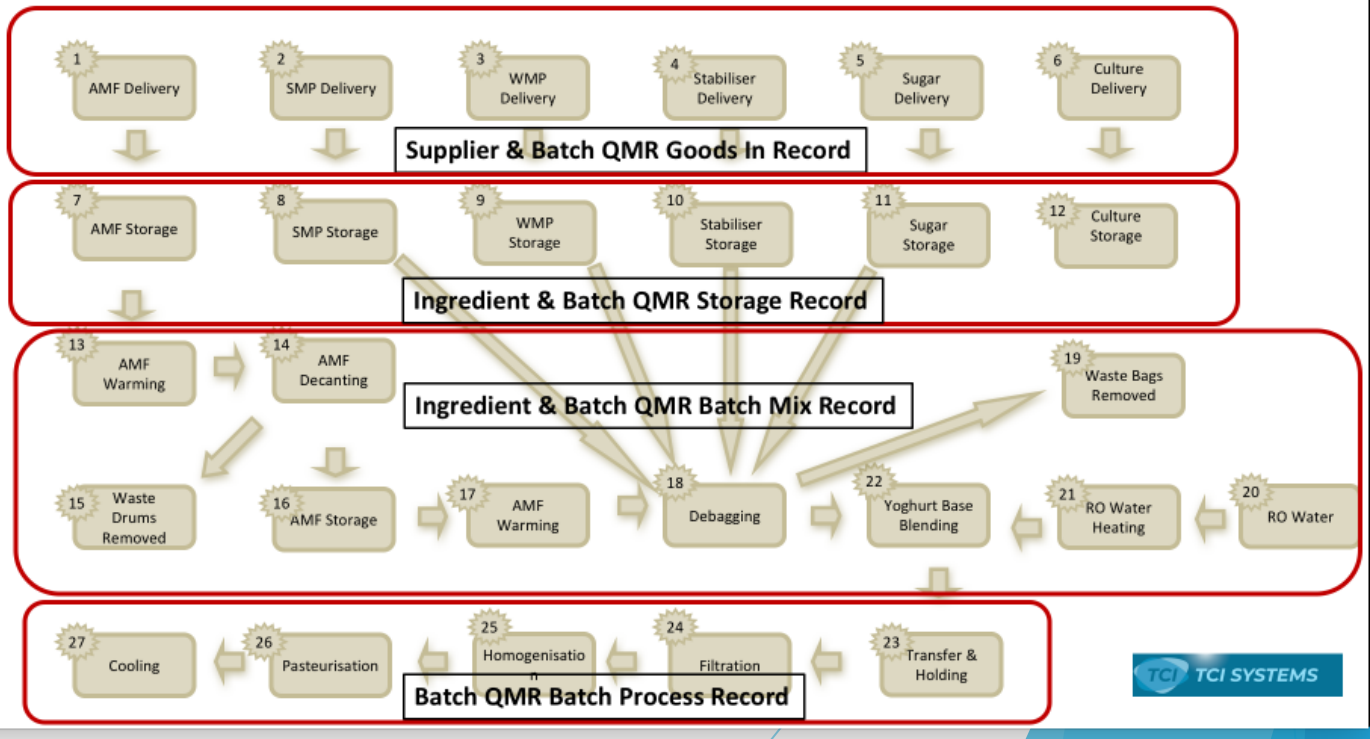
The effectiveness of the product trace system is reviewed at least annually as part of the product recall and withdrawal review. These exercises and any corrective actions are documented. Where there is a requirement to ensure identity preservation within the supply chain, e.g. to use a logo or make claim to a product characteristic or attribute appropriate control and testing procedures are put in place.

Document Reference FS 2.6.2 Product Trace
Revision 0 1st August 2023
Owned by: Quality Manager
Authorized by: General Manager

Page 1 of 4 826 Words English (US) 100%

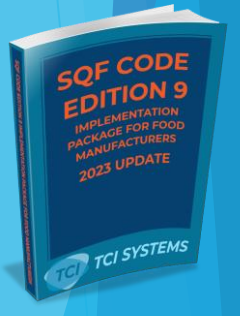
PowerPoint Slide Show - [FS 2.6.2A Traceability System Diagram]

FS 2.6.2A Traceability System Diagram



These are the procedure templates for Module 11: Good Manufacturing Practices for Processing of Food Products

GMP 11.1.1 Site Location and Premises including:
Building Materials
Lighting and Light Fittings
Inspection/Quality Control Area
Dust, Insect, and Pest Proofing
Ventilation
Equipment and Utensils
Grounds and Roadways
GMP 11.1A Site Premises Plan
GMP 11.2.1 Repairs and Maintenance
GMP 11.2.2 Maintenance Staff and Contractors
GMP 11.2.3 Calibration
GMP 11.2.4 Pest Prevention
GMP 11.2.5 Cleaning and Sanitation
GMP 11.3 Personnel Hygiene and Welfare including:
Hand Washing
Clothing and Personal Effects
Visitors
Staff Amenities
GMP 11.3A Protective Clothing Risk Assessment
GMP 11.4 Hygiene Policy
GMP 11.4 Personnel Processing Practices
GMP 11.5 Water, Ice and Air Supply GMP 11.6 Receipt, Storage and Transport including:
Receipt, Storage and Handling of Goods
Cold Storage, Freezing and Chilling of Foods
Storage of Dry Ingredients, Packaging, and Shelf Stable Packaged Goods
Storage of Hazardous Chemicals and Toxic Substances
Loading, Transport and Unloading Practices
GMP 11.7.1 Separation of Functions & High-Risk Processes
GMP 11.7.1A Personnel High Risk Hygiene Barrier
GMP 11.7.2 Thawing of Food
GMP 11.7.3 Control of Foreign Matter Contamination
GMP 11.7.3A Glass Policy
GMP 11.7.3B Control of Brittle Materials
GMP 11.7.3C Glass & Brittle Material Breakage Procedure
GMP 11.7.3D Control of Knives
GMP 11.7.4 Detection of Foreign Objects
GMP 11.8 Waste Disposal



PACKAGE DOCUMENT EXAMPLES

GMP 11.1 Site Location and Premises & FSMA [Compatibility Mode]

Site Location and Premises

	- Capture velocities sufficient to prevent condensation build up and to evacuate all heat, fumes and other aerosols to the exterior via an exhaust hood positioned over cooker Fans and exhaust vents are insect proofed and located so as not to pose a risk of contamination
5	Positive air pressure is maintained in high risk processing areas to prevent airborne contamination
Lighting	
1	Adequate lighting is provided to facilitate hygienic operation and enable the staff to carry out their tasks efficiently and effectively
2	Lights and fittings are manufactured from cleanable materials and included in the cleaning schedules
3	Lighting levels are a minimum of 200 lux when an area is in use by personnel and 500 lux for inspection activities or higher if required by local light-intensity regulations or industry standards
4	All lights are sealed and protected by polycarbonate diffusers
5	Light fittings in processing areas, inspection stations, handling areas, ingredient and packaging storage areas, and all areas where the product is exposed are shatterproof, manufactured with a shatterproof covering or fitted with protective covers and recessed into or fitted flush with the ceiling
6	Where fittings cannot be recessed, structures are protected from accidental breakage
7	Light fittings in warehouses and other areas where the product is protected are designed such as to prevent breakage and product contamination.
8	FSMA Module Requirement: Adequate lighting is provided in hand-washing areas, dressing and locker rooms, and toilet rooms and in all areas where food is examined, manufactured, processed, packed, or held and where equipment or utensils are cleaned.
Doors	
1	Access to production areas is minimized. Personnel access doors are insect-proofed and fitted with a self- closing device and proper seals to protect against ingress of dust, vermin and other pests
2	External doors do not open directly into production areas
3	Doors are all:
4	Tight fitting
5	Easily operated
6	Easy to clean
7	Hygienic
8	Have no exposed wood and have an even and regular surface
9	Brush strips are fitted to the outside of external doors
10	Self-Closing

Site Location and Premises

11	Have vision panels, kick plates, push plates and closers
12	Vision panels should be of suitable materials, glass is only permitted providing adequate protection is provided
13	All voids behind the door frame should be filled
14	Rapid close doors are used whenever possible
15	Roller doors have rubber strips and strip brushes to ensure they are adequately sealed
16	External doors, including overhead dock doors in food handling areas used for product, pedestrian or truck access are insect-proofed by at least one or a combination of the following methods: i. A self-closing device; ii. An effective air curtain; iii. An insect-proof screen; iv. An insect-proof annex. v. Adequate sealing around trucks in docking areas
Workspace	
1	The flow of personnel in food processing and handling areas is managed such that the potential for contamination is minimized.
2	Working surfaces that come into direct contact with food are maintained in good condition, durable and easy to clean and disinfect.
3	Work surfaces are made of smooth, non-absorbent materials, and inert to the food, to detergents and disinfectants under normal operating conditions.
4	Suitable inspection/quality control areas for the examination and testing of the type of product being handled/processed are provided close to the processing/production line. Inspection areas have access to hand washing facilities, facilities for waste handling and removal, sufficient lighting to allow product inspection and are maintained in a clean condition.
5	Vehicles used in food handling and storage areas are designed to avoid contamination of the product
6	Paint used in a food handling or contact areas is suitable for use and maintained in good condition. Paint is not used on any product contact surface.
7	Stairs, catwalks and platforms are designed to prevent product contamination with no open grates directly above exposed food product surfaces, and maintained in a clean condition.
Personnel Facilities	
1	Personnel facilities are available to ensure that an appropriate degree of hygiene is maintained.
2	Appropriate separate changing facilities are provided for personnel in high and low risk areas. Staff servicing these areas are dedicated to the areas
3	Lavatories of hygienic design are provided at a location away from the production areas.
4	All facilities and production areas entrances have hygienic hand washing and drying facilities including non-hand operated wash basins and a supply of soap, hand hot water, hand sanitizer, hand washing signs, disposable towels and automated hand dryers.
5	Adequate lockers/storage facilities are provided for personal belongings and protective clothing
6	Entry to high risk production areas is via a specifically designated changing facility, the donning of dedicated color coded protective clothing and adherence to specified hygienic procedures

Site Location and Premises

7	Rest areas and catering facilities are provided
8	Staff canteens are managed to ensure documented hygiene and food safety control procedures are in place.
Equipment Requirements	
1	Located away from drains/drainage systems
2	Located in a place that facilitates good hygienic practices
3	Located for ease of access for cleaning, maintenance and monitoring
4	Does not contain any loose moving parts over exposed food
5	Has good access for hygiene inspection and swabbing
6	Equipment surfaces are smooth, impervious and free from cracks or crevices, made from suitable materials that will not affect, or be affected by, the product, cleaning agent or cleaning system such as high grade stainless steel.
7	Does not include have glass, plastic, or wooden parts. Must not represent a foreign body risk, product contact surfaces are impermeable and corrosion free.
8	All lubricants used are food grade. Equipment located over product or product conveyors are lubricated with food grade lubricants and their use controlled so as to minimize the contamination of the product.
9	Is located so that it functions as per its intended use
10	Does not represent a pest risk
11	Changeovers do not represent a food safety risk
12	The throughput and capacity is adequate at standard efficiency so that there is no likely to be excessive running hours
13	Is easy to use
14	Is easily cleaned
15	Has a cleaning procedure
16	Has a cleaning checklist
17	Operators are trained to clean and are competent
18	Has no detrimental effect to other plant or the work environment
19	There enough space for access to all areas
20	All equipment, equipment change parts and utensils have hygienic storage areas and racking as required. Equipment storage rooms are designed and constructed to allow for the hygienic and efficient storage of equipment and containers. Food contact equipment is segregated from non-food contact equipment.
21	Equipment and utensils are designed, constructed, installed, operated and maintained to meet any applicable regulatory requirements and not to pose a contamination risk to products
22	All operators are trained to use and competent
23	Is easy to maintain
24	Has an appropriate breakdown procedure. Non-conforming equipment is identified, tagged, and/or segregated for repair or disposal in a manner that minimizes the risk of inadvertent use, improper use, or risk to the integrity of finished product. Records of the handling, corrective

GMP 11.2.5 Cleaning and Sanitation [Compatibility Mode]

Cleaning and Sanitation

Introduction

The company has established, documented and implemented a Cleaning Management System as part of company Good Manufacturing Practices to ensure the safe hygienic operations on the premises and the production of safe hygienic food.

Scope

The scope of the Cleaning Management System includes all products manufactured on site and activities conducted on site.

Management of Cleaning

It is company policy to provide both clean manufacturing equipment and a clean environment. All facilities and equipment are designed to exclude any source of excessive or unusual contamination and to be easily cleaned. The company supports and maintains comprehensive cleaning procedures for all areas on site with specific attention to high risk areas.

Detailed cleaning programmes and frequencies are documented for all food handling areas, storage areas, amenities, toilets, plant, protective clothing, utensils and equipment and corresponding cleaning checklists completed. All personnel are trained in the specific cleaning requirements and instruction for their areas. When an item is cleaned a record of this cleaning is completed and the cleaning is checked and signed off by the department manager.

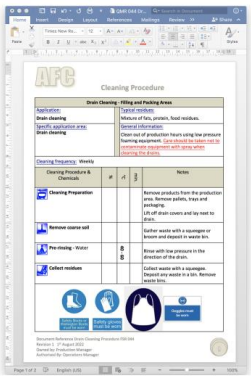
Each Cleaning Work Instruction will have specific details including:

- Protective Equipment to be worn
- Cleaning Equipment to be used
- Chemicals to be Used
- Correct dilution and temperature of Chemicals
- Methods used to confirm the correct concentrations of detergents and sanitizers
- Contact time for Chemicals
- Method of Cleaning
- Any precautionary measures
- Frequency of cleaning

The company operates a clean as you go philosophy which is briefed to all staff and monitored by department managers to ensure all personnel keep their areas in a clean and tidy state. Cleaning tools and equipment are of hygienic design and maintained in a condition which does not represent a risk to the product.

Cleaning and Sanitation

Cleaning Procedure Format



Cleaning and Sanitation

Suitably equipped areas are designated for cleaning product containers, knives, cutting boards and other utensils and for cleaning of protective clothing used by staff. These cleaning operations are controlled so as not to interfere with manufacturing operations, equipment or product. Racks and containers for storing cleaned utensils are provided.

A register is maintained of all Cleaning Chemicals approve for use on site. A chemical control sheet is in place for each chemical used on site which includes details the management of use, handling and storage of non-food chemicals including:

- Approved supplier
- Chemical data and safety sheets
- Suitability for food use and where appropriate to use
- Instructions for the avoidance of use of chemicals with strong aromas in manufacturing and storage areas
- Identification of chemicals
- Segregated and secure storage areas
- Use by trained personnel

Cleaning chemicals are fit for purpose, suitably labelled according to regulatory requirements, secured in closed containers and used in accordance with manufacturers' instructions. Detergents and sanitizers must be suitable for use in a food manufacturing environment. All cleaning chemicals and equipment are clearly identified and segregated. Detergents and sanitizers are mixed according to manufacturers' instructions, stored in containers that are suitable for use, and clearly identified. Mix concentrations are verified and records maintained.

Chemicals are applied and stored according to label directions. Empty chemical containers are disposed of according to label directions and regulatory requirements; unused obsolete chemicals are secured until collected by the supplier and disposed of as per regulatory requirements.

Cleaning equipment, tools, racks, and other items used for cleaning are clearly identified, maintained and stored in a hygienic manner.

Cleaning in Place (CIP) is used where possible for food contact surfaces. Cleaning in place (CIP) systems where used are checked to ensure that they do not pose a chemical contamination risk to raw materials, ingredients or product. The critical elements of the CIP cycle are automatically monitored and recorded:

- Detergent strength minimum 0.8% NaOH
- Temperature minimum 75 ° C on return
- Flow rate minimum 1.5m/s
- Circulation time minimum 15 minutes at correct temperature and causticity
- Disinfection minimum 150ppm PAA

GMP 11.2.4 Pest Prevention & FSMA [Compatibility Mode]

Pest Prevention

Introduction

The company has established, documented and implemented a Pest Prevention System, which is maintained as part of the company Good Manufacturing Practices.

Procedure

The company operates a proactive system for the prevention of contamination of the facility, materials and products by pests and ensures that there are effective controls and processes in place to minimize pest activity. This includes ensuring an integrated pest prevention system is effectively implemented. This procedure is used in conjunction with written Good Manufacturing Practices and HACCP plans to ensure adequate pest control. The Hazards Associated with pests are the contamination of food by bacteria from pests and their droppings and also unwanted contamination of food with pests' bodies, eggs, hairs or droppings. At the factory design stage measures are taken to reduce the risk of contamination by aiming to restrict the access of pests on site.

Raw materials, packaging and finished products are stored so as to minimize the risk of infestation. Where stored product pests are considered a risk, appropriate measures are included in the control program. All incoming goods are inspected for pest infestation. Process equipment handling raw materials vulnerable to infestation is identified and scheduled inspection undertaken. All buildings are required to be adequately proofed as described in GMP 11.1 Site Location and Premises. Waste is managed as per procedures GMP 11.8 Waste Disposal to prevent the accumulation of debris and waste on site to prevent the attraction of pests. In order to prevent risk of contamination no animals are allowed on site.

The company employs a Pest Control Association registered pest control contractor to implement a pest prevention program and maintain the site free from pest contamination. The contract agreement defines:

- Company and contractor key contact personnel
- Description of contracted services and how they will be completed
- Term of the contract
- Equipment and material storage specifications
- A complete inventory of pesticides (must be approved by the regulatory authority for use in a food facility) including safety data sheets detailing the safe use and application of baits and other materials such as insecticide sprays or fumigants
- Emergency call out procedures
- Records and documents to be maintained
- Requirement to notify facility of any changes in service or materials used
- Authorized service personnel including evidence of competency by exam from a recognized organization or regulatory authority

Pest Prevention

The contracted service provides:

- Monthly site visits and inspections including service records describing current levels of pest activity and recommendations for taking Corrective Actions.
- Inspections including the periphery and internal and external buildings
- The provision of a plan/diagram of the site showing the identification, location, number and type of all pest control monitoring and prevention measures
- Flying insect controls including fly killing units
- Emergency 24-hour call-out service
- Quarterly biologist inspection reports, visit and trend reports with recommendations
- A record of pest sightings and a trend analysis of the frequency of pest activity to target pesticide applications
- A current copy of the certificate of insurance that specifies the liability coverage
- Disposal of unused pest control chemicals and empty containers in accordance with regulatory requirements
- Spill control materials and procedures
- Safety Data Sheet information to ensure proper usage of pesticide chemicals.

Both the contract and service agreement information are held in the Pest Control File which is managed by the Quality Manager who has overall responsibility for pest control on site.

Before agreeing to a contract, the Quality Manager verifies that the pest control contractor is qualified. Copies of training records and qualifications are held in the pest control file for each person who performs pest management services on site. At the start of the contract a detailed survey of the entire facility is completed by a qualified Field Biologist and the results are documented and used to determine placement of monitoring devices.

§117.35 Sanitary operations – Pest Control

(c) Pest control. Pests must not be allowed in any area of a food plant. Guard, guide, or pest-detecting dogs may be allowed in some areas of a plant if the presence of the dogs is unlikely to result in contamination of food, food-contact surfaces, or food-packaging materials. Effective measures must be taken to exclude pests from the manufacturing, processing, packing, and holding areas and to protect against the contamination of food on the premises by pests. The use of pesticides to control pests in the plant is permitted only under precautions and restrictions that will protect against the contamination of food, food-contact surfaces, and food-packaging materials.

Pest Prevention

Exterior Bait Stations

Exterior rodent bait stations are set up to deter rodents from entering the facility. Based on the detailed facility survey, exterior bait stations are placed along the foundation walls on the exterior of the facility and along the site boundaries. Exterior bait stations containing rodenticides are tamper resistant, anchored in place, locked, and labelled. All exterior bait stations are inspected at least monthly. The bait stations are checked more often when activity levels increase. Baits are secured inside bait stations, in good condition, and replaced as needed. Bait stations are placed at intervals of 15 m although areas of high rodent activity may have a higher concentration of bait stations.

Interior Monitoring

Based on the detailed Field Biologist survey, interior monitoring devices are placed in strategic sensitive areas specific to the rodent species, and other areas of pest activity, including:

- Raw material warehouse
- Maintenance workshop
- Finished product warehouse
- Areas with the potential for rodent access due to traffic
- Overhead areas when roof rat activity is evident
- High traffic areas
- Doors that open to the exterior of the facility

Interior rodent monitoring devices identify and capture rodents that gain access to the facility. Toxic baits are not used for interior monitoring. Bait are not used inside ingredient or food storage areas or processing areas, indicator baits that conform to local regulations are used inside processing areas. Interior monitoring devices are placed along perimeter walls at a distance of 10m and secured in position. Spacing is reduced and the number of traps is increased when there are increased pest activity levels. Interior monitoring devices are inspected at least weekly.

