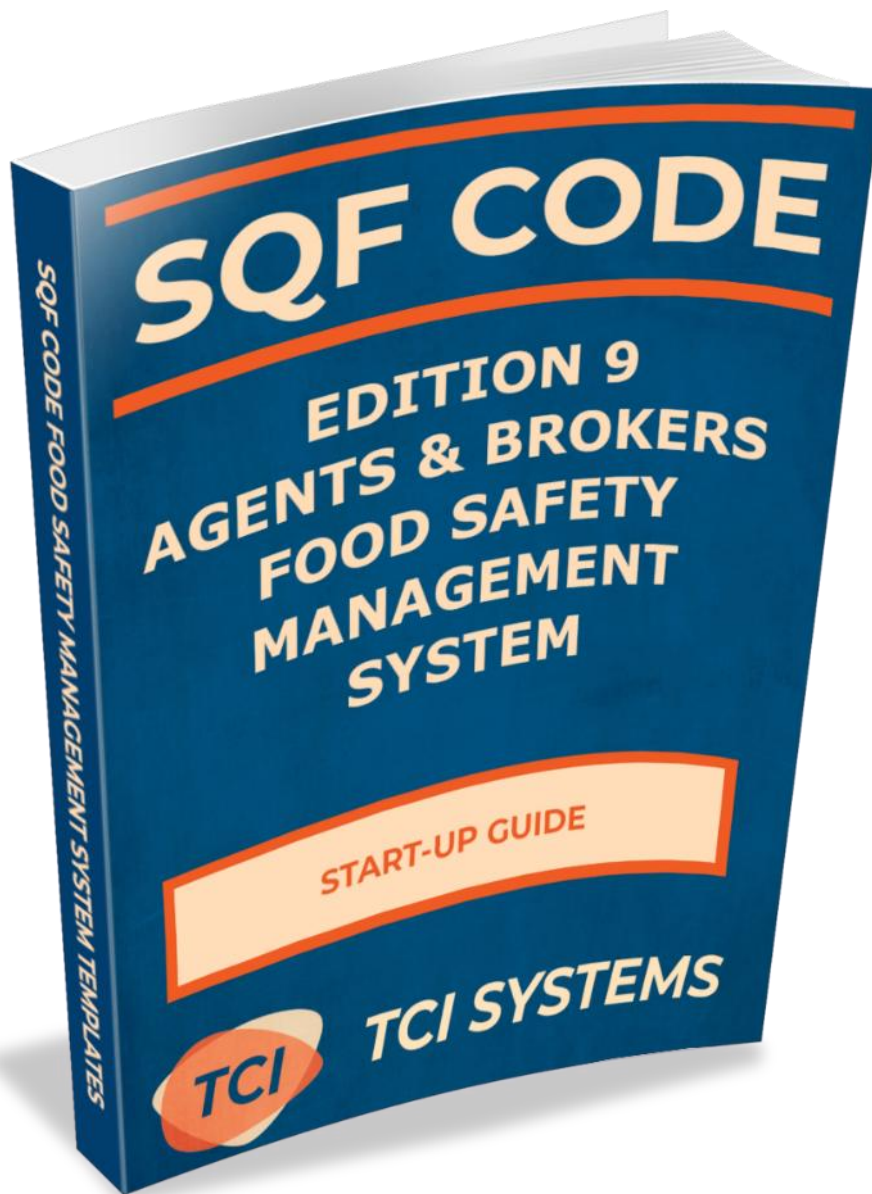
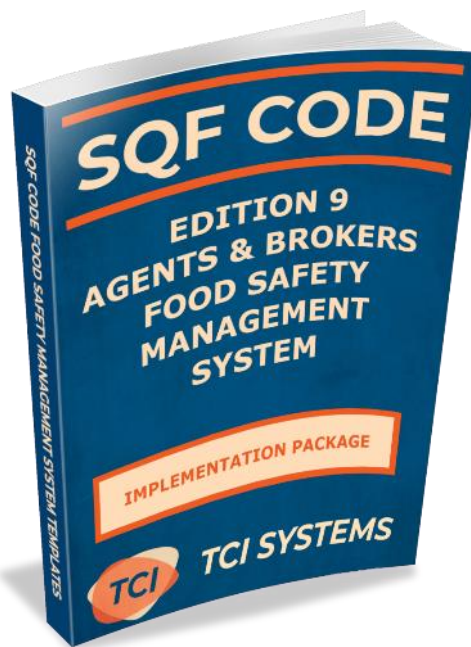






Welcome to the SQF Agents & Brokers Food Safety Management System Implementation Package Start-Up Guide which will guide you through the contents of the package.

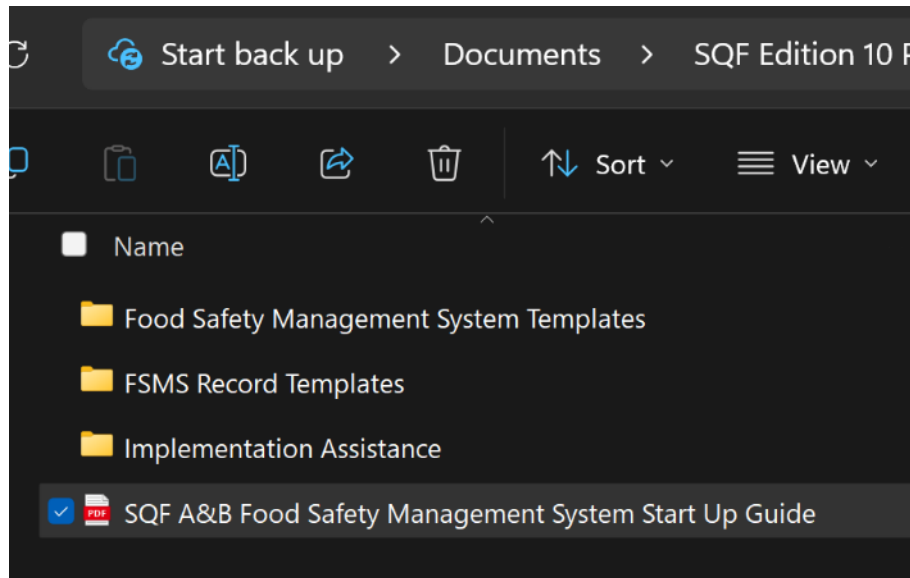
This is an ideal package for Agents & Brokers looking to achieve certification to the SQF Code: Agents & Brokers.