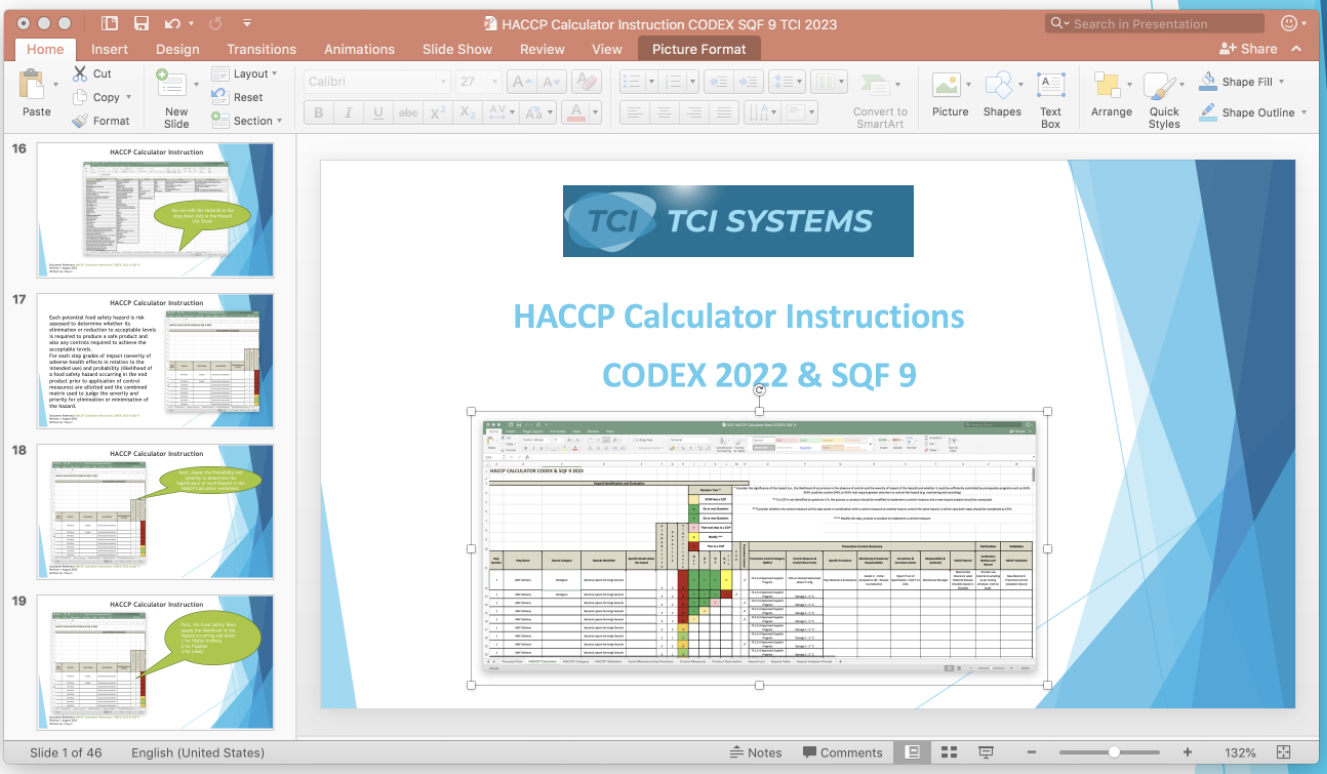
Interior monitoring devices include:

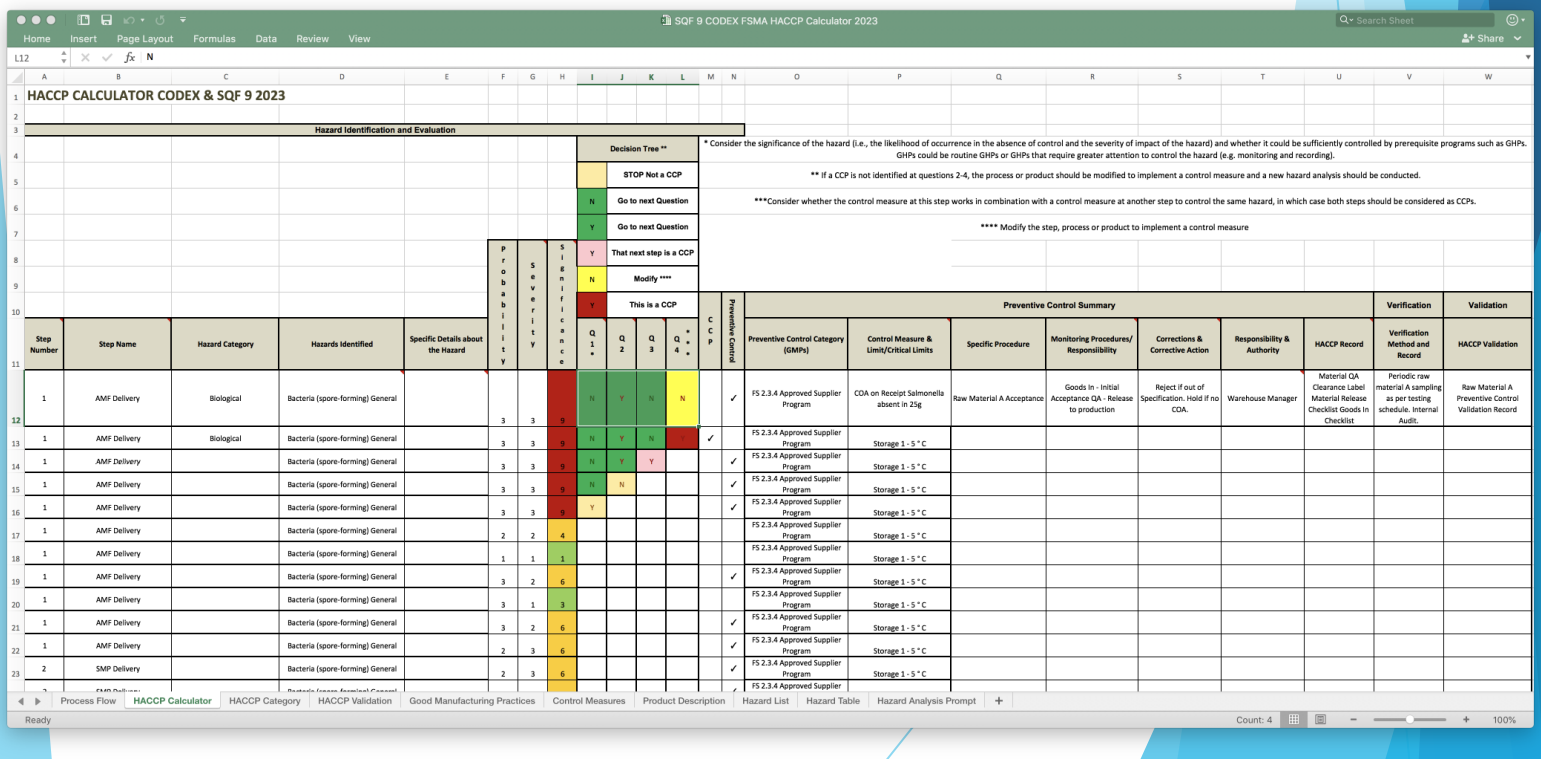
- Mechanical traps
- Glue boards
- Gassing traps
- Live cage traps
- See-saw tubes
- Electrocution traps
- Extended trigger traps that send alert e-mails or text messages

Supplementary HACCP Documents, Guidance and Tools

The HACCP Calculator and Instructions

HACCP Calculator based SQF Edition 9 requirements and CODEX General Principles of Food Hygiene 2022 Edition Chapter Two HACCP System and Guidelines for its Application including a new 2022 Decision Tree.



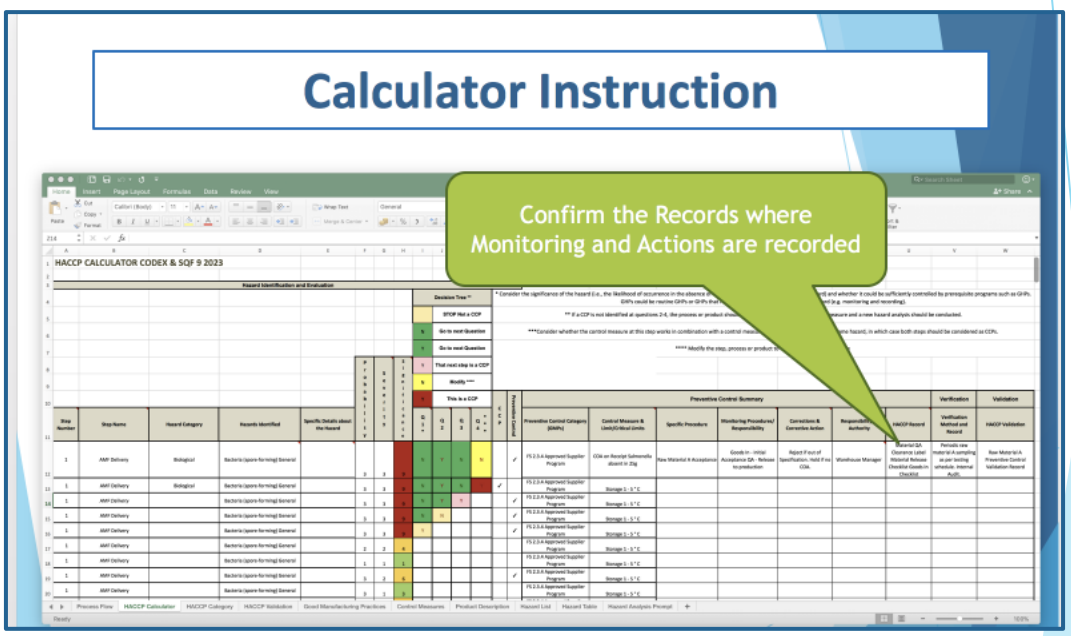


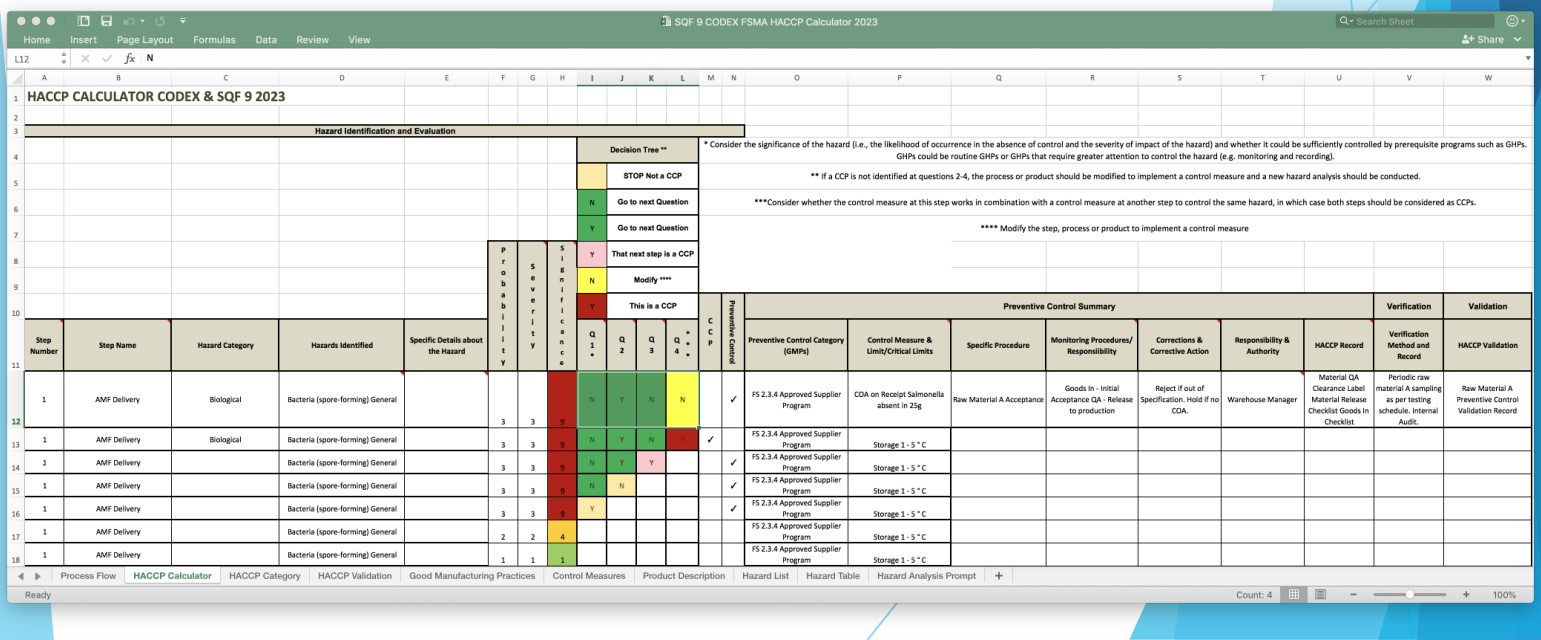
The HACCP Calculator is a tool that allows you to present you Hazard Analysis in a clear and logical manner.

From the process flow you select hazards and assess them to identify significant hazards.

You then use the in-built CODEX 2022 Decision Tree questions to determine your Critical Control Points.

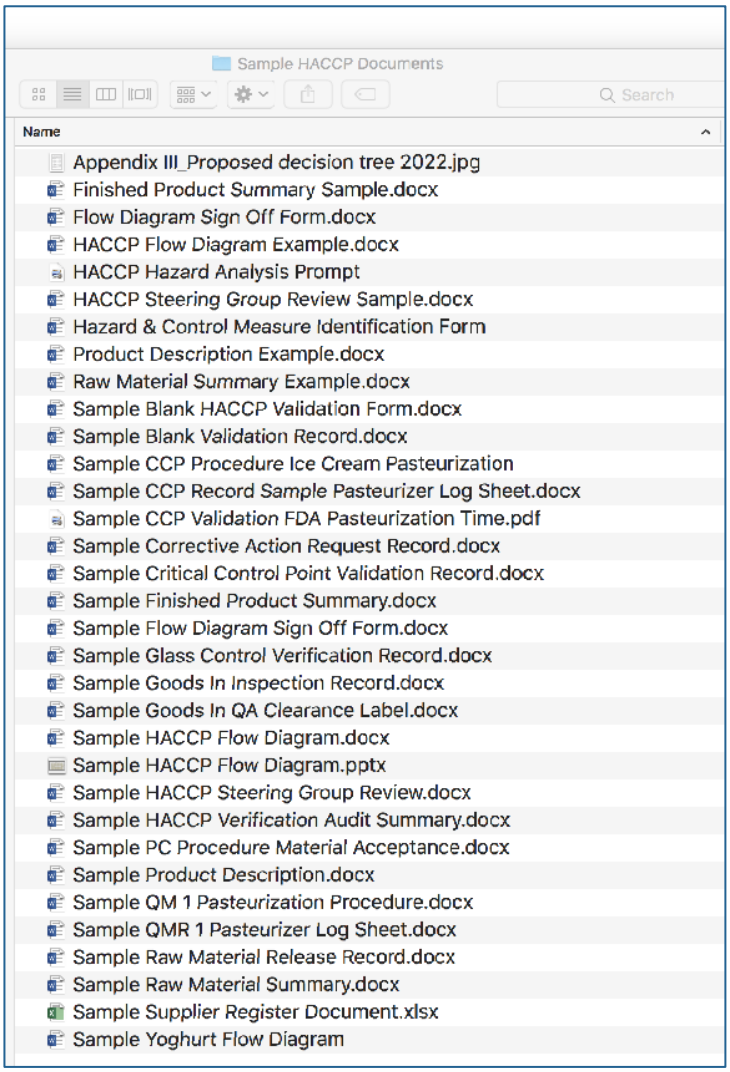
Following that the HACCP Calculator assists in developing Food Safety Plans to control Significant Hazards.

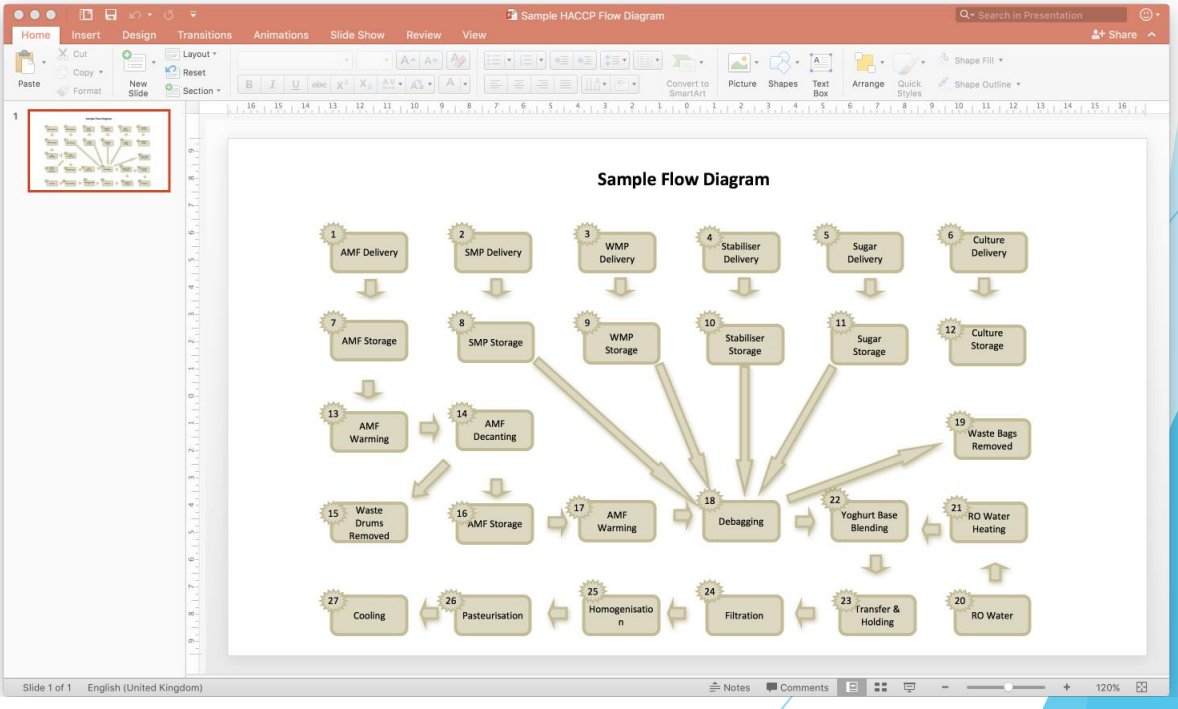




Supplementary HACCP Documents, Guidance and Tools

Useful additional HACCP Documents are included





There are supplementary HACCP document templates including Flow Diagrams, Product Description, a Hazard Analysis Prompt, an example Critical Control Procedure and various HACCP Records.

Pasteurizer Log Sheet

DATE: _____

Product:		Tank	Product	Fat %	Total Solids	Temp. (°C)	QC. Sign
Feed Tank:	Fill Tank:						
Volume:							
Production Start Time:	Production End Time:	CIP Start/End Time:					

PARAMETERS	LIMITS	UNITS	TIME			
Flow Rate (CCP Maximum 5250)	5000-5250	L/h				
Pre-heater In Temperature	45 - 55	°C				
Pasteurization Temp. (Homo in Temp.)	82 ± 2	°C				
Pasteurizer Out Press.	2.8-3.0	PI				
Homo in Press.	1.8-2.0	PI				
Pressure Difference (CCP)	Minimum 0.8	PI				
End Holding Temp. (CCP)	Min. 77.0	°C				
Product Outlet Temp. (CCP)	< 5	°C				
Homo Press. (1st/ 2nd Stage)	175/ 50	Bar				
Homo Pressure (Total)	225	Bar				
Glass & Perspex Items Check & Sign	Intact/No Cracks					
Sterilization Temperature	82 ± 2	°C				
Diversion Test Before Production	Minimum 77	°C				
Record Diversion Temperature & Sign						

Operator Name & Sign: _____ Supervisor Sign: _____

Document Reference Pasteurizer Log Sheet PAS 001
Revision 0 1st August 2022
Owned by: Production Supervisor
Authorized by: Production Manager

Ice Cream Pasteurization Procedure

PARAMETERS	LIMITS	UNITS
Preheater in Temp.	45 - 50	°C
Holding time (CCP) Min. 15 seconds	Min 15	s
Pasteurizer in Press.	0.5 – 1.0	Bar
Pasteurization Temp.	73 ± 1	°C
End Holding Temp. (CCP) Min. 72.0 °C	73 ± 1	°C
F. Cooler Out Flow Rate	5.0-5.25	m³/h
Milk Outlet Temp.	4 ± 2	°C
Product Outlet Overpressure	> 1.0	Bar
Homo Press. (1st/ 2nd Stage)	150/50	Bar

Ensure that the Pasteurization Temperature is 73 ± 1 °C (Min.72 °C) and the holding time is a minimum of 15 seconds.

During processing, to change to another Ice Cream Tank put the pasteurizer on recirculation, change to the required tank then press forward flow.

When the product finishes flush the pasteurizer with water. Record the Volume Processed, Processing Time & Production End Time.

After rinsing proceed to Clean in Place. Record the CIP Start & End Times.

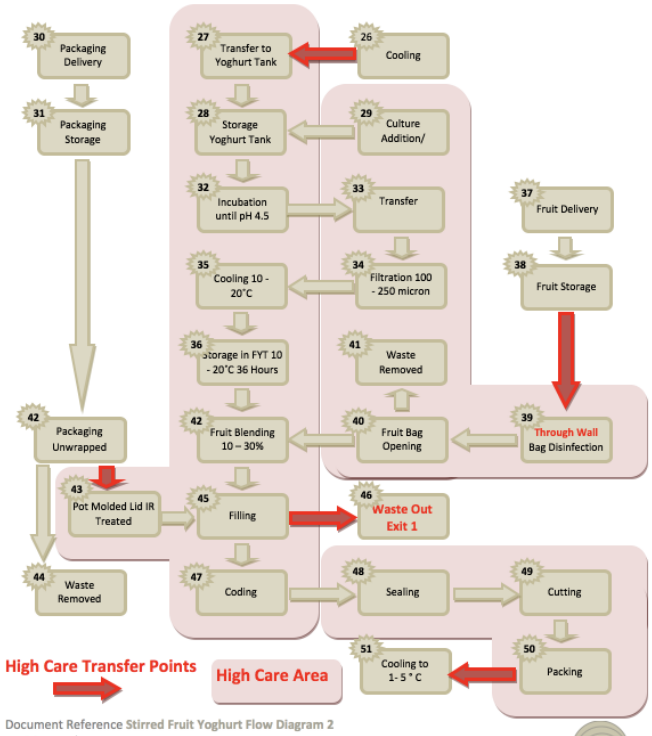
IF ANY PROCESS PARAMETERS ARE OUT OF SPECIFICATION DO NOT CONTINUE TO PROCESS, PUT THE PASTEURISER ON RECIRCULATION AND CONTACT THE PASTEURISER SUPERVIZER IMMEDIATELY.

REFERENCES

1kg Ice Cream Specification SPEC 1
FSR 1 Pasteurizer Log Sheet

Document Reference Ice Cream Pasteurization Procedure FS 1
Revision 0 1st August 2022
Owned by: Pasteurizer Supervisor
Authorized by: Production Manager

Stirred Fruited Yoghurt Flow Diagram 2



Document Reference Stirred Fruit Yoghurt Flow Diagram 2
Revision 0 1st August 2023
Owned by: Technical Manager
Authorized by: General Manager

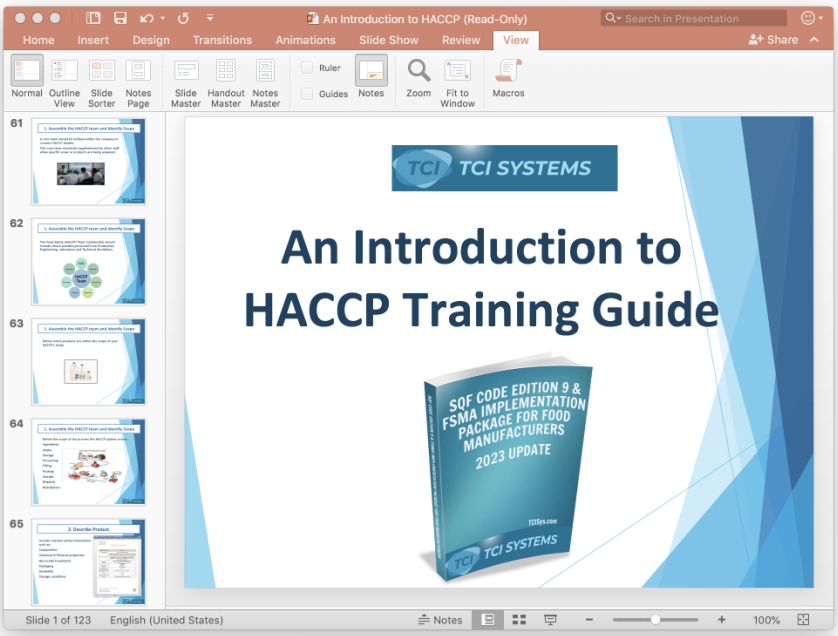
Hazard Analysis Prompt

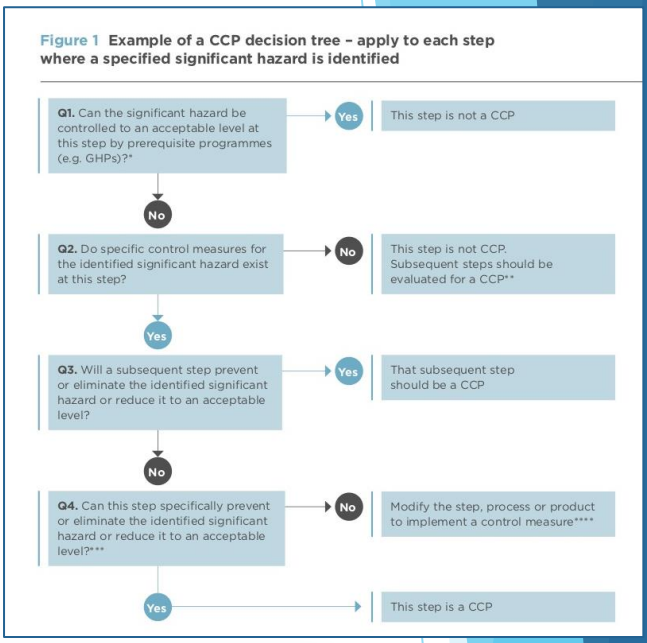
(iv) Transportation practices;	
(v) Manufacturing/processing procedures;	
(vi) Packaging activities and labelling activities;	
(vii) Storage and distribution;	
(viii) Intended or reasonably foreseeable use;	
(ix) Sanitation, including employee hygiene; and	
(x) Any other relevant factors, such as the temporal (e.g., weather-related) nature of some hazards (e.g., levels of some natural toxins).	
The hazard identification process should consider known or reasonably foreseeable hazards including:	
(i) Biological hazards, including microbiological hazards such as **parasites, environmental pathogens, and other pathogens**	
(ii) Chemical hazards, including **radiological hazards, substances such as pesticide and drug residues, natural toxins, decomposition, unapproved food or color additives, and food allergens**	
(iii) Physical hazards (such as stones, glass, and metal fragments)	
The hazard evaluation must include an evaluation of **environmental pathogens whenever a ready-to- eat food is exposed** to the environment prior to packaging and the packaged food does not receive a treatment or otherwise include a control measure (such as a formulation lethal to the pathogen) that would significantly minimize the pathogen.	
The hazard identification process should consider known or reasonably foreseeable hazards that may be present in the food for any of the following reasons:	
(i) The hazard **occurs naturally; such as toxin** production (such as aflatoxins or mycotoxins)	
(ii) The hazard may be **unintentionally introduced**; or (such as chemical contamination)	
(iii) The hazard may be **intentionally introduced for purposes of economic gain**. (such as melamine)	

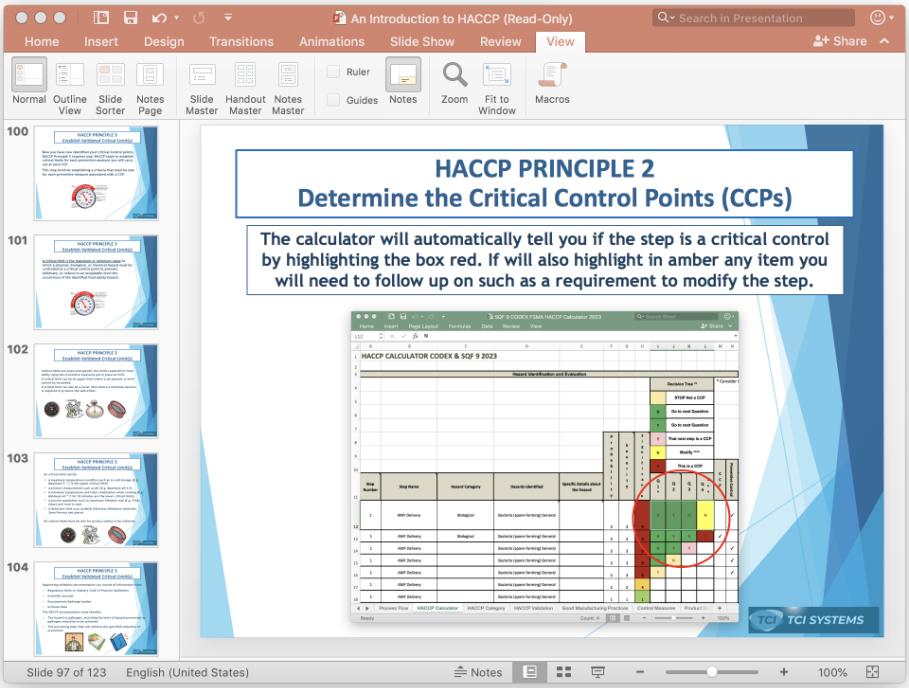
TCI SYSTEMS

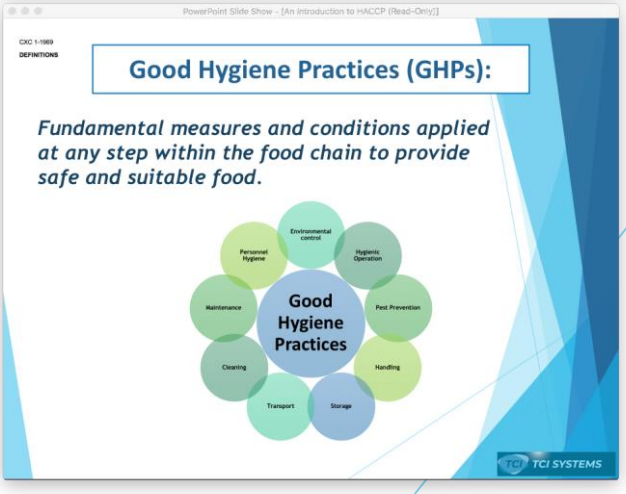
Introduction to HACCP 2022 PowerPoint Presentation

HACCP Training based CODEX General Principles of Food Hygiene 2022 Edition Chapter Two HACCP System and Guidelines for its Application. Plus a new 2022 Decision Tree.

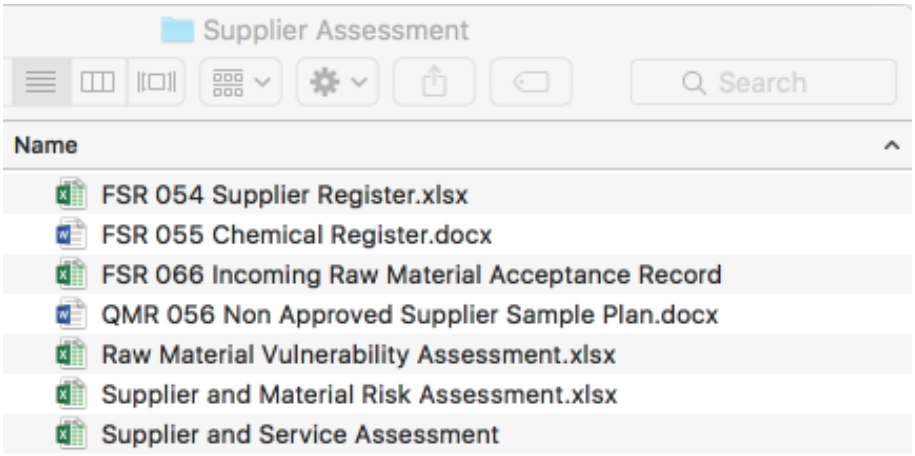




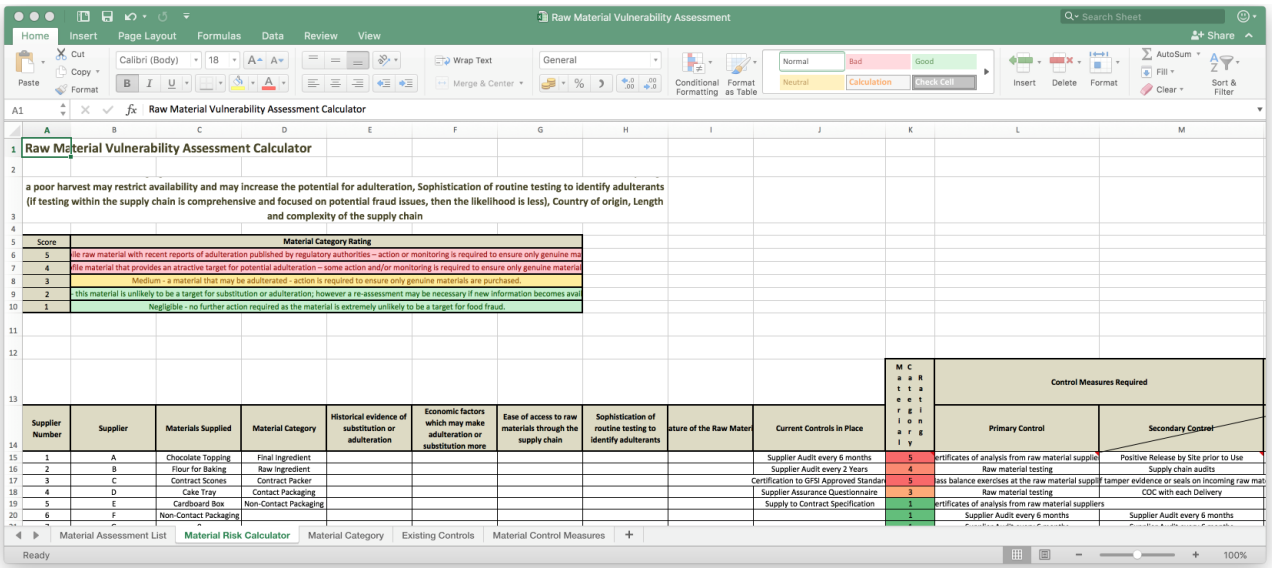


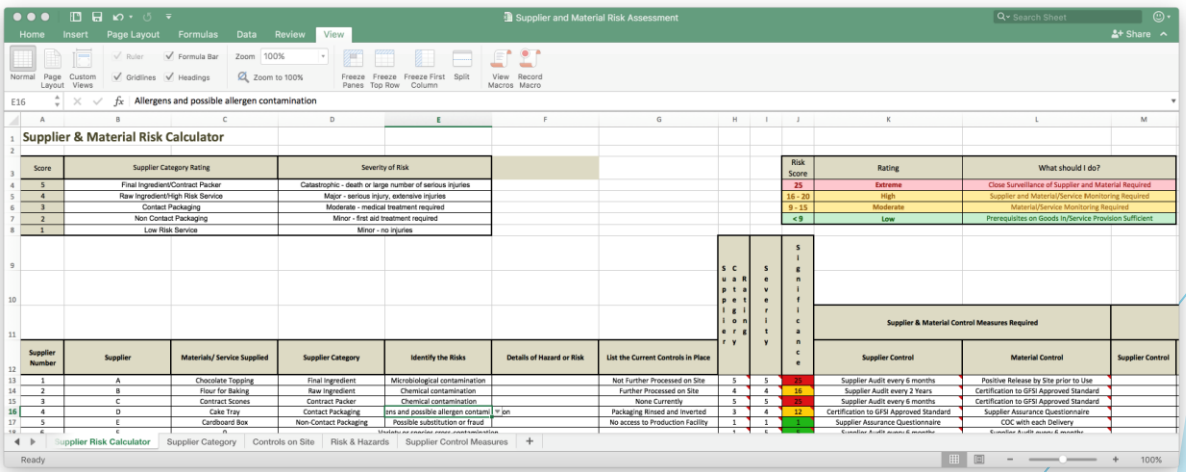


Supplementary Supplier Assessment Documents and Tools



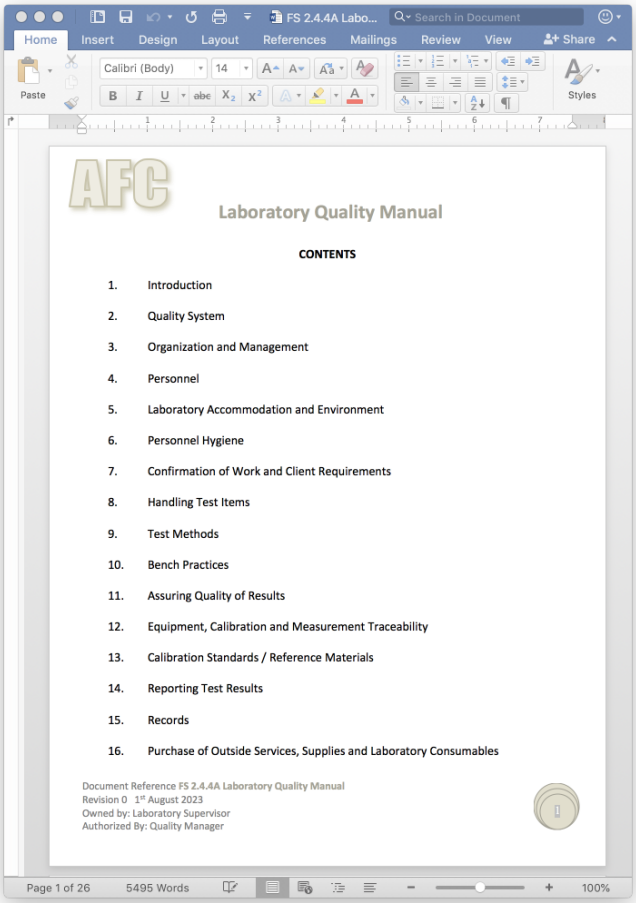
There are assessment tools and sample records





Supplement to Product Inspection, Onsite Product Testing and Laboratory Analysis

In addition to FS 2.4.4 Product Inspection, Testing and Analysis Procedure, a comprehensive Laboratory Quality Manual compliant with the requirements of ISO 17025 is provided in Microsoft Word format.
The Laboratory Quality Manual includes template records, procedures and product sampling plans.