Included in the SQF A&B Food Safety Management System Implementation Package:

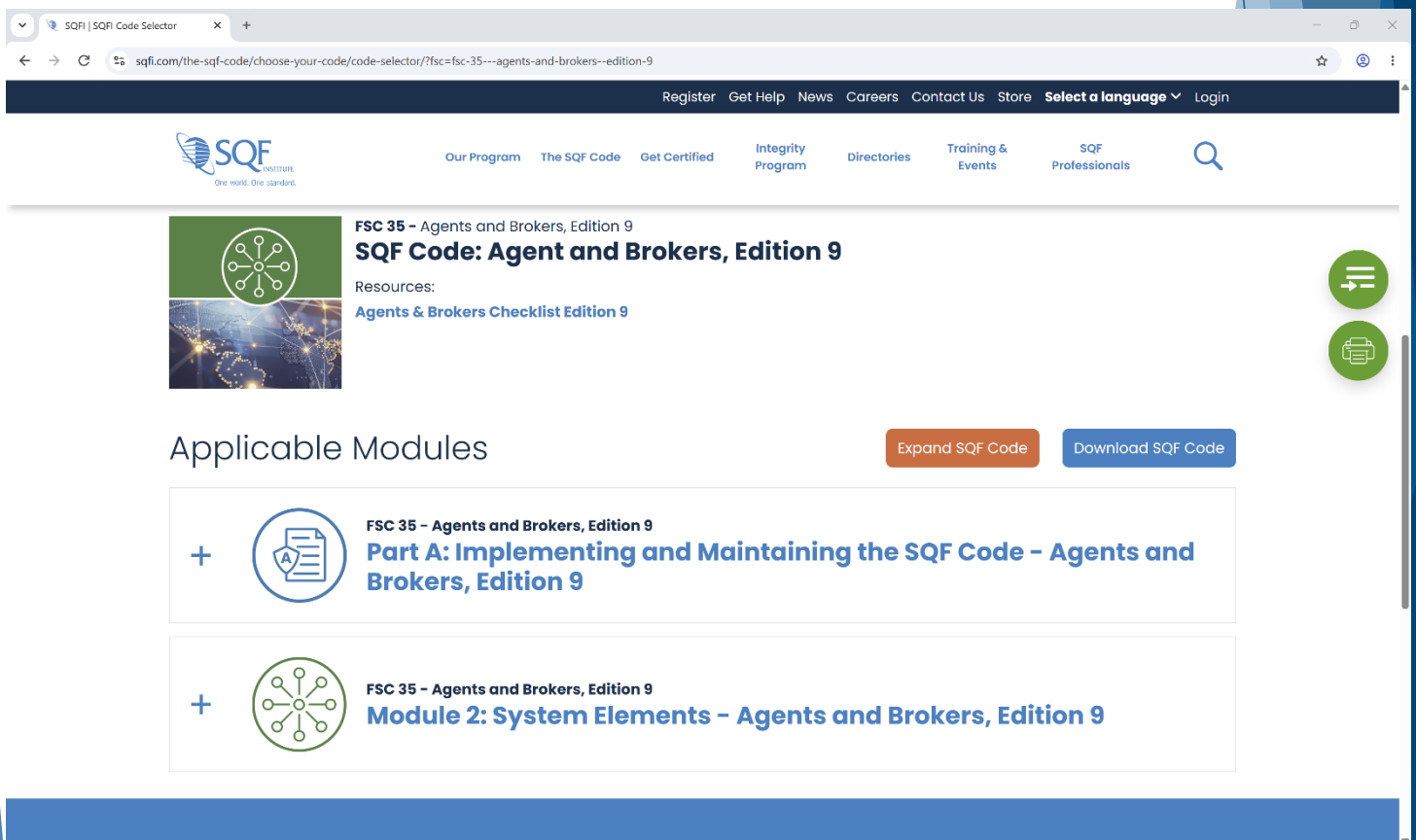
- ✓ Comprehensive Procedures Manual
- ✓ Supplementary HACCP Tools & Documents including the HACCP Calculator
- ✓ Training Modules
- ✓ FSQMS, Verification and Validation Record Templates
- ✓ Free online support via e-mail
- ✓ Supplier Risk Assessment Tool
- ✓ Product Development Module
- ✓ Complaint Management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

[To order the SQF Agents & Brokers Food Safety Management System Implementation Package click here](#)

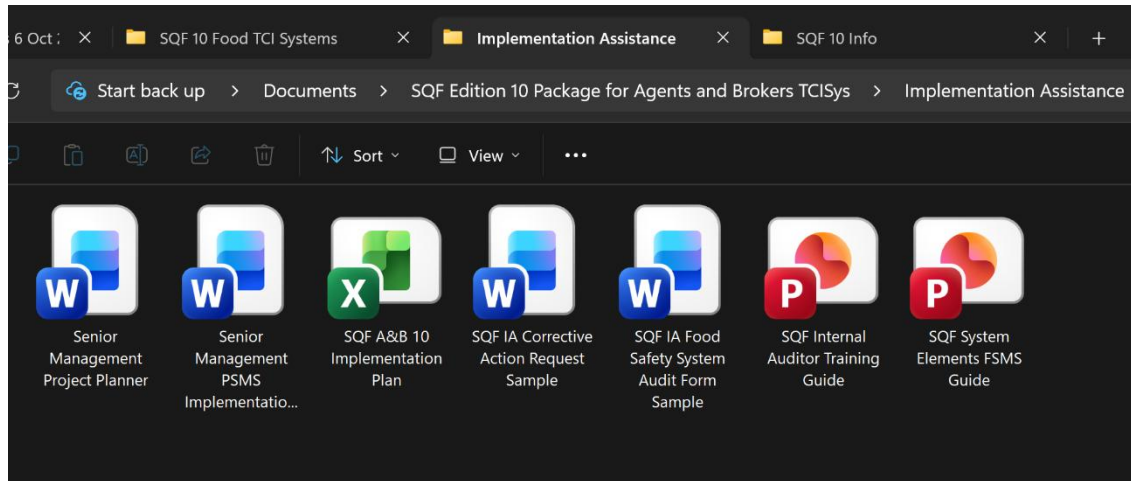
When you download the package, you will find the Start-Up Guide and 3 folders containing the package contents:



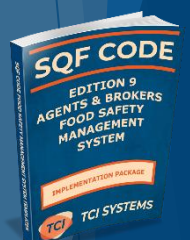
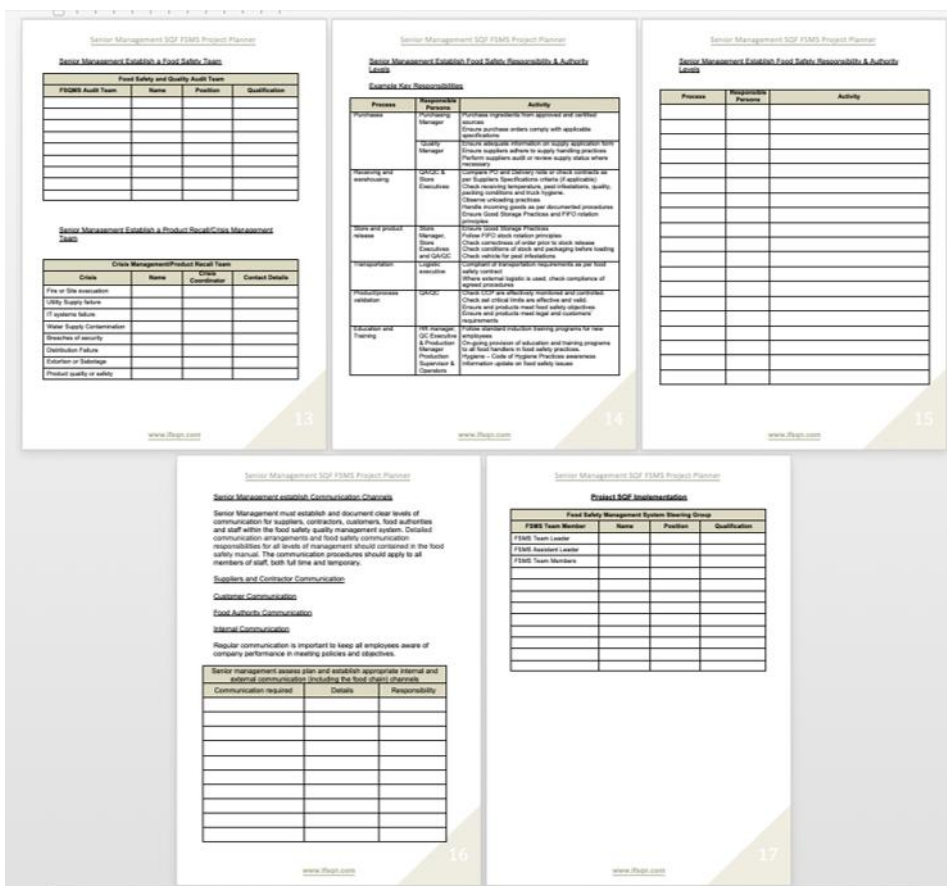
Your first job is to obtain your own copy of the SQF Code: Agents & Brokers Edition 9 from the SQFI website (Free to download)



Start by opening the Implementation Assistance folder:



This folder contains Senior Management Implementation Checklists, Plans and Project Planner
A Senior Management Project Planner is provided to assist in the implementation of your SQF Food Safety Management System Package.



Senior Management Implementation Checklists

Senior Management FSMS Implementation Checklist

Senior Management FSMS Implementation Checklist

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

1

Senior Management Determine the interested parties (Customer, Regulatory, Statutory and Other) that are relevant to the FSMS.	
Interested Parties (Customer, Regulatory, Statutory and Other)	Details

2

Senior Management determine Customer, Regulatory, Statutory and other relevant Food Safety requirements	
Party/Requirements	Record Details

Document Reference Senior Management FSMS Implementation Checklist
Revision 0 30th September 2026
Owned by: Technical Manager
Authorized By: General Manager

Page 1 of 5 5 of 295 Words English (US)

3

Senior management define the scope, specifying the products, services and processes that are included in the FSMS	
Scope	Record Details