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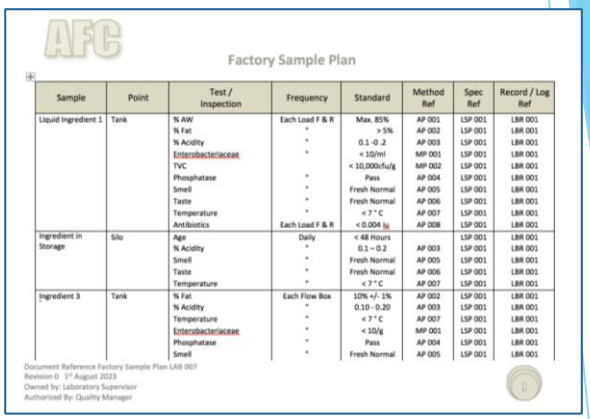
Laboratory Quality Manual

CONTENTS

1. Introduction
2. Quality System
3. Organization and Management
4. Personnel
5. Laboratory Accommodation and Environment
6. Personnel Hygiene
7. Confirmation of Work and Client Requirements
8. Handling Test Items
9. Test Methods
10. Bench Practices
11. Assuring Quality of Results
12. Equipment, Calibration and Measurement Traceability
13. Calibration Standards / Reference Materials
14. Reporting Test Results
15. Records
16. Purchase of Outside Services, Supplies and Laboratory Consumables

Document Reference FS 2.4.4A Laboratory Quality Manual
Revision 0 1st August 2023
Owned by: Laboratory Supervisor
Authorized By: Quality Manager

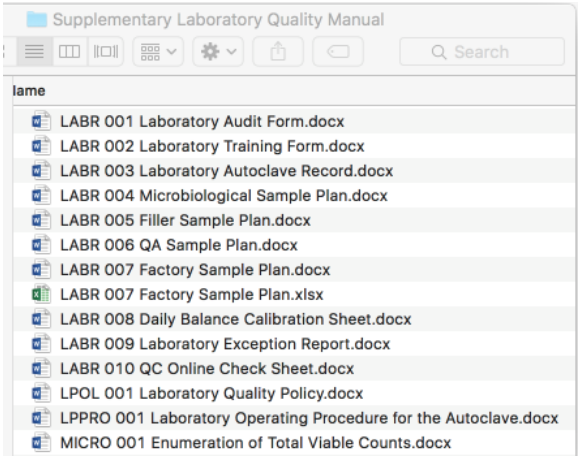


AFC

Factory Sample Plan

Sample	Point	Test / Inspection	Frequency	Standard	Method Ref	Spec Ref	Record / Log Ref
Liquid Ingredient 1	Tank	% AW	Each Load F & R	Max. 85%	AP 001	LSP 001	LBR 001
		% Fat	"	> 5%	AP 002	LSP 001	LBR 001
		% Acidity	"	0.1 - 0.2	AP 003	LSP 001	LBR 001
		Enterobacteriaceae	"	< 10/ml	MP 001	LSP 001	LBR 001
		TVC		< 10,000cfu/g	MP 002	LSP 001	LBR 001
		Phosphatase	"	Pass	AP 004	LSP 001	LBR 001
		Smell	"	Fresh Normal	AP 005	LSP 001	LBR 001
		Taste	"	Fresh Normal	AP 006	LSP 001	LBR 001
		Temperature	"	< 7 °C	AP 007	LSP 001	LBR 001
		Antibiotics	Each Load F & R	< 0.004 iu	AP 008	LSP 001	LBR 001
Ingredient in Storage	Silo	Age	Daily	< 48 Hours		LSP 001	LBR 001
		% Acidity	"	0.1 – 0.2	AP 003	LSP 001	LBR 001
		Smell	"	Fresh Normal	AP 005	LSP 001	LBR 001
		Taste	"	Fresh Normal	AP 006	LSP 001	LBR 001
		Temperature	"	< 7 °C	AP 007	LSP 001	LBR 001
Ingredient 3	Tank	% Fat	Each Flow Box	10% +/- 1%	AP 002	LSP 001	LBR 001
		% Acidity	"	0.10 - 0.20	AP 003	LSP 001	LBR 001
		Temperature	"	< 7 °C	AP 007	LSP 001	LBR 001
		Enterobacteriaceae	"	< 10/g	MP 001	LSP 001	LBR 001
		Phosphatase	"	Pass	AP 004	LSP 001	LBR 001
		Smell	"	Fresh Normal	AP 005	LSP 001	LBR 001

Document Reference Factory Sample Plan LAB 007
Revision 0 1st August 2023
Owned by: Laboratory Supervisor
Authorized By: Quality Manager

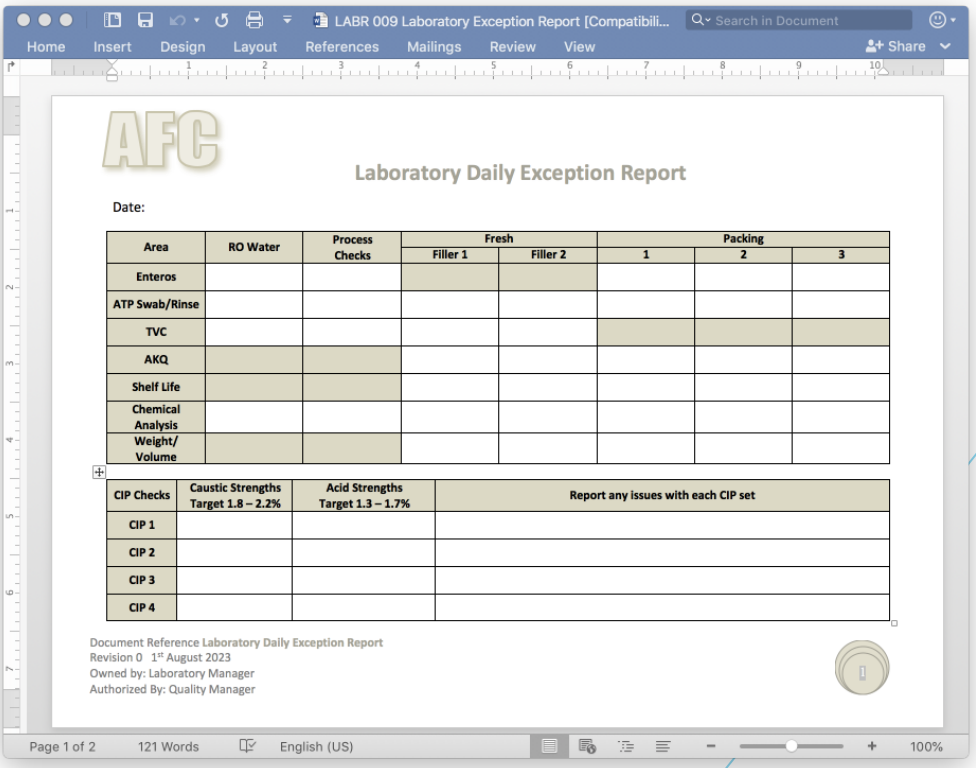


Supplementary Laboratory Quality Manual

Search

lame

- LABR 001 Laboratory Audit Form.docx
- LABR 002 Laboratory Training Form.docx
- LABR 003 Laboratory Autoclave Record.docx
- LABR 004 Microbiological Sample Plan.docx
- LABR 005 Filler Sample Plan.docx
- LABR 006 QA Sample Plan.docx
- LABR 007 Factory Sample Plan.docx
- LABR 007 Factory Sample Plan.xlsx
- LABR 008 Daily Balance Calibration Sheet.docx
- LABR 009 Laboratory Exception Report.docx
- LABR 010 QC Online Check Sheet.docx
- LPOL 001 Laboratory Quality Policy.docx
- LPPRO 001 Laboratory Operating Procedure for the Autoclave.docx
- MICRO 001 Enumeration of Total Viable Counts.docx



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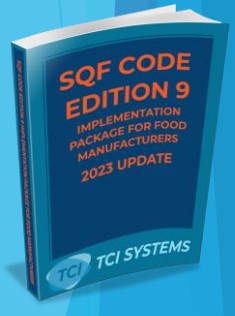
Laboratory Daily Exception Report

Date:

Area	RO Water	Process Checks	Fresh		Packing		
			Filler 1	Filler 2	1	2	3
Enteros							
ATP Swab/Rinse							
TVC							
AKQ							
Shelf Life							
Chemical Analysis							
Weight/ Volume							

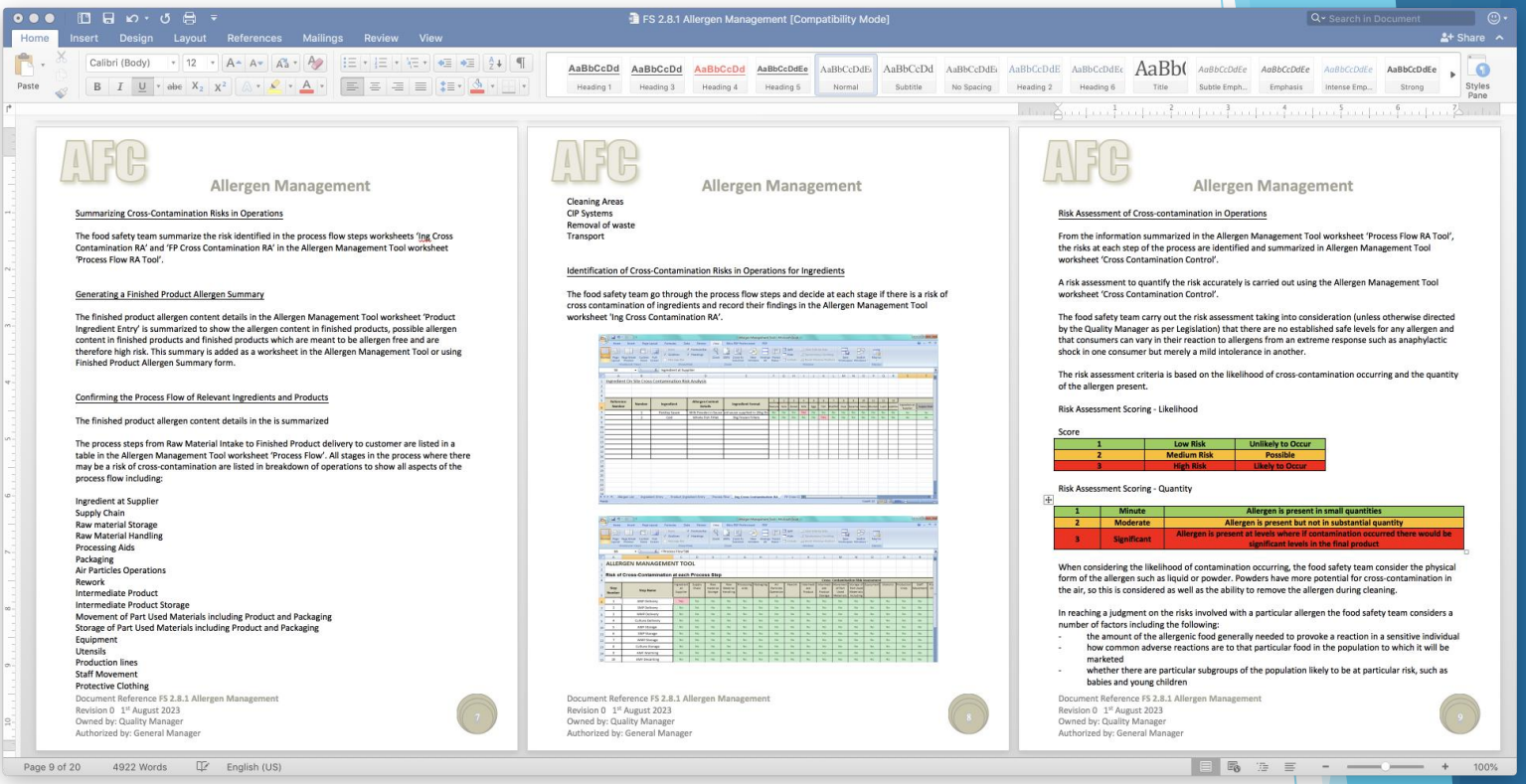
CIP Checks	Caustic Strengths Target 1.8 – 2.2%	Acid Strengths Target 1.3 – 1.7%	Report any issues with each CIP set
CIP 1			
CIP 2			
CIP 3			
CIP 4			

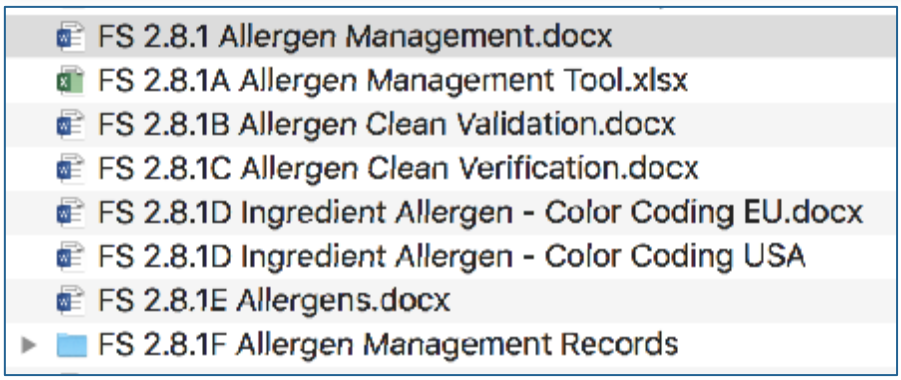
Document Reference Laboratory Daily Exception Report
Revision 0 1st August 2023
Owned by: Laboratory Manager
Authorized By: Quality Manager

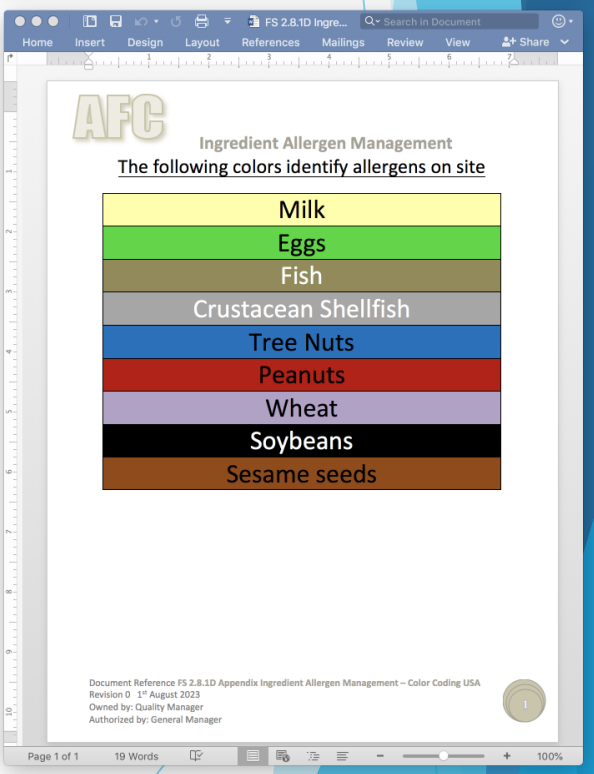


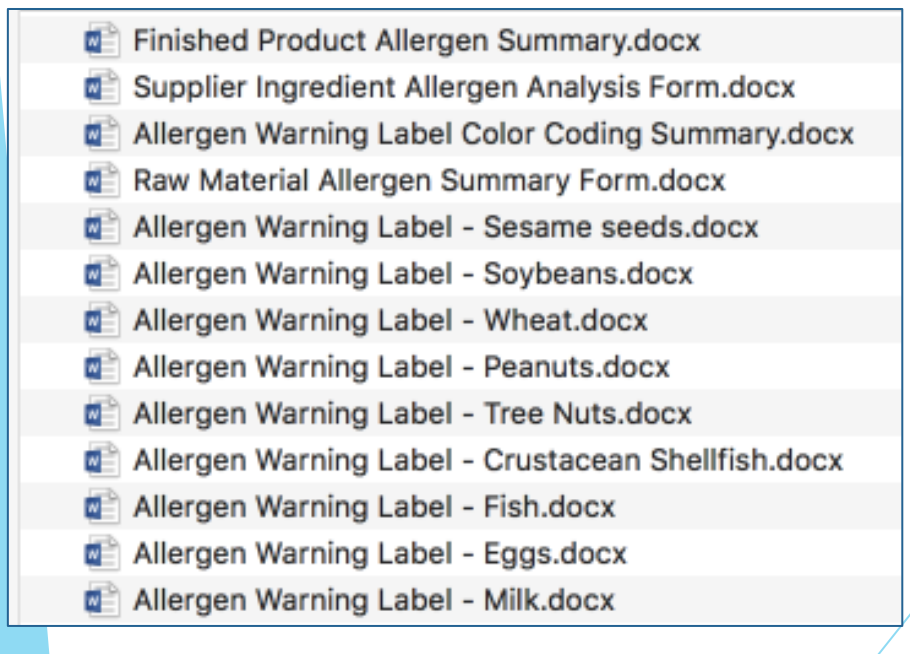
Supplementary Allergen Management Tools

FS 2.8.1 Allergens Management is a comprehensive Allergen Management Procedure which is supplemented by Allergen Management Tools and other useful Allergen Control Documents



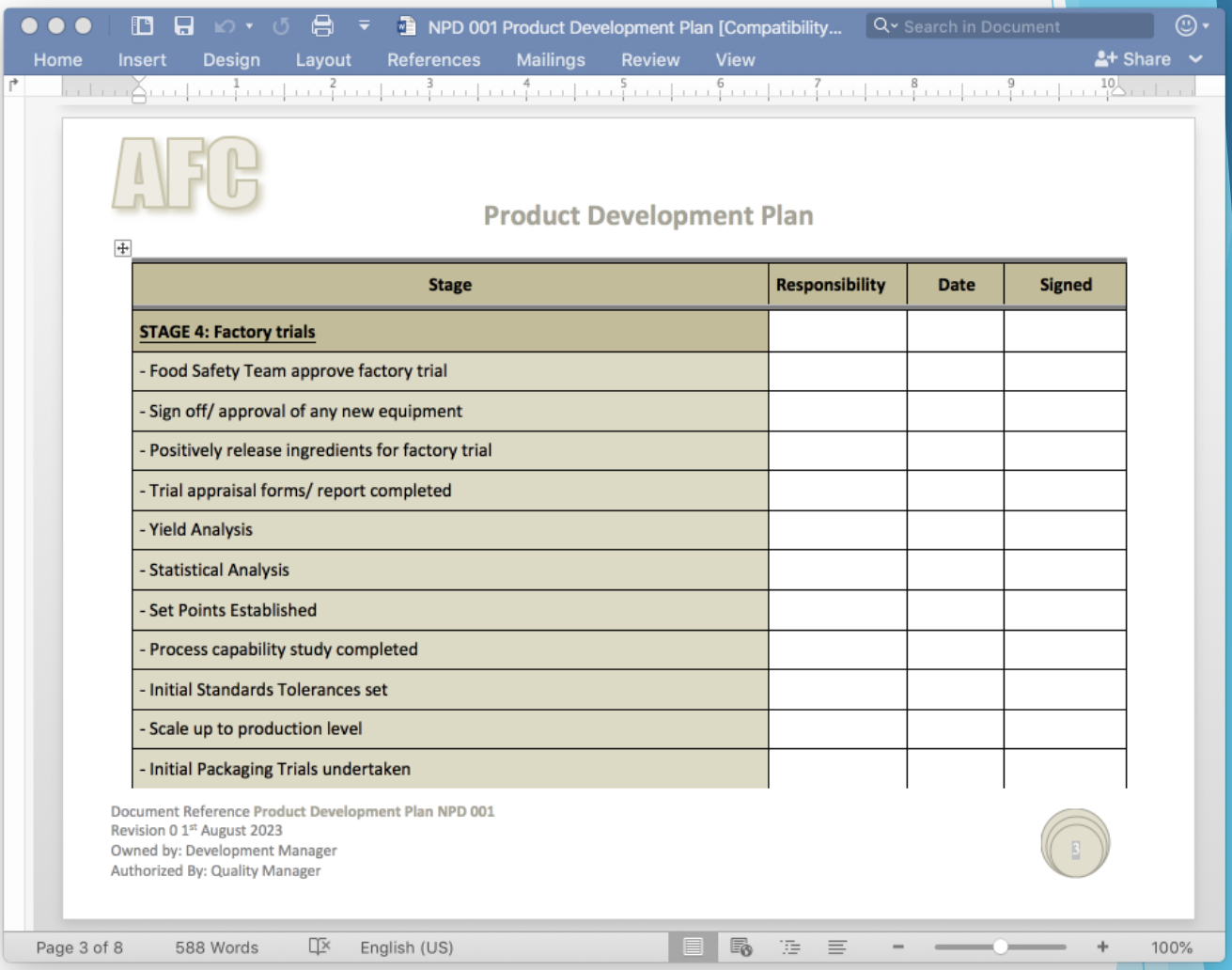






Product Development Tools

FS 2.3.1 Product Design & Development Procedure is supported by supplementary Product Design & Development documents and forms and a Product Development Plan



NPD 001 Product Development Plan [Compatibility...

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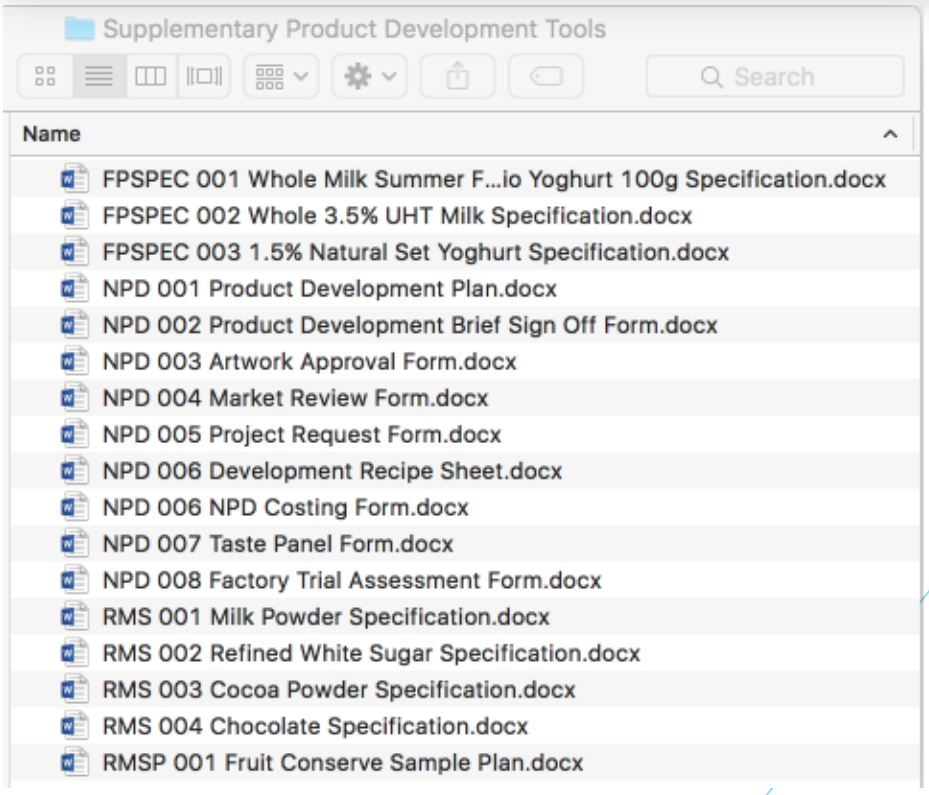
Product Development Plan

Stage	Responsibility	Date	Signed
STAGE 4: Factory trials			
- Food Safety Team approve factory trial			
- Sign off/ approval of any new equipment			
- Positively release ingredients for factory trial			
- Trial appraisal forms/ report completed			
- Yield Analysis			
- Statistical Analysis			
- Set Points Established			
- Process capability study completed			
- Initial Standards Tolerances set			
- Scale up to production level			
- Initial Packaging Trials undertaken			

Document Reference Product Development Plan NPD 001
Revision 0 1st August 2023
Owned by: Development Manager
Authorized By: Quality Manager

Page 3 of 8 588 Words English (US) 100%

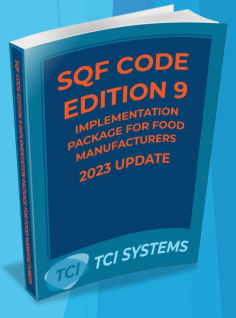


Supplementary Product Development Tools

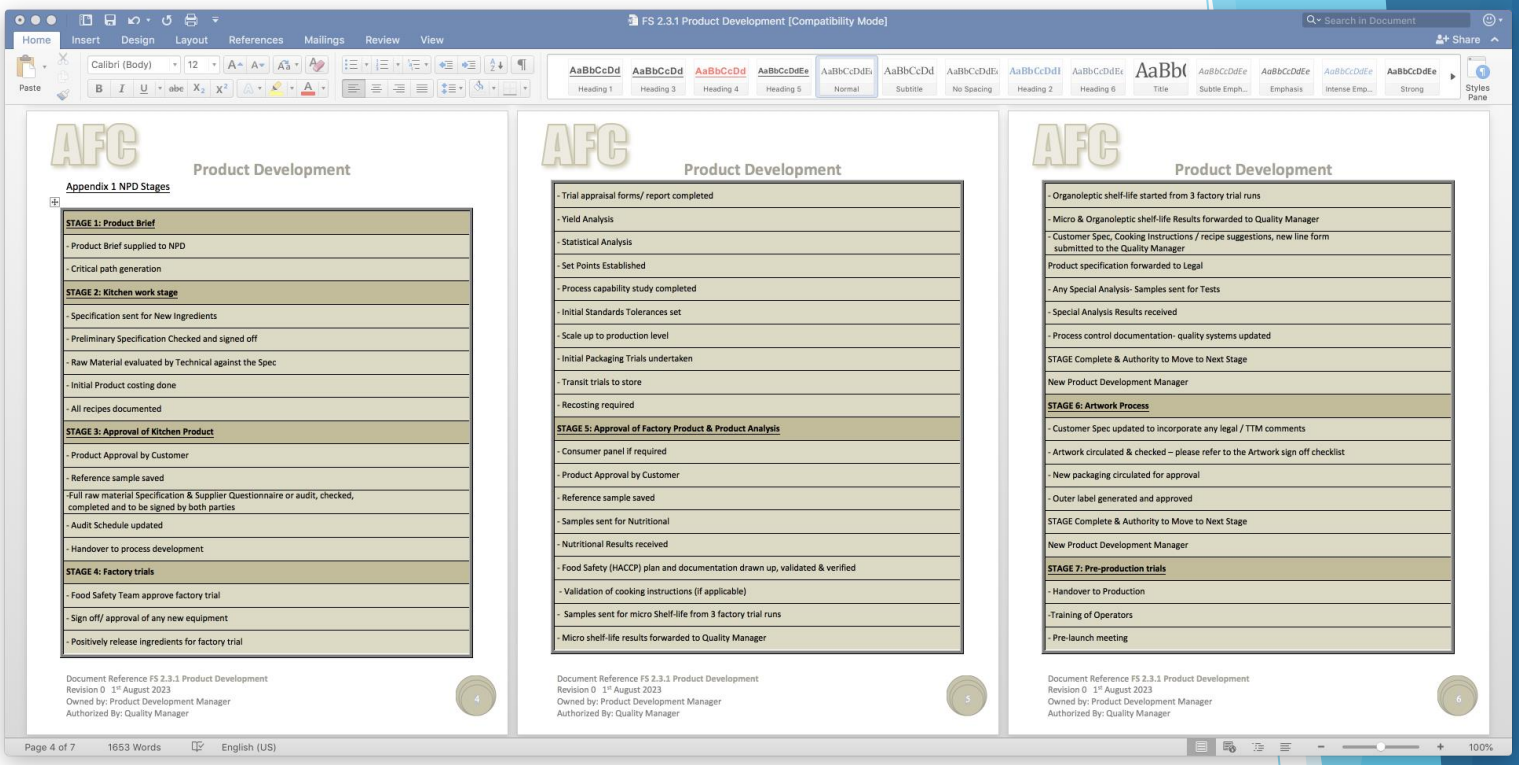
Search

Name

- FPSPEC 001 Whole Milk Summer F...io Yoghurt 100g Specification.docx
- FPSPEC 002 Whole 3.5% UHT Milk Specification.docx
- FPSPEC 003 1.5% Natural Set Yoghurt Specification.docx
- NPD 001 Product Development Plan.docx
- NPD 002 Product Development Brief Sign Off Form.docx
- NPD 003 Artwork Approval Form.docx
- NPD 004 Market Review Form.docx
- NPD 005 Project Request Form.docx
- NPD 006 Development Recipe Sheet.docx
- NPD 006 NPD Costing Form.docx
- NPD 007 Taste Panel Form.docx
- NPD 008 Factory Trial Assessment Form.docx
- RMS 001 Milk Powder Specification.docx
- RMS 002 Refined White Sugar Specification.docx
- RMS 003 Cocoa Powder Specification.docx
- RMS 004 Chocolate Specification.docx
- RMSP 001 Fruit Conserve Sample Plan.docx



Product Development Tools



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Product Development

Appendix 1 NPD Stages

STAGE 1: Product Brief
- Product Brief supplied to NPD
- Critical path generation
STAGE 2: Kitchen work stage
- Specification sent for New Ingredients
- Preliminary Specification Checked and signed off
- Raw Material evaluated by Technical against the Spec
- Initial Product costing done
- All recipes documented
STAGE 3: Approval of Kitchen Product
- Product Approval by Customer
- Reference sample saved
-Full raw material Specification & Supplier Questionnaire or audit, checked, completed and to be signed by both parties
- Audit Schedule updated
- Handover to process development
STAGE 4: Factory trials
- Food Safety Team approve factory trial
- Sign off/ approval of any new equipment
- Positively release ingredients for factory trial

Document Reference FS 2.3.1 Product Development
Revision 0 1st August 2023
Owned by: Product Development Manager
Authorized By: Quality Manager

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Product Development

- Trial appraisal forms/ report completed
- Yield Analysis
- Statistical Analysis
- Set Points Established
- Process capability study completed
- Initial Standards Tolerances set
- Scale up to production level
- Initial Packaging Trials undertaken
- Transit trials to store
- Recosting required
STAGE 5: Approval of Factory Product & Product Analysis
- Consumer panel if required
- Product Approval by Customer
- Reference sample saved
- Samples sent for Nutritional
- Nutritional Results received
- Food Safety (HACCP) plan and documentation drawn up, validated & verified
- Validation of cooking instructions (if applicable)
- Samples sent for micro Shelf-life from 3 factory trial runs
- Micro shelf-life results forwarded to Quality Manager

Document Reference FS 2.3.1 Product Development
Revision 0 1st August 2023
Owned by: Product Development Manager
Authorized By: Quality Manager

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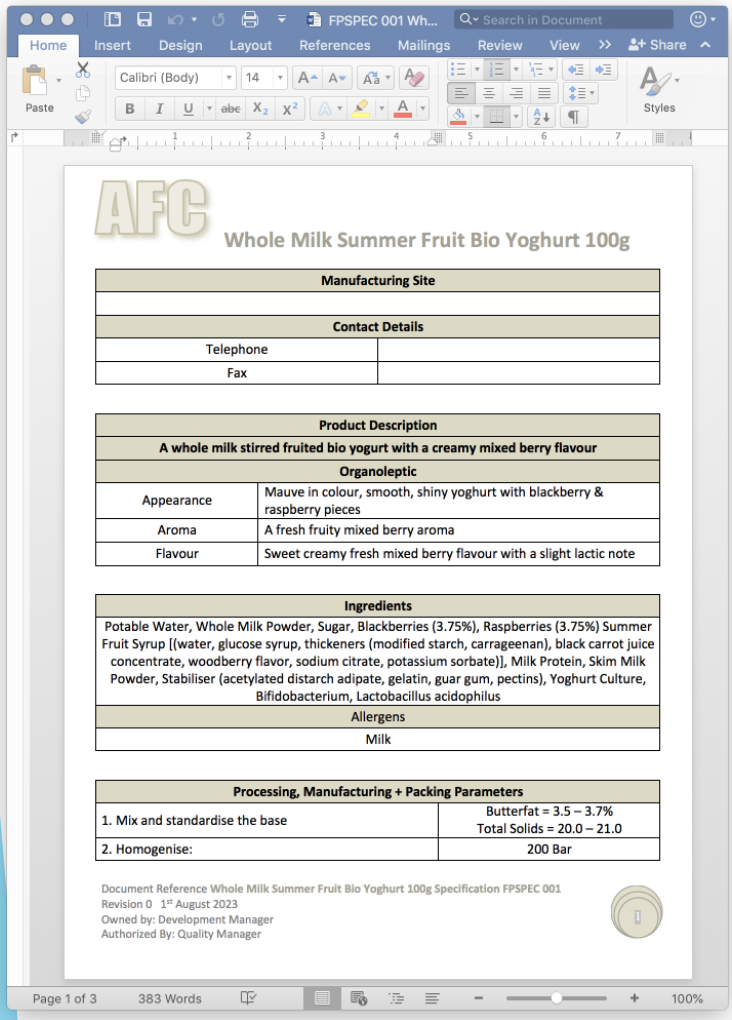
Product Development

- Organoleptic shelf-life started from 3 factory trial runs
- Micro & Organoleptic shelf-life Results forwarded to Quality Manager
- Customer Spec, Cooking Instructions / recipe suggestions, new line form submitted to the Quality Manager
Product specification forwarded to Legal
- Any Special Analysis- Samples sent for Tests
- Special Analysis Results received
- Process control documentation- quality systems updated
STAGE Complete & Authority to Move to Next Stage
New Product Development Manager
STAGE 6: Artwork Process
- Customer Spec updated to incorporate any legal / TTM comments
- Artwork circulated & checked – please refer to the Artwork sign off checklist
- New packaging circulated for approval
- Outer label generated and approved
STAGE Complete & Authority to Move to Next Stage
New Product Development Manager
STAGE 7: Pre-production trials
- Handover to Production
-Training of Operators
- Pre-launch meeting

Document Reference FS 2.3.1 Product Development
Revision 0 1st August 2023
Owned by: Product Development Manager
Authorized By: Quality Manager



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Whole Milk Summer Fruit Bio Yoghurt 100g

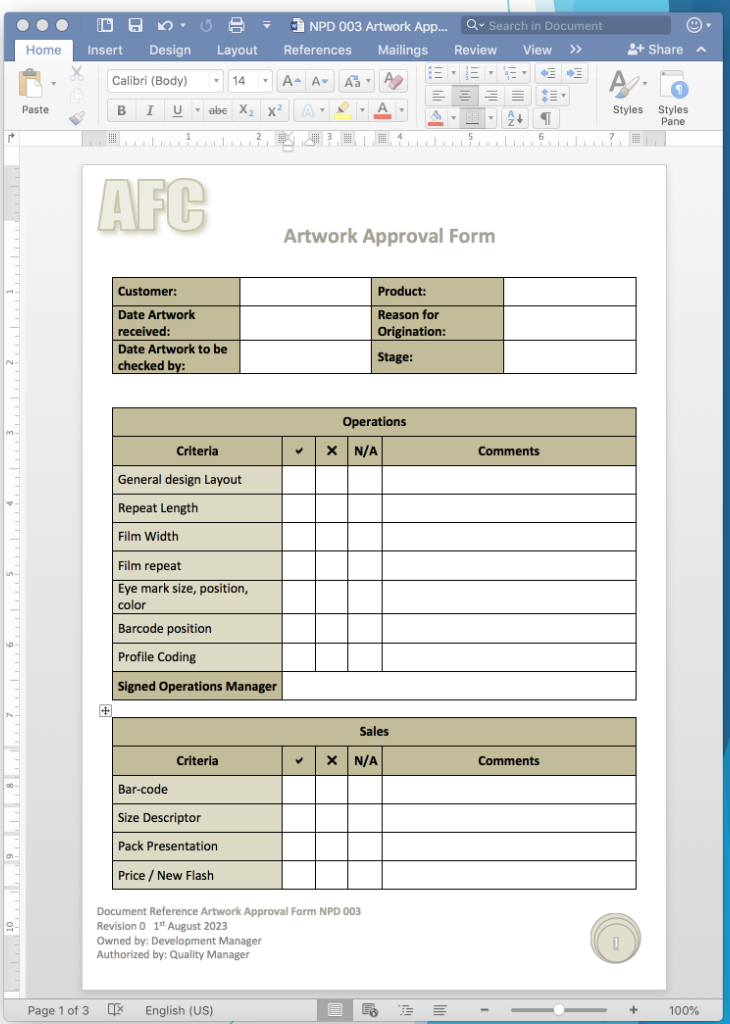
Manufacturing Site	
Contact Details	
Telephone	
Fax	

Product Description	
A whole milk stirred fruited bio yogurt with a creamy mixed berry flavour	
Organoleptic	
Appearance	Mauve in colour, smooth, shiny yoghurt with blackberry & raspberry pieces
Aroma	A fresh fruity mixed berry aroma
Flavour	Sweet creamy fresh mixed berry flavour with a slight lactic note

Ingredients
Potable Water, Whole Milk Powder, Sugar, Blackberries (3.75%), Raspberries (3.75%) Summer Fruit Syrup [(water, glucose syrup, thickeners (modified starch, carrageenan), black carrot juice concentrate, woodberry flavor, sodium citrate, potassium sorbate)], Milk Protein, Skim Milk Powder, Stabiliser (acetylated distarch adipate, gelatin, guar gum, pectins), Yoghurt Culture, Bifidobacterium, Lactobacillus acidophilus
Allergens
Milk

Processing, Manufacturing + Packing Parameters	
1. Mix and standardise the base	Butterfat = 3.5 – 3.7% Total Solids = 20.0 – 21.0
2. Homogenise:	200 Bar

Document Reference Whole Milk Summer Fruit Bio Yoghurt 100g Specification FPSPEC 001
Revision 0 1st August 2023
Owned by: Development Manager
Authorized By: Quality Manager



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Artwork Approval Form

Customer:		**Product:**	
Date Artwork received:		**Reason for Origination:**	
Date Artwork to be checked by:		**Stage:**	

Operations				
Criteria	**✓**	**✕**	**N/A**	**Comments**
General design Layout				
Repeat Length				
Film Width				
Film repeat				
Eye mark size, position, color				
Barcode position				
Profile Coding				
Signed Operations Manager				

Sales				
Criteria	**✓**	**✕**	**N/A**	**Comments**
Bar-code				
Size Descriptor				
Pack Presentation				
Price / New Flash				

Document Reference Artwork Approval Form NPD 003
Revision 0 1st August 2023
Owned by: Development Manager
Authorized by: Quality Manager

FSQMS Record Templates

A range of Food Safety Management System, Verification and Validation Record Templates are included.

Sample FSMS Record Templates

Search

Name

- FSR 001 Management Review Record.docx
- FSR 002 Training Record.docx
- FSR CCP Validation - Metal Detection.docx
- FSR Chemical Register.docx
- FSR CIP Pipe Flow Rate Conversion Table.xlsx
- FSR CIP Programs Log.xlsx
- FSR Cleaning Schedule.docx
- FSR Complaint Investigation Form.docx
- FSR Corrective Action Request
- FSR Design and Development.docx
- FSR Dispatch and Distribution Verification Record.docx
- FSR Document Master List.docx
- FSR Drain Cleaning Procedure.docx
- FSR Engineering Hygiene Clearance Record.docx
- FSR Equipment Cleaning Procedure and Record.docx
- FSR Equipment Commissioning Checklist.docx
- FSR First Aid Dressing Issue Record.docx
- FSR Food Safety Quality System Audit Form.docx
- FSR General Cleaning Procedure.docx
- FSR GHP Audit Checklist.docx
- FSR Glass & Brittle Material Breakage Log.docx
- FSR Glass and Brittle Plastic Register.docx
- FSR Goods In Inspection Record.docx
- FSR Goods In QA Clearance Label.docx
- FSR Hygiene Policy Staff Training Record.docx
- FSR Internal Audit Corrective Action Summary.docx
- FSR Knife Breakage Report.docx
- FSR Knife Control Record.docx
- FSR Label Retention and Check
- FSR Maintenance Work Hygiene Clearance Form.docx
- FSR Metal Detection Record.docx
- FSR Non Approved Supplier Sample Plan.docx
- FSR Non Conformance Notification.docx
- FSR Non-Conformance Record.docx
- FSR Outgoing Vehicle Inspection Record.docx
- FSR Packing Traceability Record.docx
- FSR Pre Employment Medical Questionnaire.docx
- FSR Preventative Action Request
- FSR Process Change Approval Record
- FSR Process Change Minor Approval Record.docx
- FSR Process Validation Record.docx
- FSR Product Hold Label.docx
- FSR Product Recall Record.docx
- FSR Product Recall Test Record.docx
- FSR Product Recall Trace.docx
- FSR Product Release Record.docx
- FSR PRP Cleaning Verification Record.docx
- FSR QA Online Check Sheet.docx
- FSR Return to Work Form.docx
- FSR Root Cause Analysis.docx
- FSR Sample Cleaning Record.docx
- FSR Sample Equipment Cleaning Record.docx
- FSR Sample Filler Cleaning Record.docx
- FSR Shelf Life Confirmation Record.docx
- FSR Site Audit Checklist.docx
- FSR Supplier Evaluation Form.docx
- FSR Supplier Register.xlsx
- FSR Supplier Self Assessment Form.docx
- FSR Traceability Record.docx
- FSR Vehicle Hygiene Inspection Record.docx
- FSR Visitor Questionnaire.docx
- FSR Warehouse Cleaning Record.docx
- Validation Records
- Verification Records

Validation Records

Name

- CCP Validation - Cleaning After Nut Production.docx
- CCP Validation - Control of Brittle Materials.docx
- CCP Validation - Dispatch and Distribution Temperatures.docx
- CCP Validation - Glass Control.docx
- CCP Validation - Metal Detection.docx
- CCP Validation Cleaning and Sanitation.docx
- Prerequisite Validation - Calibration.docx
- Prerequisite Validation - Control of Visitors and Sub-Contractors.docx
- Prerequisite Validation - Dispatch and Distribution.docx
- Prerequisite Validation - Maintenance.docx
- Prerequisite Validation - Personnel Practices.docx
- Prerequiste Validation - Control of Knives.docx
- Sample Control of Foreign Matter Contamination PRP Validation.docx
- Sample Ingredients Foreign Body Control Policy Validation.docx
- Sample Personnel Hygiene and Welfare PRP Validation.docx

Verification Records

Name

- Control of Brittle Materials Verification Record.docx
- Control of First Aid Dressings Verification.docx
- Control of Knives Verification Record.docx
- Control of Visitors and Sub-Contractors Verification Record.docx
- Despatch and Distribution Verification Record.docx
- Glass & Brittle Material Breakage Procedure.docx
- Glass Policy Verification Record.docx
- Hygiene and Housekeeping Management Verification Record.docx
- Hygiene Code of Practice Verification Record.docx
- Hygiene Policy Verification Record.docx
- Ingredients Foreign Body Control Policy Verification Record.docx
- Maintenance Verification Record.docx
- Management of Cleaning Verification Record.docx
- Management of Pest Control Verification Record.docx
- Metal Detection Verification Record.docx
- Nut Handling Procedure Verification Record.docx
- Prerequisite Verification - Training.docx

FSR Label Retention and Check [Compatibility Mo...