4

Senior management Develop a Product Safety Policy *

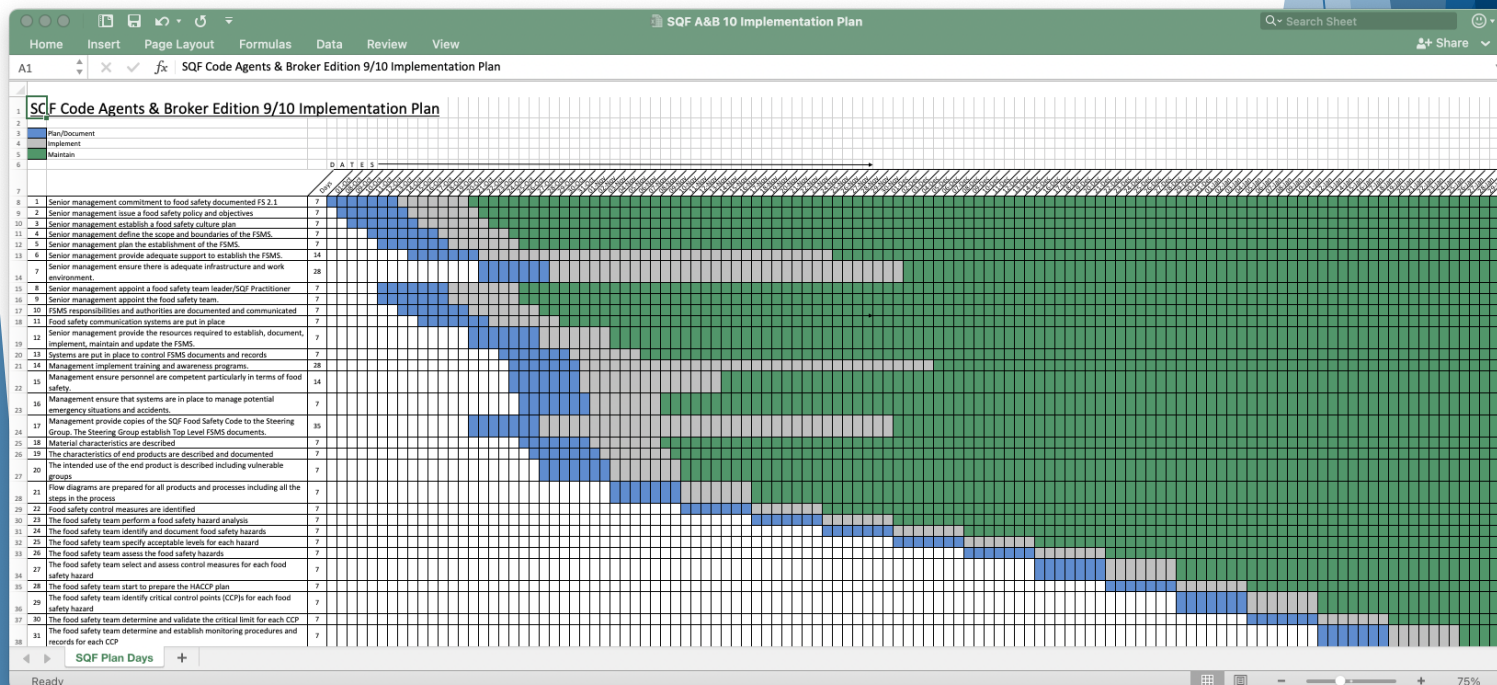
Use the Product Safety Policy included in the package as a template

Senior management (Based on the Product Safety Policy) establish Product Safety Objectives *

Objective	Details

Document Reference Senior Management FSMS Implementation Checklist
Revision 0 30th September 2026
Owned by: Technical Manager
Authorized By: General Manager

SQF Implementation Plan Issue 10 to use to plan the development of your Food Safety Management System



There are two PowerPoint presentations; an SQF Agent & Broker Food Safety Management System Guides and Training for Internal Auditors

Introduction to the SQF A&B Food Safety Management System Training Module

Slide 11 of 73 English (United Kingdom) Accessibility: Good to go

File Home Insert Draw Design Transitions Animations Slide Show Record Review View Help

AutoSave SQF System Elements FSMS Guide - Read-Only - Saved to this PC Upgrade your plan AC Comments Share

11 SQF Edition 10 Agents & Brokers System Documents

12 SQF System Elements for Agents & Brokers

13 SQF System Elements for Agents & Brokers

14 SQF System Elements 2.1 Management Commitment

The following documents are included in the package to ensure compliance with these elements:

Doc#	Doc#	Doc#
FS-01	FS-02	FS-03
FS-04	FS-05	FS-06
FS-07	FS-08	FS-09
FS-10	FS-11	FS-12
FS-13	FS-14	FS-15

TCI TCI SYSTEMS

SQF Code Agents & Brokers Food Safety Management System Guide

TCI TCI SYSTEMS

Slide 1 of 73 English (United Kingdom) Accessibility: Good to go

Slide 49 of 73 English (United Kingdom) Accessibility: Good to go

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AutoSave SQF System Elements FSMS Guide - Read-Only - Saved to this PC Upgrade your plan AC Comments Share

35 Document Control

36 SQF Code Requirements 2.2.3 Records

37 SQF Code Requirements 2.2.3 Records

38 SQF Code Requirements 2.2.3 Records

2.3.4 Approved Supplier Program (Mandatory) (Core Clause)

FS 2.3.4A Supplier & Material Risk Assessment

Score	Supplier Category Rating	Severity of Risk	Risk Score	Rating	What should I do?
5	Final Ingredient/Contract Packager	Catastrophic - death or large number of serious injuries	25	Extreme	Cease Surveillance of Supplier and Material Required
4	Raw Ingredient/High Risk Service	Major - serious injury, extensive injuries	20-30	High	Supplier and Material/Service Monitoring Required
3	Contract Packaging	Moderate - medical treatment required	15-19	Moderate	Material/Service Monitoring Required
2	Non Contract Packaging	Minor - first aid treatment required	10-14	Low	Prerequisites on Goods/Service Provision Sufficient
1	Low Risk Service	Minor - no injuries	<9		

Supplier Risk Calculator

Supplier Number	Supplier	Materials/Service Supplied	Supplier Category	Identify the Risk	Use the Current Controls in Place	FSC Supply Chain Program Required?	Primary Control	Secondary Control
1	A	Chocolate Topping	Final Ingredient	Salmonella Present	Not Further Processed on Site	Yes	Supplier Audit every 6 months	Positive Release by Site prior to Use
2	B	Flour for Baking	Raw Ingredient	Salmonella Present	Further Processed on Site	No - On Site Process Control - Cooking	Supplier Audit every 2 Years	Certificate of Analysis with each Delivery
3	C	Whole Milk Powder	Raw Ingredient	Salmonella Present	Further Processed by Customer	No - Controlled By Customer - Cooking	Supplier Audit every 2 Years	Certificate of Analysis with each Delivery
4	D	Contract Scones	Contract Packager	Salmonella Present	None Currently	Yes	Supplier Audit every 6 months	Certification to SQF Approved Standard
5	E	Cake Tray	Contract Packaging	Foreign Bodies	Packaging Breach and Inspection	No	Supplier Assurance Questionnaire	Supplier to Control Spec/Retention
6	F	Custard Box	Non-Contract Packaging	Yeast & Yeasts	No access to Production facility	No	Supplier Audit every 6 months	Positive Release by Site prior to Use
7	G					No	Supplier Audit every 6 months	Positive Release by Site prior to Use
8	H					No	Supplier Audit every 6 months	Positive Release by Site prior to Use
9	I					No	Supplier Audit every 6 months	Positive Release by Site prior to Use

Supplier Risk Calculator

Supplier Category Controls on Site Supplier Control Measures

Slide 49 of 73 English (United Kingdom) Accessibility: Good to go

Supplementary Internal Auditor Training & Templates

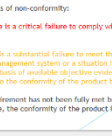
Internal Auditor Training Presentation

AutoSave SQF Internal Auditor Training Guide - Read-Only - Saved to this PC AC

File Home Insert Draw Design Transitions Animations Slide Show Record Review View Help

20 Internal Audit - Audit Findings
No finding can be made without evidence. Without evidence, a finding is just an opinion.
An internal audit is a simple comparison of conditions against the reference. This should be clear and objective. It is not about the auditor's personal opinion. It is about the evidence and the comparison.


21 Internal Audit - Audit Evidence
When gathering records to demonstrate that a process conforms to requirements, it is good practice to randomly select records over a range of dates back to the last audit date.
In gathering evidence you are trying to obtain a sense of the overall conformity of the process to requirements. If one or two records indicate a problem, then you should investigate further and more should be looked at to confirm the level of conformance (or non-conformance) of the process being audited.

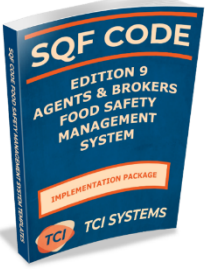

22 Internal Audit - Non-conformities
There are three levels of non-conformity:
Critical - Where there is a critical failure to comply with a food safety or legal issue.
Major - Where there is a substantial failure to meet the requirements of the food safety management system or a situation is identified which results, on the basis of available objective evidence, raise significant doubt as to the conformity of the product being supplied.
Minor - Where a requirement has not been fully met but, on the basis of objective evidence, the conformity of the product is not in doubt.


23 Internal Audits Procedure
The audit findings are presented at a closing meeting. There is an opportunity to discuss conformances and non-conformances and agree proposed corrective actions to any issues.


Slide 1 of 38 English (United Kingdom) Accessibility: Investigate 88%

TCI TCI SYSTEMS

SQF Code Internal Audit Training



There are also Sample Auditing and Corrective Action Forms

Food Safety Management System Audit Form (Competibility Mode) Search in Document

Home Insert Design Layout References Mailings Review View

Calibri (Body) 14

AaBbCcDd EeFfGgHhIiJjKkLlMmNnOoPpQqRrSsTtUuVvWwXxYyZz Heading 1 Heading 2 Heading 3 Heading 4 Normal Subtitle No Spacing Heading 5 Heading 6 AaBbCcDdEeFfGgHhIiJjKkLlMmNnOoPpQqRrSsTtUuVvWwXxYyZz Subtitle Emphasis Intense Emphasis Bold

AFC 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 0005 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

AFC 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 raised (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 0005 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:
0001/0002/0003/0004/0005

Name (Auditor)	Signature (Auditor)	Date:
Anne Auditor	Anne Auditor	1 st December 2022
Name (Auditee)	Signature (Auditee)	Date:
Warehouse Man	Warehouse Manager	1 st December 2022

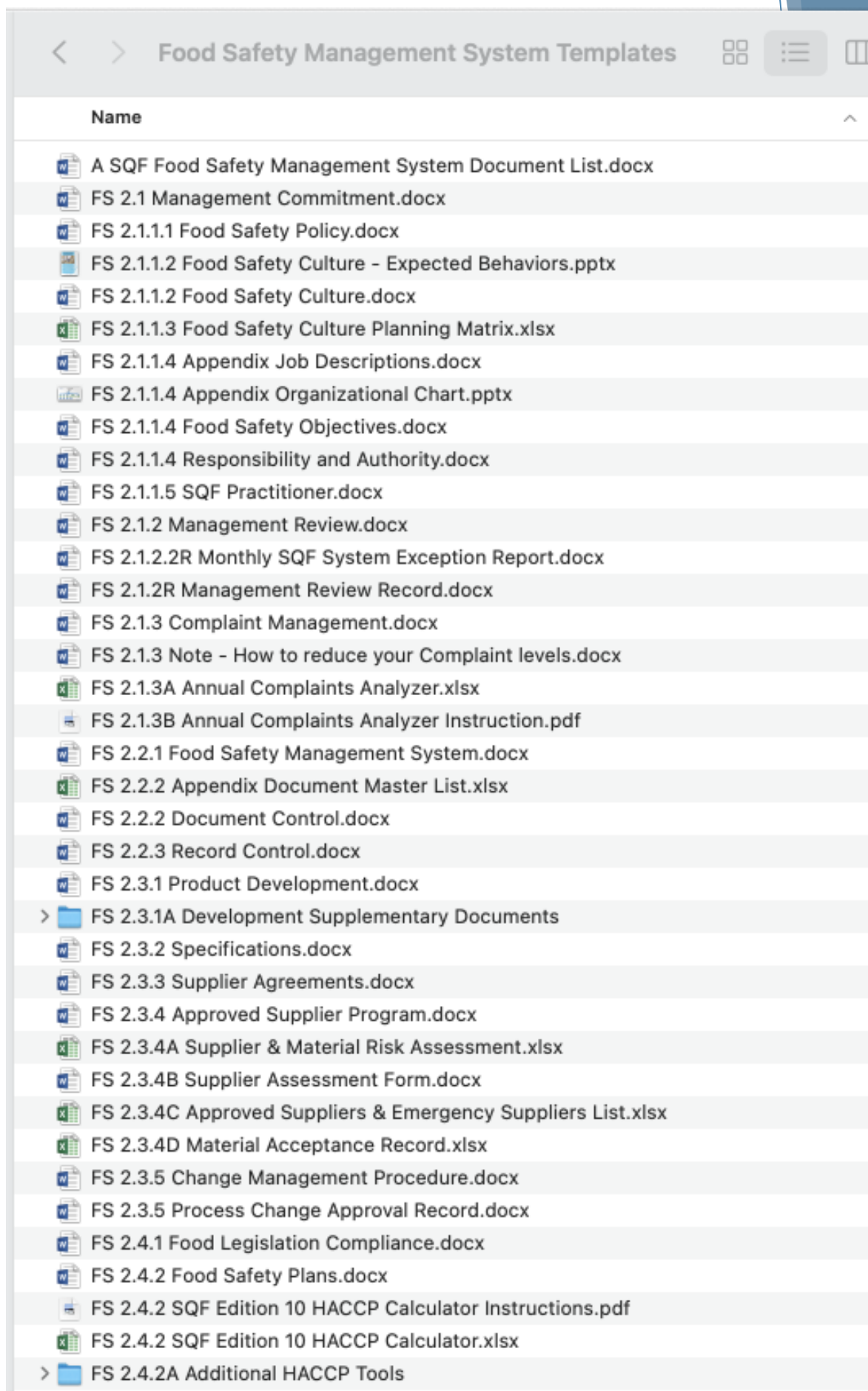
Actions Complete and Corrective Actions Signed Off Audit Form Closed