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Label Retention and Check

Date:	17/10/22	Time:	06:00 Hrs	Line Number:	1	Sample:	Start Up
						Check and Sign	
						Operator 1	Anne Operator
						Operator 2	Arno Operator
						Supervisor	Sue Pervisor

Date:	17/10/22	Time:	08:00 Hrs	Line Number:	1	Sample:	Reel Change
						Check and Sign	
						Operator 1	Anne Operator
						Operator 2	Arno Operator
						Supervisor	Sue Pervisor

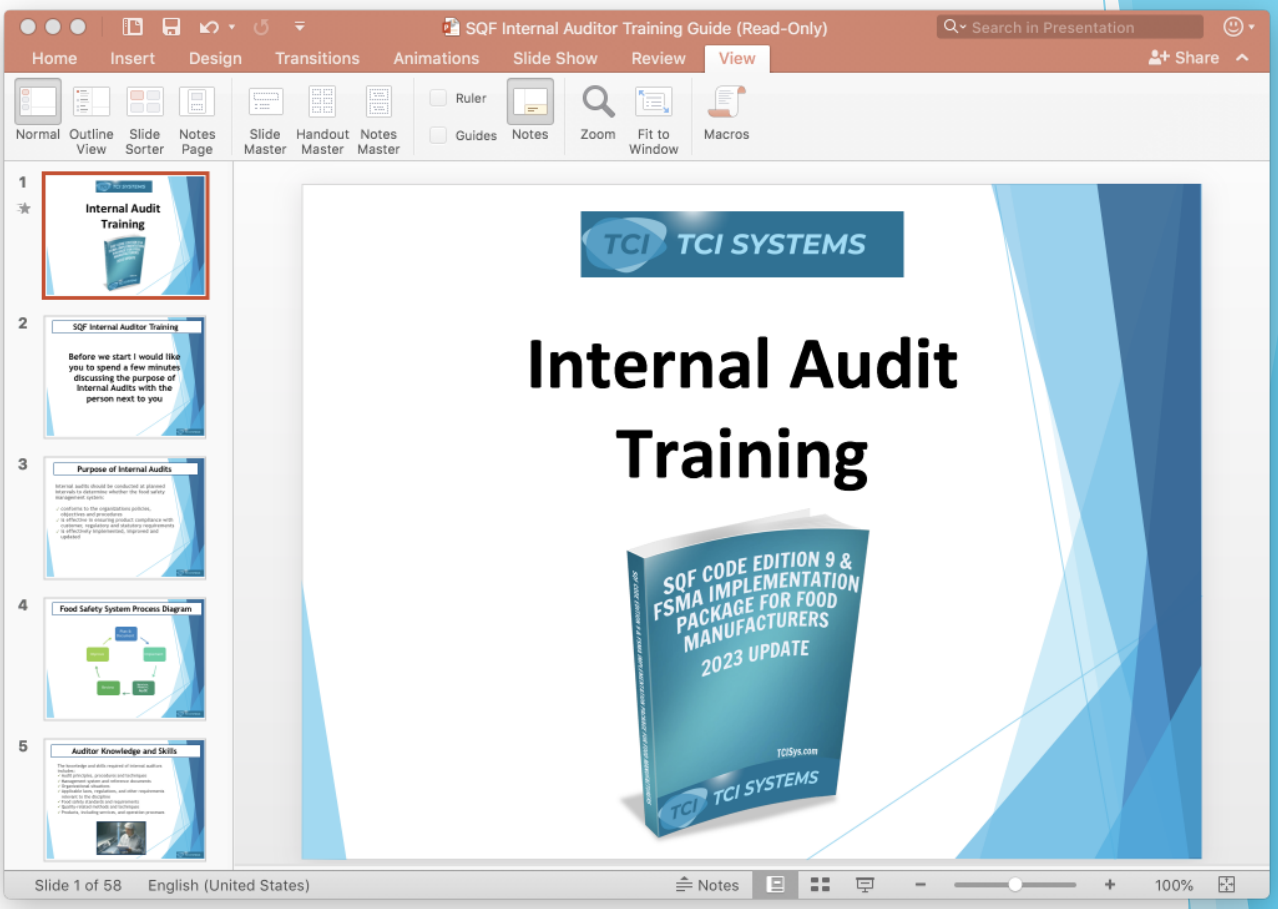
Production Manager Check	Date:	17/10/22	Time:	17:00Hrs	Sign:	Paul Manager

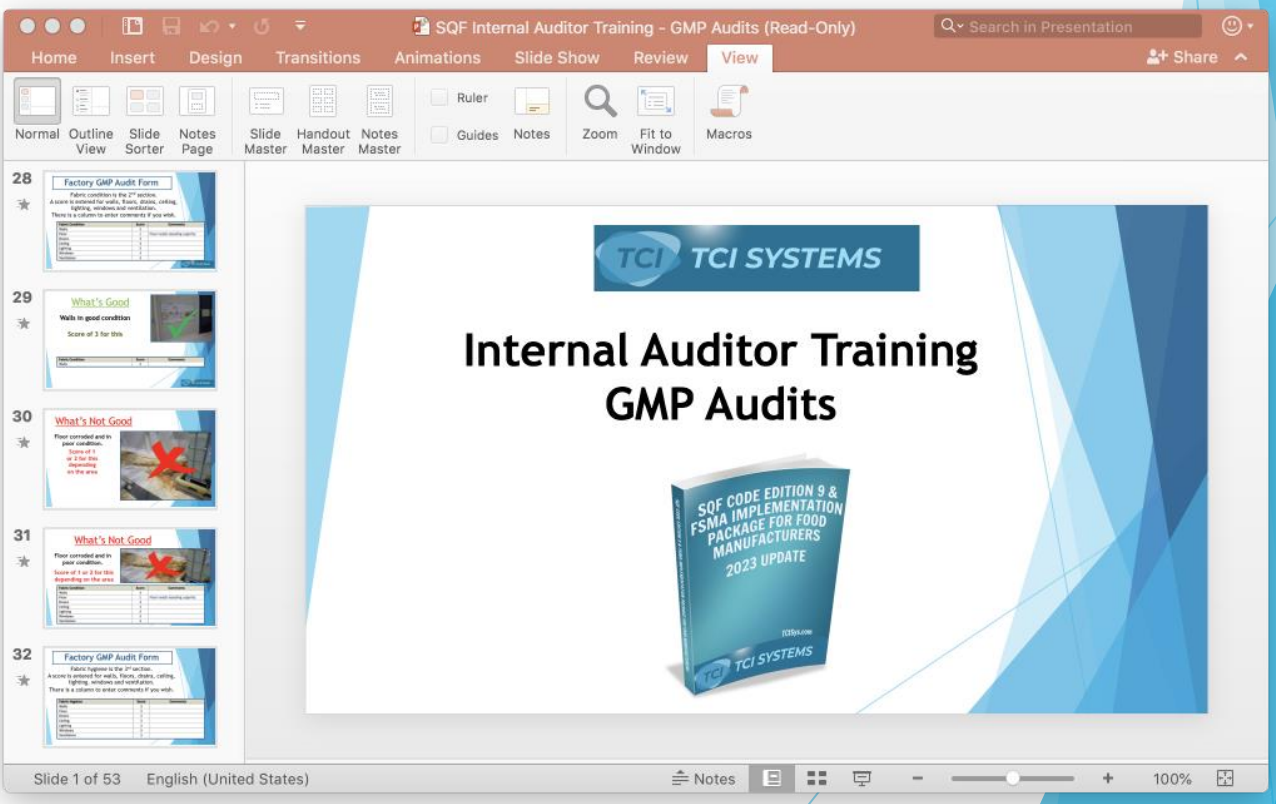
Document Reference FSR Label Retention and Check Record
Revision 0 1st August 2022
Owned by: Technical Manager
Authorised by: General Manager

Page 1 of 1 60 Words English (US) 100%

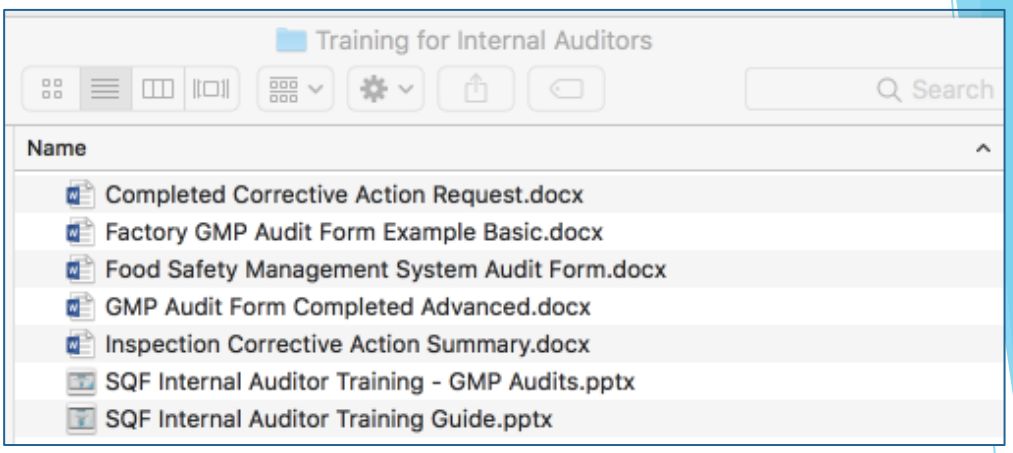
Supplementary Internal Auditor Training & Templates

FS 2.5.4 Internal Audits & Inspections Procedure is supported by two Auditor training presentations and sample auditing forms.

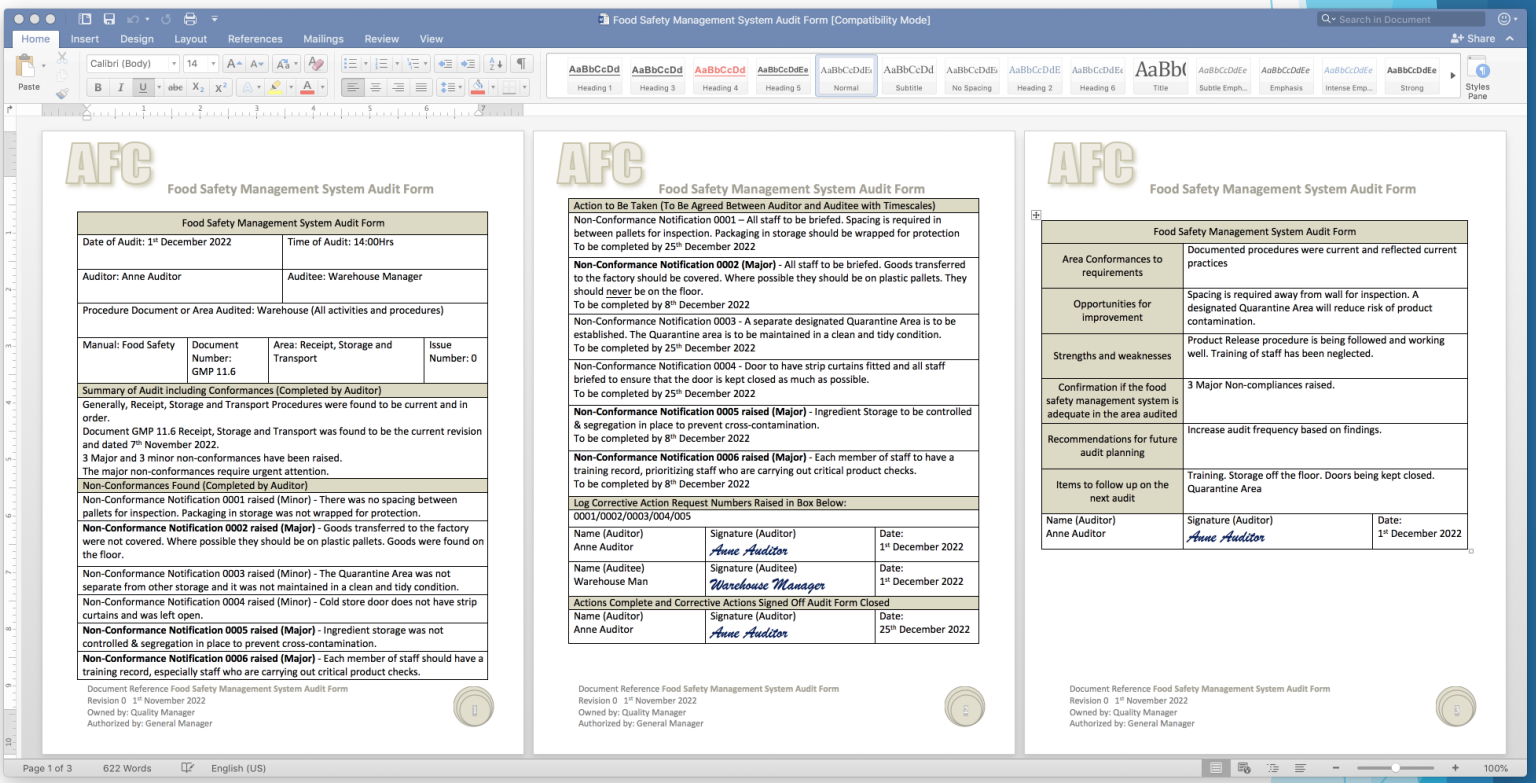




Supplementary Internal Auditor Training & Templates



There are Sample Auditing, Inspection and Corrective Action Forms


Food Safety Management System Audit Form [Compatibility Mode]

AFC

Food Safety Management System Audit Form

Food Safety Management System Audit Form			
Date of Audit: 1st December 2022		Time of Audit: 14:00Hrs	
Auditor: Anne Auditor		Auditee: Warehouse Manager	
Procedure Document or Area Audited: Warehouse (All activities and procedures)			
Manual: Food Safety	Document Number: GMP 11.6	Area: Receipt, Storage and Transport	Issue Number: 0
Summary of Audit including Conformances (Completed by Auditor)			
Generally, Receipt, Storage and Transport Procedures were found to be current and in order. Document GMP 11.6 Receipt, Storage and Transport was found to be the current revision and dated 7th November 2022. 3 Major and 3 minor non-conformances have been raised. The major non-conformances require urgent attention.			
Non-Conformances Found (Completed by Auditor)			
Non-Conformance Notification 0001 raised (Minor) - There was no spacing between pallets for inspection. Packaging in storage was not wrapped for protection.			
Non-Conformance Notification 0002 raised (Major) - Goods transferred to the factory were not covered. Where possible they should be on plastic pallets. Goods were found on the floor.			
Non-Conformance Notification 0003 raised (Minor) - The Quarantine Area was not separate from other storage and it was not maintained in a clean and tidy condition.			
Non-Conformance Notification 0004 raised (Minor) - Cold store door does not have strip curtains and was left open.			
Non-Conformance Notification 0005 raised (Major) - Ingredient storage was not controlled & segregation in place to prevent cross-contamination.			
Non-Conformance Notification 0006 raised (Major) - Each member of staff should have a training record, especially staff who are carrying out critical product checks.			

Document Reference Food Safety Management System Audit Form
Revision 0 1st November 2022
Owned by: Quality Manager
Authorized by: General Manager

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Food Safety Management System Audit Form

Action to Be Taken (To Be Agreed Between Auditor and Auditee with Timescales)		
Non-Conformance Notification 0001 – All staff to be briefed. Spacing is required in between pallets for inspection. Packaging in storage should be wrapped for protection To be completed by 25th December 2022		
Non-Conformance Notification 0002 (Major) - All staff to be briefed. Goods transferred to the factory should be covered. Where possible they should be on plastic pallets. They should never be on the floor. To be completed by 8th December 2022		
Non-Conformance Notification 0003 - A separate designated Quarantine Area is to be established. The Quarantine area is to be maintained in a clean and tidy condition. To be completed by 25th December 2022		
Non-Conformance Notification 0004 - Door to have strip curtains fitted and all staff briefed to ensure that the door is kept closed as much as possible. To be completed by 25th December 2022		
Non-Conformance Notification 0005 raised (Major) - Ingredient Storage to be controlled & segregation in place to prevent cross-contamination. To be completed by 8th December 2022		
Non-Conformance Notification 0006 raised (Major) - Each member of staff to have a training record, prioritizing staff who are carrying out critical product checks. To be completed by 8th December 2022		
Log Corrective Action Request Numbers Raised in Box Below:		
0001/0002/0003/004/005		
Name (Auditor) Anne Auditor	Signature (Auditor) *Anne Auditor*	Date: 1st December 2022
Name (Auditee) Warehouse Man	Signature (Auditee) *Warehouse Manager*	Date: 1st December 2022
Actions Complete and Corrective Actions Signed Off Audit Form Closed		
Name (Auditor) Anne Auditor	Signature (Auditor) *Anne Auditor*	Date: 25th December 2022

Document Reference Food Safety Management System Audit Form
Revision 0 1st November 2022
Owned by: Quality Manager
Authorized by: General Manager

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Food Safety Management System Audit Form

Food Safety Management System Audit Form		
Area Conformances to requirements	Documented procedures were current and reflected current practices	
Opportunities for improvement	Spacing is required away from wall for inspection. A designated Quarantine Area will reduce risk of product contamination.	
Strengths and weaknesses	Product Release procedure is being followed and working well. Training of staff has been neglected.	
Confirmation if the food safety management system is adequate in the area audited	3 Major Non-compliances raised.	
Recommendations for future audit planning	Increase audit frequency based on findings.	
Items to follow up on the next audit	Training. Storage off the floor. Doors being kept closed. Quarantine Area	
Name (Auditor) Anne Auditor	Signature (Auditor) *Anne Auditor*	Date: 1st December 2022

Document Reference Food Safety Management System Audit Form
Revision 0 1st November 2022
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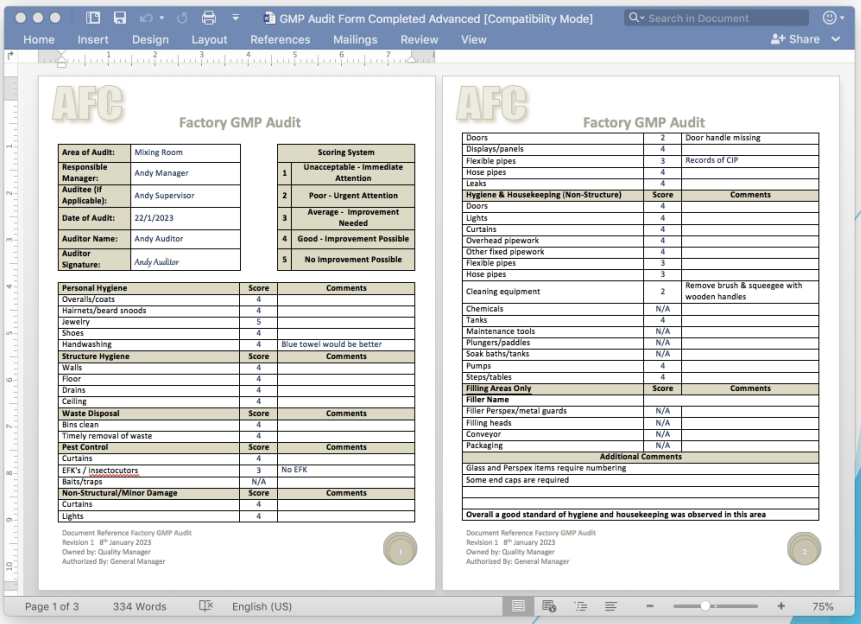
Authorized by: General Manager

Page 1 of 3 622 Words English (US) 100%


GMP Audit Form Completed Advanced [Compatibility Mode]

AFC

Factory GMP Audit

Area of Audit:	Mixing Room
Responsible Manager:	Andy Manager
Auditee (if Applicable):	Andy Supervisor
Date of Audit:	22/1/2023
Auditor Name:	Andy Auditor
Auditor Signature:	*Andy Auditor*

Scoring System	
1	Unacceptable - Immediate Attention
2	Poor - Urgent Attention
3	Average - Improvement Needed
4	Good - Improvement Possible
5	No Improvement Possible

Personal Hygiene	Score	Comments
Overalls/coats	4	
Hairnets/beard snoods	4	
Jewelry	5	
Shoes	4	
Handwashing	4	Blue towel would be better
Structure Hygiene	**Score**	**Comments**
Walls	4	
Floor	4	
Drains	4	
Ceiling	4	
Waste Disposal	**Score**	**Comments**
Bins clean	4	
Timely removal of waste	4	
Pest Control	**Score**	**Comments**
Curtains	4	
EFK's / insectocutors	3	No EFK
Baits/traps	N/A	
Non-Structural/Minor Damage	**Score**	**Comments**
Curtains	4	
Lights	4	

Document Reference Factory GMP Audit
Revision 1 8th January 2023
Owned by: Quality Manager
Authorized By: General Manager

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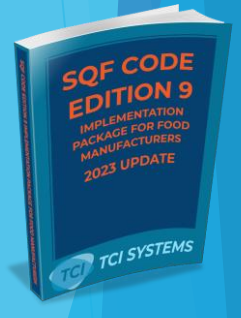
Factory GMP Audit