Name (Auditor)	Signature (Auditor)	Date:
Anne Auditor	Anne Auditor	25 th December 2022

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

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

The next folder to open is the Food Safety Management System Templates folder



Package Document Examples

FS 2.6.2 Product Trace - Compatibility Mode - Saved to this PC

File Home Insert Draw Design Layout References Mailings Review View Help

Comments Editing Share

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 and in compliance with all regulatory requirements in the country of origin and intended sale.

Scope

This procedure applies to all process steps where controls are exerted including last manufacturer (or the place of last significant change of the product), producer/packer, intermediate storage, shipment and receipt by customer.

Procedure

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 supplier, product, brand, label and date/batch code are maintained and retained for all product batches. This allows the business to trace products and materials from purchase to customer for every delivery. Records are maintained of product volumes from last manufacturer, producer/packer, intermediate storage, shipment and receipt by customer.

Where product is further processed on behalf of the company, relabeled or returned, traceability is maintained. Reworked material will also remain 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 entails tracing a product backwards from customer to producer or last manufacturer, ensuring that all relevant paperwork has been completed and is within specification. A mass balance exercise is conducted of product volumes to ensure that all products are accounted for.

Document Reference FS 2.6.2 Product Trace
Revision 0 30th September 2026
Owned by: Quality Manager
Authorized by: General Manager

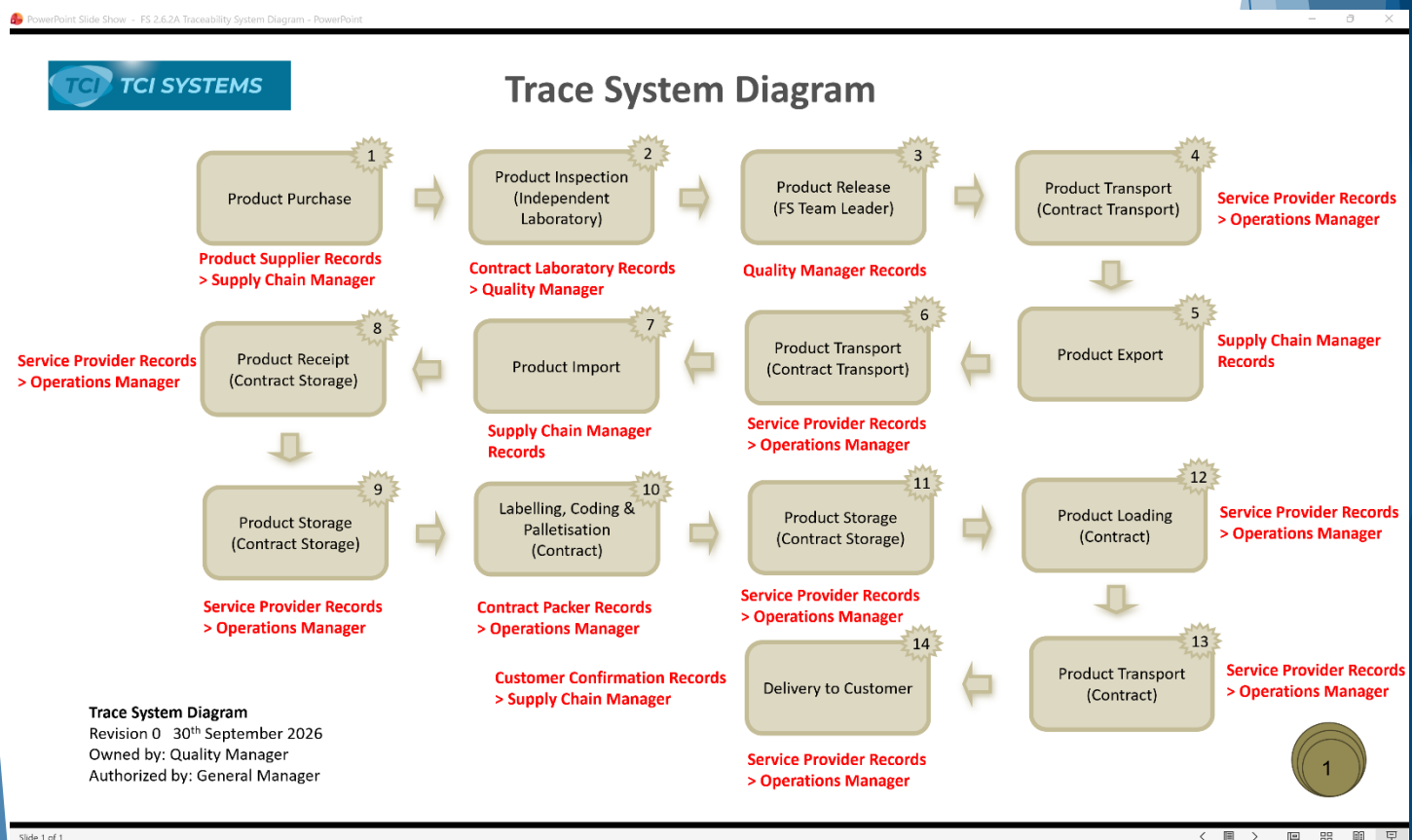
AFC Product Trace

For all products, the following information is traceable from the product date/batch code:

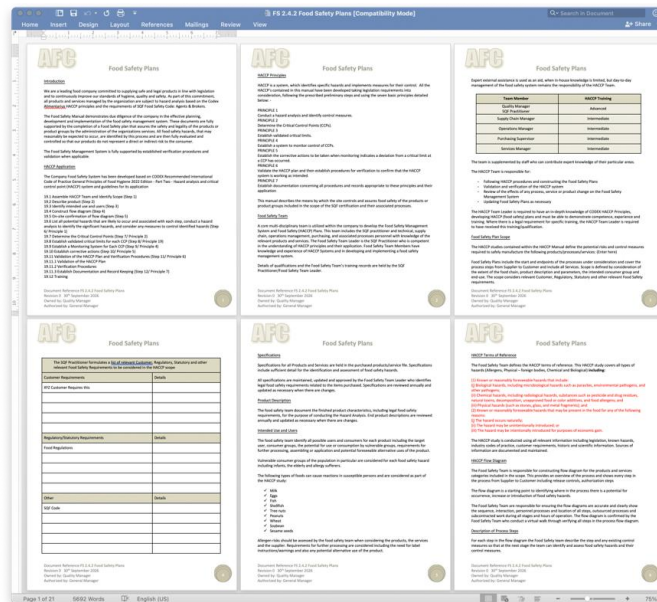
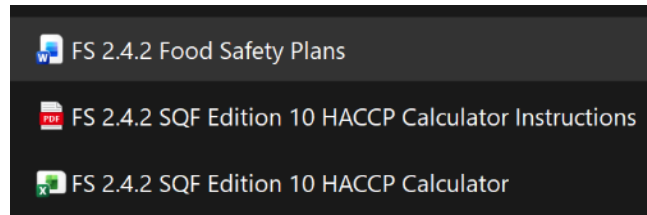
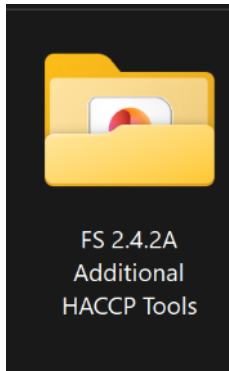
Stage	Details
Producer/Packer	Product/Label, Size, Date Supplied, Batch Code, Volume, Pallet Numbers, Certificate of Conformity Supplier Name/Address & Authorized Release Dates
Last Manufacturer	Product/Label, Size, Date Supplied, Batch Code, Volume, Pallet Numbers, Certificate of Conformity Supplier Name/Address & Authorized Release Dates
Transit	Product/Label, Size, Date of Pick Up & Delivery, Batch Code, Volume, Pallet Numbers, Vehicle Details, Temperature & Humidity Records if Applicable Service Supplier Name/Address
Storage Records	Product/Label, Size, Date of Receipt & Dispatch, Batch Code, Volume, Pallet Numbers, Vehicle Details, Temperature & Humidity Records if Applicable Service Supplier Name/Address
Packing Records	Service Supplier Name/Address, Product/Label, Size, Date of Pick Up & Delivery, Batch Code, Volume, Pallet Numbers, Location Details, Temperature & Humidity Records if Applicable Date, Label, Code, Code of Packaging, Reworked material, Volume
Dispatch Records	Service Supplier Name/Address, Storage Facility, Transport Company, Vehicle Log, Product/Label, Size, Date of Pick Up, Batch Code, Volume, Pallet Numbers, Vehicle Details, Temperature & Humidity Records if Applicable
Delivery Records	Customer & Location, Delivery Address & Time, Product/Label, Size, Date of Delivery, Batch Code, Volume, Pallet Numbers, Authorized Release Dates, & COC/COA, Service Supplier Name/Address, Vehicle Details, Temperature & Humidity Records if Applicable

Document Reference FS 2.6.2 Product Trace
Revision 0 30th September 2026
Owned by: Quality Manager
Authorized by: General Manager

Page 1 of 4 829 words English (United States) Text Predictions: Off Accessibility: Unavailable Focus 54%



The package includes supplementary documentation to FS 2.4.3 Food Safety Plan, a 22-page HACCP procedural template. FS 2.4.2 Food Safety Plans is supplemented by various HACCP Tools, Training and Documents

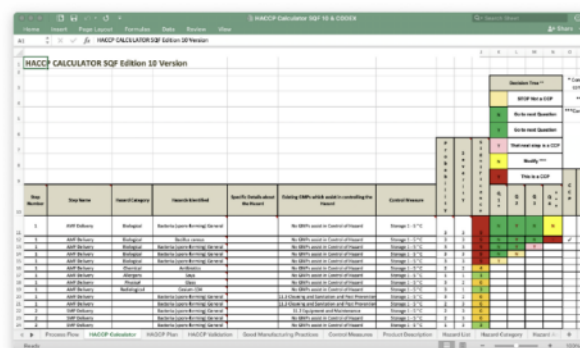


Start with the HACCP Calculator and Instructions



HACCP Calculator Instructions

SQF 10 & CODEX



The HACCP Calculator is a tool that allows you to present your 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 Decision Tree questions to determine your Critical Control Points.