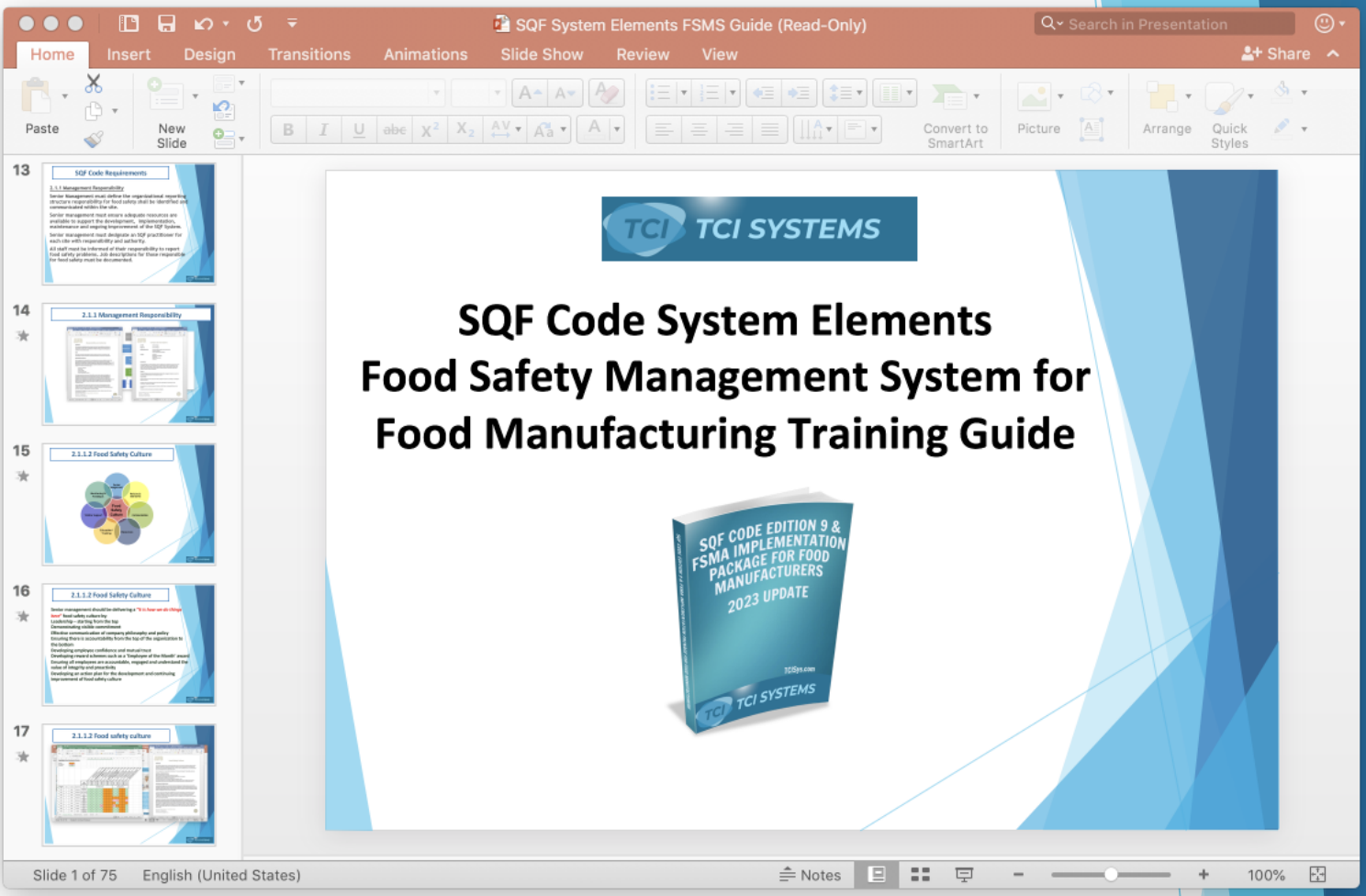
Doors	2	Door handle missing
Displays/panels	4	
Flexible pipes	3	Records of CIP
Hose pipes	4	
Leaks	4	
Hygiene & Housekeeping (Non-Structure)	**Score**	**Comments**
Doors	4	
Lights	4	
Curtains	4	
Overhead pipework	4	
Other fixed pipework	4	
Flexible pipes	3	
Hose pipes	3	
Cleaning equipment	2	Remove brush & squeegee with wooden handles
Chemicals	N/A	
Tanks	4	
Maintenance tools	N/A	
Plungers/paddles	N/A	
Soak baths/tanks	N/A	
Pumps	4	
Steps/tables	4	
Filling Areas Only	**Score**	**Comments**
Filler Name		
Filler Perspex/metal guards	N/A	
Filling heads	N/A	
Conveyor	N/A	
Packaging	N/A	
Additional Comments		
Glass and Perspex items require numbering		
Some end caps are required		
Overall a good standard of hygiene and housekeeping was observed in this area		

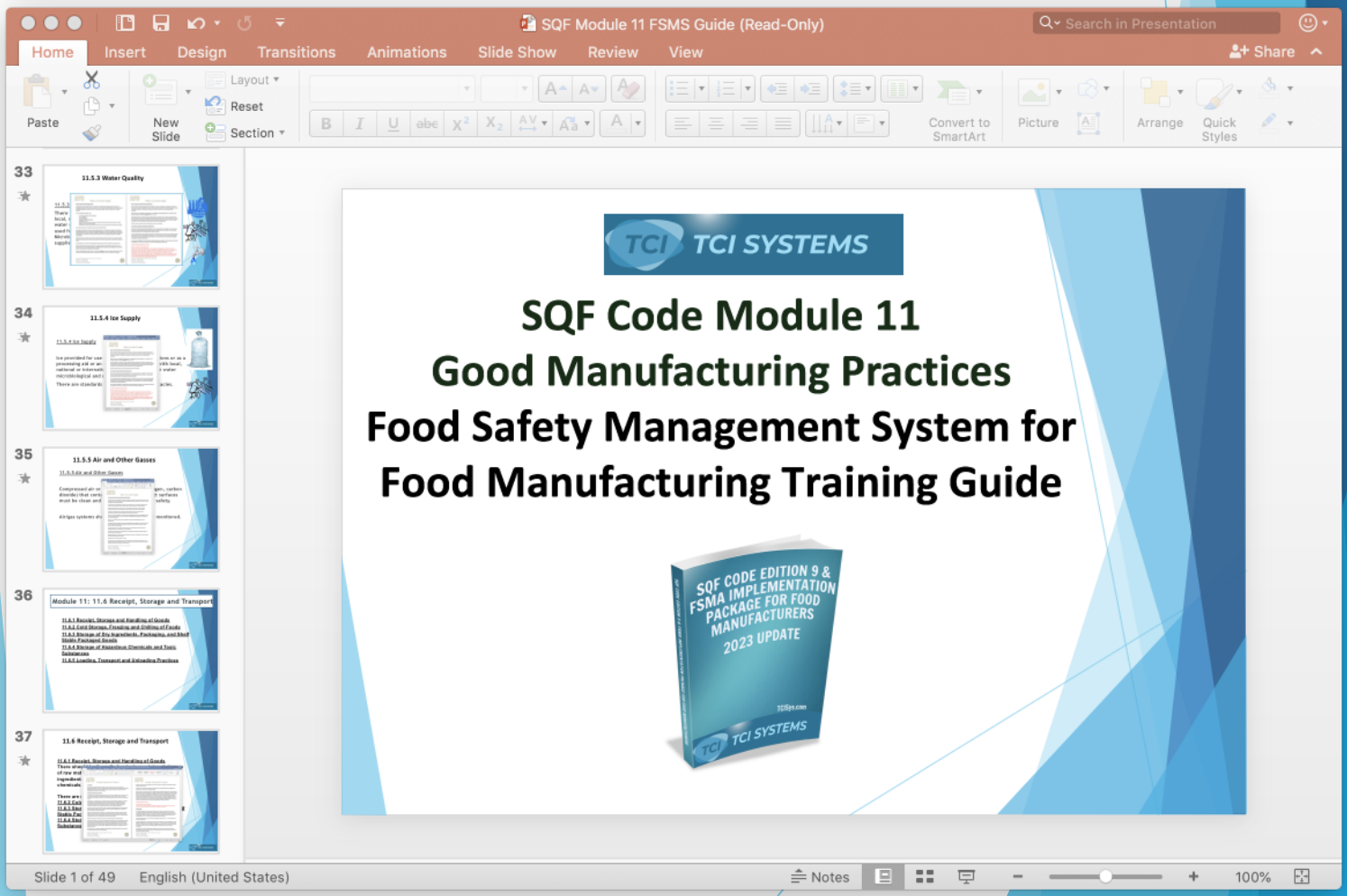
Document Reference Factory GMP Audit
Revision 1 8th January 2023
Owned by: Quality Manager
Authorized By: General Manager

Page 1 of 3 334 Words English (US) 75%



Introduction to the SQF Food Safety Management System Training Modules





There are also some Useful Food Defense and Food Fraud Assessment Tools

FS 2.7.1A Food Defense Threat Assessment

Food Threat Assessment & Mitigation Plan Summary

					Risk Assessment			Food Defence Mitigation Plan: Control Measures Required				Verify Controls are in Place			
Assessment Number	Threat Category	Details	Potential Risk	Current Controls in Place	Likelihood/ Vulnerability to Threat	Impact	Threat Risk Rating	Primary Control	Secondary Control	Primary Control Responsibility	Secondary Control Responsibility	Primary Control	Date	Secondary Control	Date
1	Raw Material Supply			Monitoring of Product in Market Place	3	3	9	Entrances are secured, security personnel, locks and/or alarms are installed	Ingredients are examined for possible tampering						
2	Outside Vulnerability			Outside Physical Security Measures	2	3	6	Plant boundaries are clear and secured to prevent unauthorized entry	Outside storage on the premises is protected from unauthorized access						
3	Storage			Storage Security	3	3	9	Access to storage areas is restricted	Regularly check the inventory of finished products for unexplained additions and withdrawals from existing stock.						
4	Transport			Transport Security	3	3	9	Incoming and outgoing vehicles are examined for suspicious activity	Control access to loading docks						
5	Mail Handling			Mail Handling Security	3	2	6	A food defence plan is in place	Cyber security management systems are put in place						
6	Information			Information Security	1	2	2	A food defence plan is in place	Cyber security management systems are put in place						
7	General Internal			General Internal Security Measures	1	1	1	Restricted areas are clearly identified	Ingredients are examined for possible tampering						
8	Processing Area			Processing Area Security	3	3	9								
9	Chemical/Hazardous Material Control			Chemical/Hazardous Material Control Security	3	3	9								
10	Personnel			Personnel Security Measures	3	3	9								
11	Incident Response			Incident Response			0								

Food Defence Summary | Assessment Category | Existing Controls | Strategies Checklist

FS 2.7.2A Food Fraud Assessment Template

Food Fraud Vulnerability Assessment & Plan Summary

Risks to consider are emerging and historical issues, Historical evidence of substitution or adulteration, Value of the material, Availability - e.g. a poor harvest may restrict availability and may increase the potential for adulteration, Sophistication of routine testing to identify adulterants (if testing within the supply chain is comprehensive and focused on potential fraud issues, then the likelihood is less), Country of origin, Length and complexity of the supply chain

Score	Product or Material Category Rating
5	Very high - a high profile product or material with recent reports of adulteration published by regulatory authorities – action or monitoring is required to ensure only genuine materials are purchased.
4	High - a high profile product or material that provides an atractive target for potential adulteration – some action and/or monitoring is required to ensure only genuine materials are purchased.
3	Medium - a product or material that may be adulterated - action is required to ensure only genuine materials are purchased.
2	Low - this product or material is unlikely to be a target for substitution or adulteration; however a re-assessment may be necessary if new information becomes available.
1	Negligible - no further action required as the product or material is extremely unlikely to be a target for food fraud.

				Available Information and Data Review						Risk Assessment			Risk Rating	Food Fraud Mitigation Plan: Control Measures Required			
Assessment Number	Assessment Category	Details of Product or Material or Service	Details	Historical evidence of substitution or adulteration	Economic factors which may make adulteration or	Ease of access to raw materials through the supply chain	Sophistication of routine testing to identify adulterants	Nature of the Raw Material	Potential Risk	Potential for Food Fraud Rating	Current Controls in Place	Likelihood	Public Health Consequence	Public Health Risk Rating	Primary Control	Secondary Control	Primary Control Responsibility	Secondary Control Responsibility
1	Purchased Final Ingredient	Chocolate Topping	Supplier Barry C - India						Counterfeiting	5	Supplier Audit every 6 months	5	5	25	Raw material testing	Mass balance exercises at the raw material supplier		
2	Purchased Final Ingredient	Chocolate Topping	Supplier Larry B - USA						Stolen goods	3	Supplier Audit every 12 months	4	3	12	Certificates of analysis from raw material suppliers	Supply chain audits		
3	Purchased Raw Ingredient	Flour for Baking	Supplier A Mills - USA						Unapproved enhancements	4	Certification to GFSI Approved Standard	5	4	20	Use of tamper evidence or seals on incoming raw materials	Enhanced supplier approval checks		
4	Contract Packer	Contract Scones	Contract Pack Inc. - USA						Grey market	5	Supplier Audit every 6 months	5	5	25	Mass balance exercises at the supplier	Raw material testing		
5	Purchased Contact Packaging	Cake Tray	FoodPac - Germany						Stolen goods	3	Supply to Contract Specification	3	2	6	Supply chain audits	COC with each Delivery		
6	Contact Material	Detergent	Chemico Inc. - USA						No Risk	1	Supply to Contract Specification	1	2	2	Supply chain audits	COC with each Delivery		
7	Purchased Non-Contact Packaging	Cardboard Box	BoxForm Inc. - USA						No Risk	1	Supply to Contract Specification	1	1	1	Certificates of analysis from raw material suppliers	Certificates of analysis from raw material suppliers		
8	On-site In-Process Product	Choco Cake Mix Blend in Bulk							Stolen goods	3	Site Security	3	3	9	Certificates of analysis from raw material suppliers	Certificates of analysis from raw material suppliers		
9	On-site Finished Product	Choco Cake Mix Packed							Stolen goods	3	Mass Balance exercises on site weekly	3	3	9	Certificates of analysis from raw material suppliers	Certificates of analysis from raw material suppliers		
10	On-site Contact Packaging	Choco Cake Mix Bags							Counterfeiting	3	Site Security	3	3	9	Certificates of analysis from raw material suppliers	Certificates of analysis from raw material suppliers		

Food Fraud Summary | Assessment Category | Food Fraud Categories | Existing Controls | Additional Control Measures | Additional CM Responsibility | Data Review | Online Tools

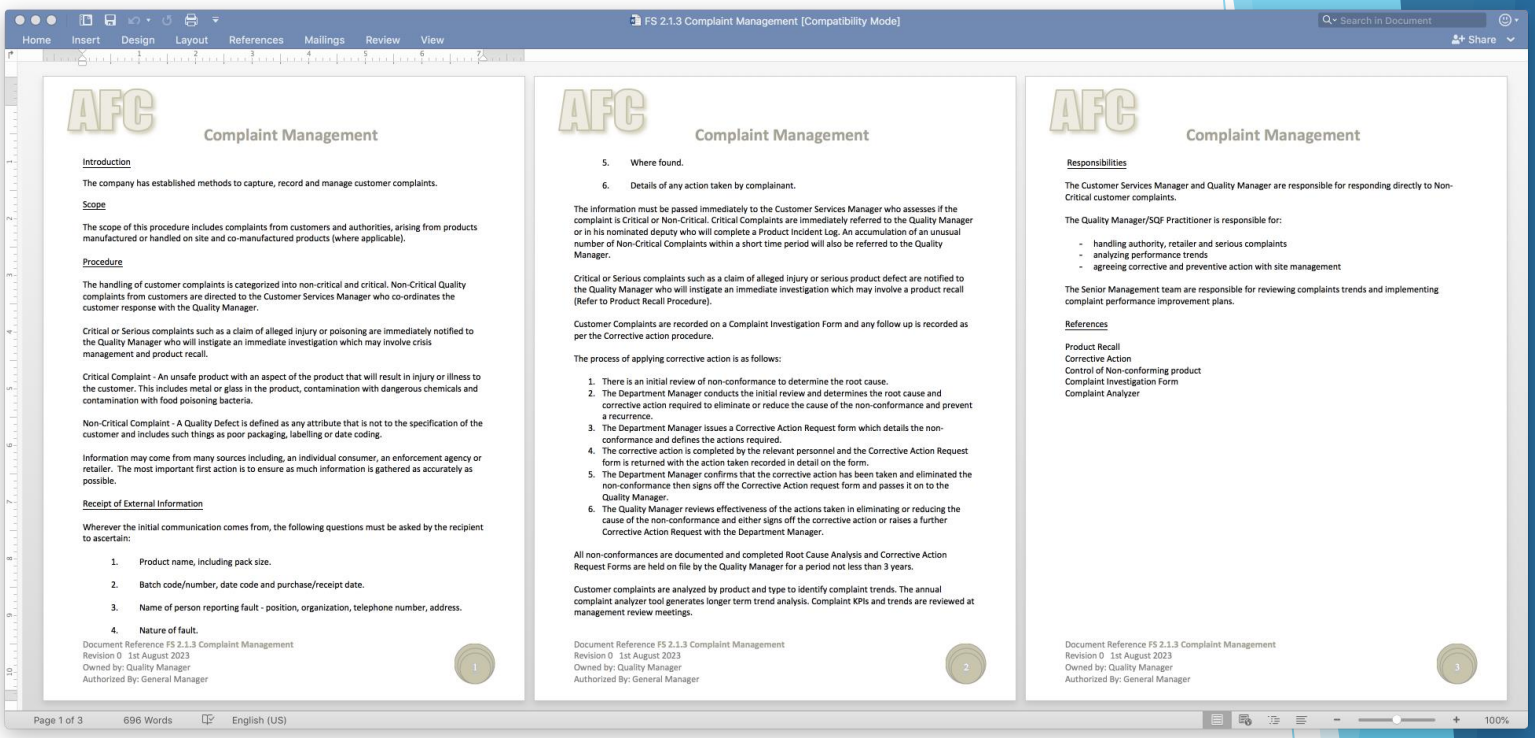
PowerPoint Slide Show - [Food Fraud Assessment & Mitigation Plan Summary Instructions TCI]

Food Fraud Assessment & Mitigation Plan Summary Instructions

Open Excel file FS 2.7.2A Food Fraud Assessment Template

This is the main Food Fraud Assessment Worksheet

To supplement FS 2.1.3 Complaint Management Procedure, there is a Complaint Analyzer with Instruction and Guidance on Reducing Complaint levels



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Complaint Management

Introduction

The company has established methods to capture, record and manage customer complaints.

Scope

The scope of this procedure includes complaints from customers and authorities, arising from products manufactured or handled on site and co-manufactured products (where applicable).

Procedure

The handling of customer complaints is categorized into non-critical and critical. Non-Critical Quality complaints from customers are directed to the Customer Services Manager who co-ordinates the customer response with the Quality Manager.

Critical or Serious complaints such as a claim of alleged injury or poisoning are immediately notified to the Quality Manager who will instigate an immediate investigation which may involve crisis management and product recall.

Critical Complaint - An unsafe product with an aspect of the product that will result in injury or illness to the customer. This includes metal or glass in the product, contamination with dangerous chemicals and contamination with food poisoning bacteria.

Non-Critical Complaint - A Quality Defect is defined as any attribute that is not to the specification of the customer and includes such things as poor packaging, labelling or date coding.

Information may come from many sources including, an individual consumer, an enforcement agency or retailer. The most important first action is to ensure as much information is gathered as accurately as possible.

Receipt of External Information

Wherever the initial communication comes from, the following questions must be asked by the recipient to ascertain:

1. Product name, including pack size.
2. Batch code/number, date code and purchase/receipt date.
3. Name of person reporting fault - position, organization, telephone number, address.
4. Nature of fault.
5. Where found.
6. Details of any action taken by complainant.

The information must be passed immediately to the Customer Services Manager who assesses if the complaint is Critical or Non-Critical. Critical Complaints are immediately referred to the Quality Manager or in his nominated deputy who will complete a Product Incident Log. An accumulation of an unusual number of Non-Critical Complaints within a short time period will also be referred to the Quality Manager.

Critical or Serious complaints such as a claim of alleged injury or serious product defect are notified to the Quality Manager who will instigate an immediate investigation which may involve a product recall (Refer to Product Recall Procedure).

Customer Complaints are recorded on a Complaint Investigation Form and any follow up is recorded as per the Corrective action procedure.

The process of applying corrective action is as follows:

1. There is an initial review of non-conformance to determine the root cause.
2. The Department Manager conducts the initial review and determines the root cause and corrective action required to eliminate or reduce the cause of the non-conformance and prevent a recurrence.
3. The Department Manager issues a Corrective Action Request form which details the non-conformance and defines the actions required.
4. The corrective action is completed by the relevant personnel and the Corrective Action Request form is returned with the action taken recorded in detail on the form.
5. The Department Manager confirms that the corrective action has been taken and eliminated the non-conformance then signs off the Corrective Action request form and passes it on to the Quality Manager.
6. The Quality Manager reviews effectiveness of the actions taken in eliminating or reducing the cause of the non-conformance and either signs off the corrective action or raises a further Corrective Action Request with the Department Manager.

All non-conformances are documented and completed Root Cause Analysis and Corrective Action Request Forms are held on file by the Quality Manager for a period not less than 3 years.

Customer complaints are analyzed by product and type to identify complaint trends. The annual complaint analyzer tool generates longer term trend analysis. Complaint KPIs and trends are reviewed at management review meetings.

Responsibilities

The Customer Services Manager and Quality Manager are responsible for responding directly to Non-Critical customer complaints.

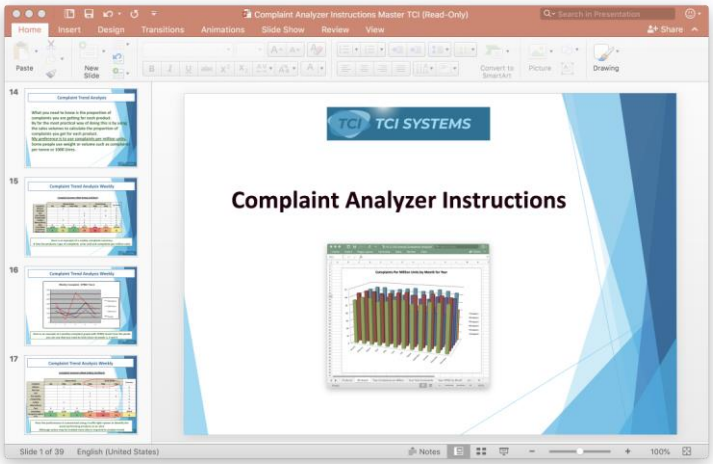
The Quality Manager/SQF Practitioner is responsible for:

- handling authority, retailer and serious complaints
- analyzing performance trends
- agreeing corrective and preventive action with site management

The Senior Management team are responsible for reviewing complaints trends and implementing complaint performance improvement plans.

References

Product Recall
Corrective Action
Control of Non-conforming product
Complaint Investigation Form
Complaint Analyzer



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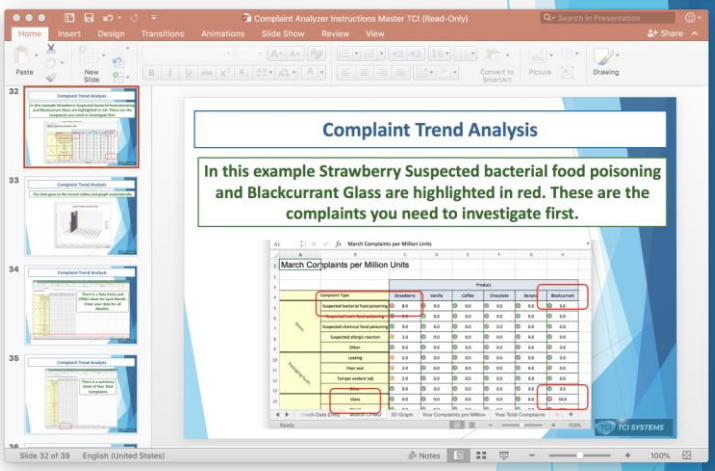
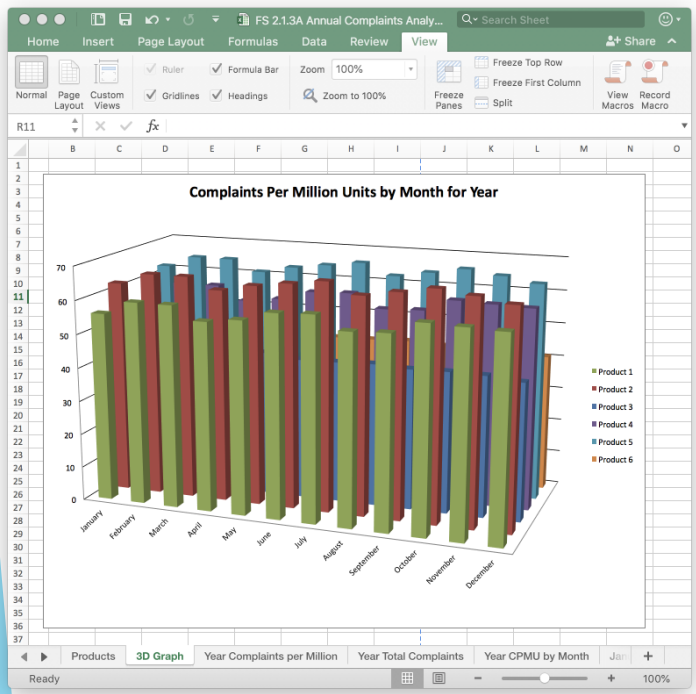
Complaint Analyzer Instructions



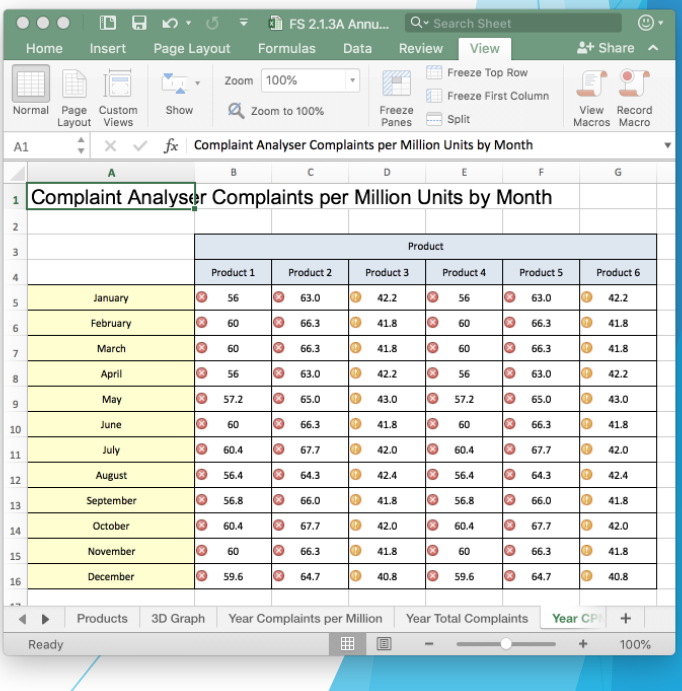
Complaint Trend Analysis

In this example Strawberry Suspected bacterial food poisoning and Blackcurrant Glass are highlighted in red. These are the complaints you need to investigate first.

March Complaints per Million Units



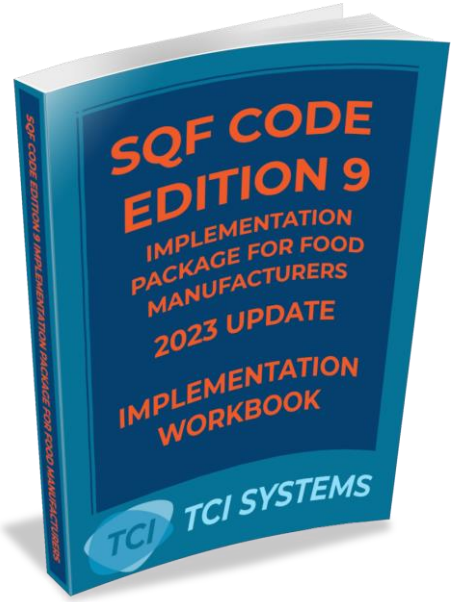
Complaints Per Million Units by Month for Year

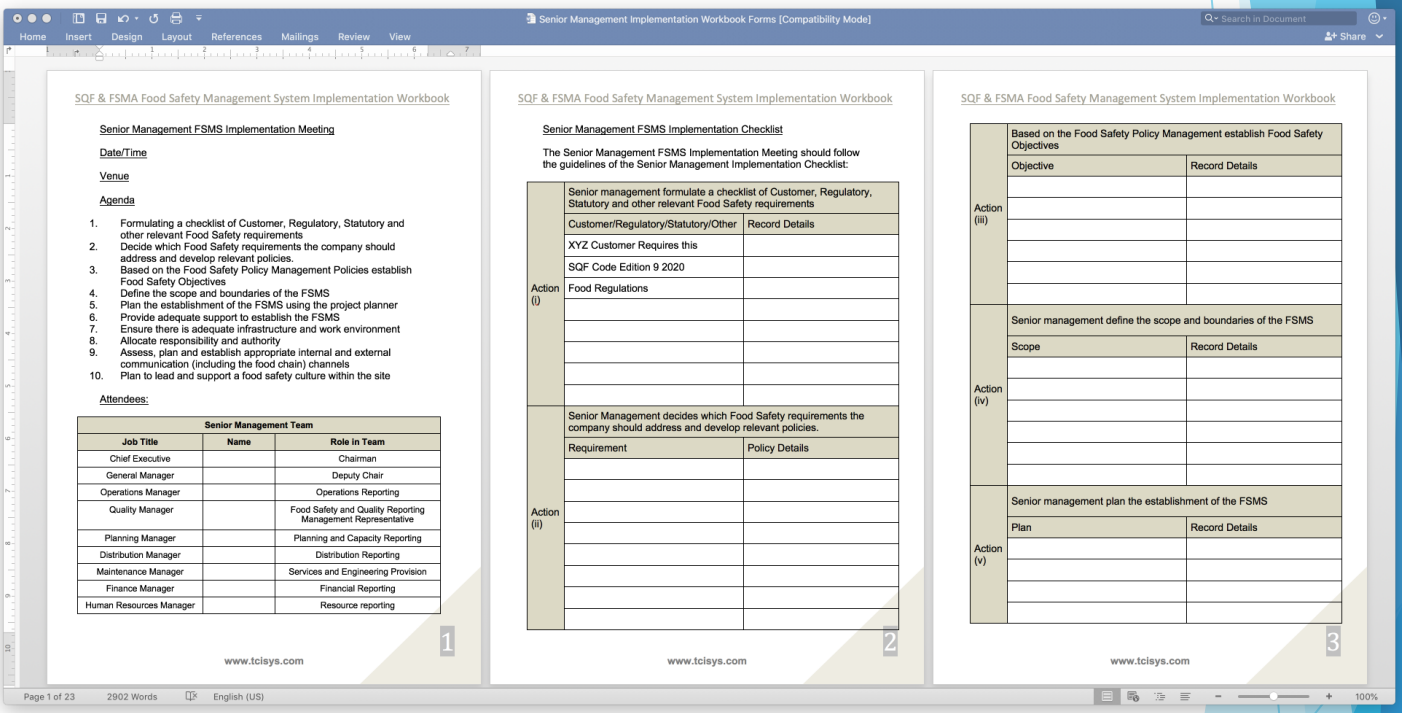


Complaint Analyser Complaints per Million Units by Month

	Product					
	Product 1	Product 2	Product 3	Product 4	Product 5	Product 6
January	56	63.0	42.2	56	63.0	42.2
February	60	66.3	41.8	60	66.3	41.8
March	60	66.3	41.8	60	66.3	41.8
April	56	63.0	42.2	56	63.0	42.2
May	57.2	65.0	43.0	57.2	65.0	43.0
June	60	66.3	41.8	60	66.3	41.8
July	60.4	67.7	42.0	60.4	67.7	42.0
August	56.4	64.3	42.4	56.4	64.3	42.4
September	56.8	66.0	41.8	56.8	66.0	41.8
October	60.4	67.7	42.0	60.4	67.7	42.0
November	60	66.3	41.8	60	66.3	41.8
December	59.6	64.7	40.8	59.6	64.7	40.8

SQF Food Safety Management System Implementation Workbook and Senior Management Checklists





Senior Management Implementation Workbook Forms [Compatibility Mode]

SQF & FSMA Food Safety Management System Implementation Workbook

Senior Management FSMS Implementation Meeting

Date/Time

Venue

Agenda

1. Formulating a checklist of Customer, Regulatory, Statutory and other relevant Food Safety requirements
2. Decide which Food Safety requirements the company should address and develop relevant policies.
3. Based on the Food Safety Policy Management Policies establish Food Safety Objectives
4. Define the scope and boundaries of the FSMS
5. Plan the establishment of the FSMS using the project planner
6. Provide adequate support to establish the FSMS
7. Ensure there is adequate infrastructure and work environment
8. Allocate responsibility and authority
9. Assess, plan and establish appropriate internal and external communication (including the food chain) channels
10. Plan to lead and support a food safety culture within the site

Attendees:

Senior Management Team		
Job Title	**Name**	**Role in Team**
Chief Executive		Chairman
General Manager		Deputy Chair
Operations Manager		Operations Reporting
Quality Manager		Food Safety and Quality Reporting Management Representative
Planning Manager		Planning and Capacity Reporting
Distribution Manager		Distribution Reporting
Maintenance Manager		Services and Engineering Provision
Finance Manager		Financial Reporting
Human Resources Manager		Resource reporting

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SQF & FSMA Food Safety Management System Implementation Workbook

Senior Management FSMS Implementation Checklist

The Senior Management FSMS Implementation Meeting should follow the guidelines of the Senior Management Implementation Checklist:

Action (i)	Senior management formulate a checklist of Customer, Regulatory, Statutory and other relevant Food Safety requirements	
	Customer/Regulatory/Statutory/Other	Record Details
	XYZ Customer Requires this	
	SQF Code Edition 9 2020	
	Food Regulations	
Action (ii)	Senior Management decides which Food Safety requirements the company should address and develop relevant policies.	
	Requirement	Policy Details

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SQF & FSMA Food Safety Management System Implementation Workbook

Action (iii)	Based on the Food Safety Policy Management establish Food Safety Objectives	
	Objective	Record Details
Action (iv)	Senior management define the scope and boundaries of the FSMS	
	Scope	Record Details
Action (v)	Senior management plan the establishment of the FSMS	
	Plan	Record Details

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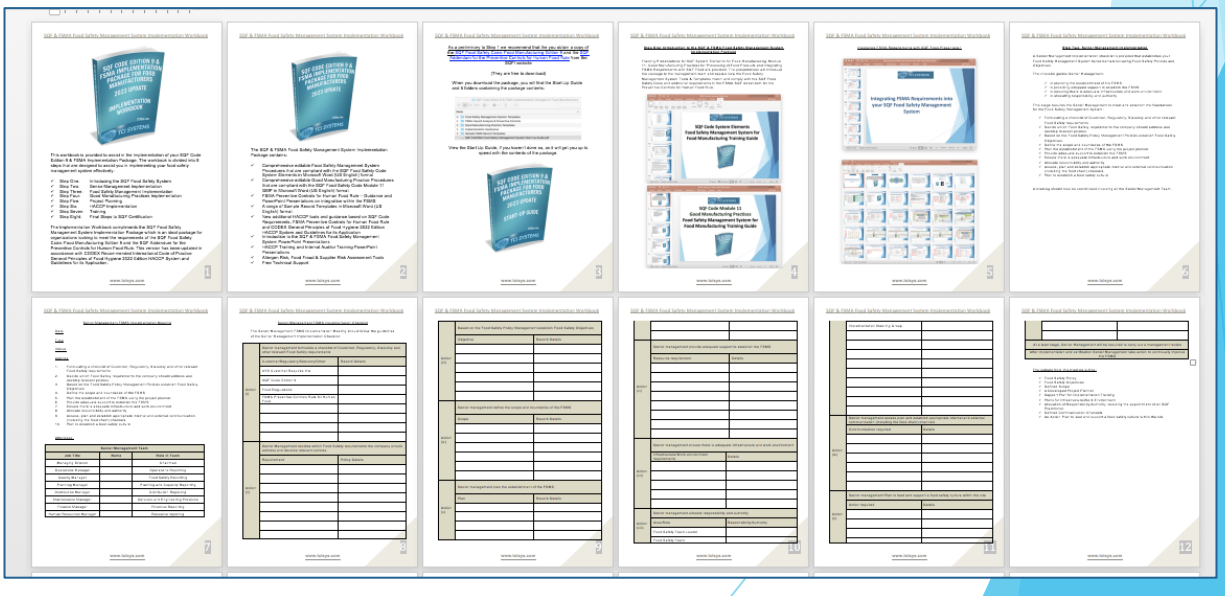
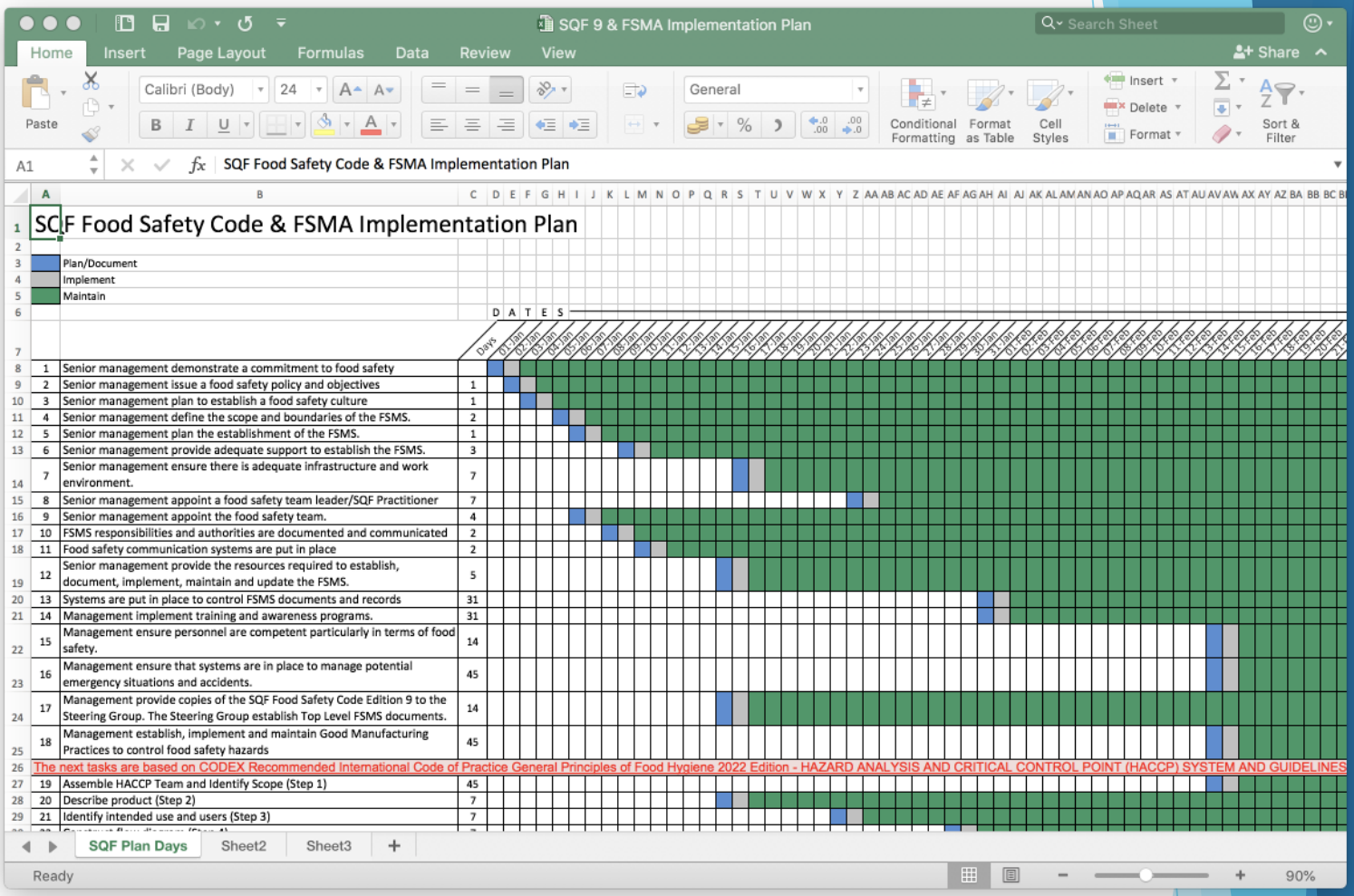
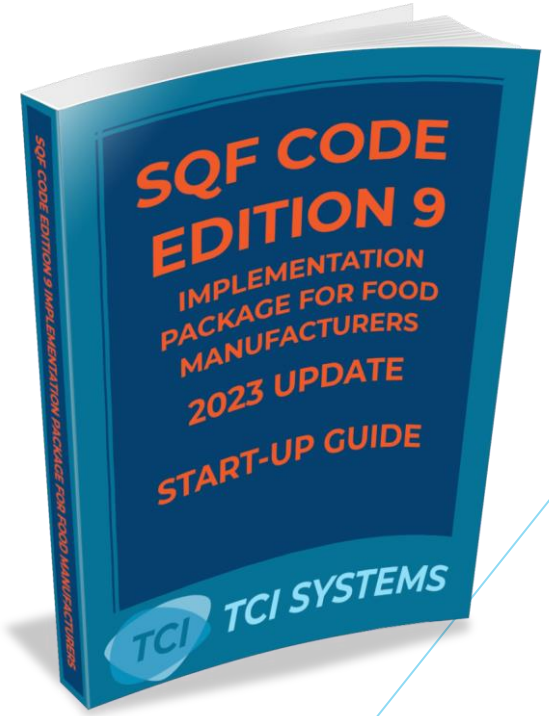


There is a SQF Implementation Plan Issue 9 which can be used to plan the development of your Food Safety Management System



Start-Up Guide - Introduction to the contents of the package



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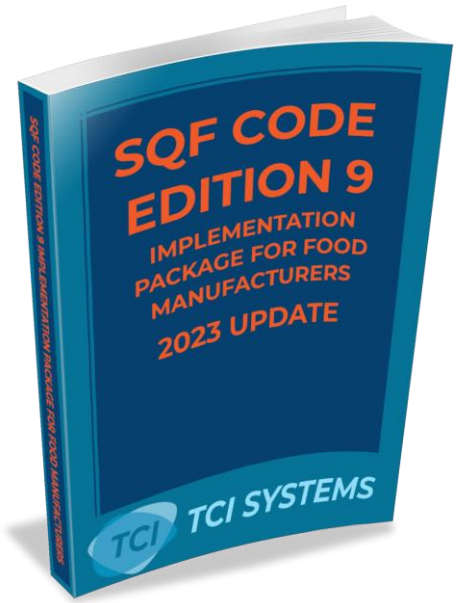
Free Online Technical Support

One of the unique features of our packages is that we provide technical support.
This package includes online technical support and expertise to answer your questions and assist you in developing your SQF Edition 9 Food Safety Management System until you achieve certification.

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