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

HACCP Calculator Instructions

Confirm the Records where Monitoring and Actions are recorded

HACCP CALCULATOR SQF Edition 10 Version

Product or Product Category: Skimmed Milk Powder in 25kg lined paper sacks

Decision Tree **

- STOP Not a CCP
- Go to next Question
- Go to next Question
- That next step is a CCP
- Modify ****
- This is a CCP

HACCP Record Table:

Step Number	Step Name	Hazard Category	Hazards Identified	Specific Details about the Hazard	CCP	Supplier Approval Required	Preventative Measures to Control the Hazard	Critical Limits	Monitoring Procedures	Corrections & Corrective Action	Responsibility & Authority	HACCP Record	HACCP Validation
1	Product Purchase	Biological	Listeria monocytogenes	Listeria mono is the pathogen of concern for chilled Ready-to-Eat foods	3	3	Positive Release of Finished product for micro	Absent in 25ml	Independent Laboratory Analysis and Certificate	Hold and Quarantine if Positive	Purchasing Manager	Purchased Goods Clearance Record	Validation information justifying your control measures and critical limits
1	Product Purchase	Biological	Salmonella spp. (S. typhimurium, S. enteritidis)	Salmonella is the pathogen of concern for dry ambient stable foods	3	3	Positive Release of Finished product for micro	Absent in 25g	Independent Laboratory Analysis and Certificate	Hold and Quarantine if Positive	Purchasing Manager	Purchased Goods Clearance Record	Validation information justifying your control measures and critical limits
1	Product Purchase	Physical	Metal	Metal is a foreign body hazard of concern for ground products	3	3	Metal Detection at the Supplier to an agreed specification	Iron Ferrous & SS					
2	Product Inspection	Physical	Personal effects		2	2	Positive Release by Authorized QA Staff						
2	Product Inspection	Physical	Glass		1	1	Supplier Approved - Certified to GFSI Benchmarked Standard						
2	Product Inspection	Biological	Pathogens: E. coli O157		3	3	Annual Audit of Supplier Certification						
3	Product Release	Biological	Listeria monocytogenes		3	1	Positive Release of Finished product for micro						

Document Reference HACCP Calculator Instructions CODEX & SQF 10
Revision 0 August 2026
Written by: Tony-C

AutoSave FS 2.4.2 SQF Edition 10 HACCP Calculator - Saved to this PC

File Home Insert Draw Page Layout Formulas Data Review View Automate Help

HACCP CALCULATOR SQF Edition 10 Version

Product or Product Category: Skimmed Milk Powder in 25kg lined paper sacks

Decision Tree **

- STOP Not a CCP
- Go to next Question
- Go to next Question
- That next step is a CCP
- Modify ****
- This is a CCP

HACCP Record Table:

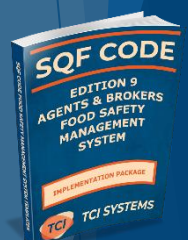
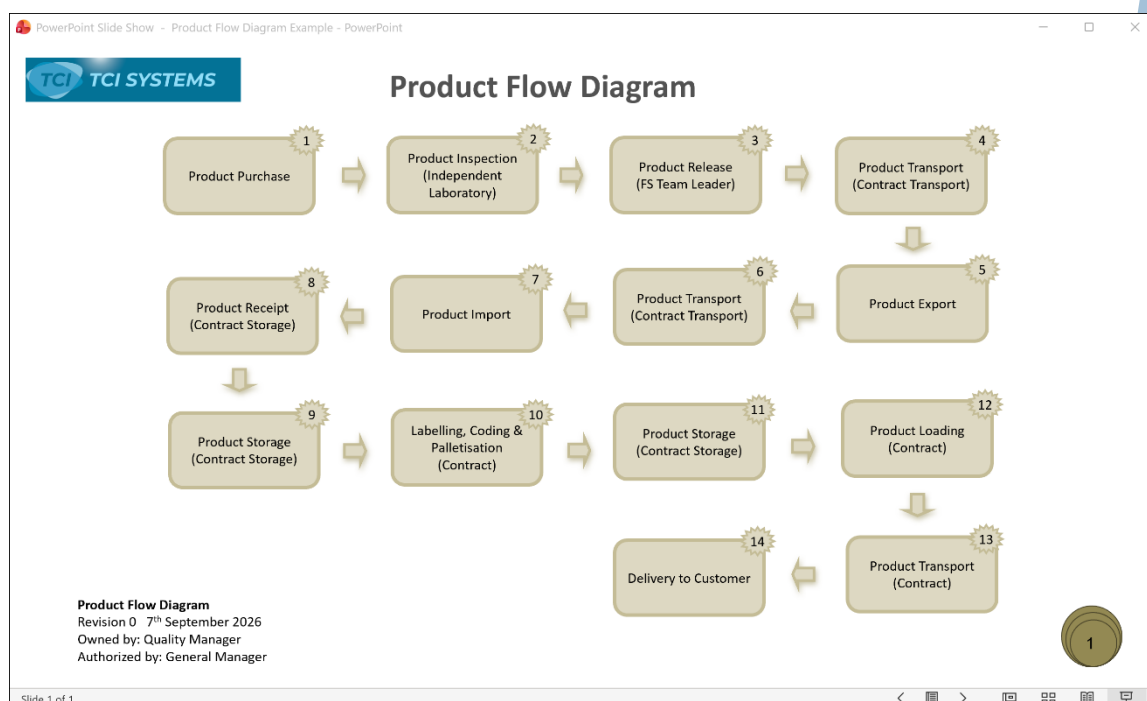
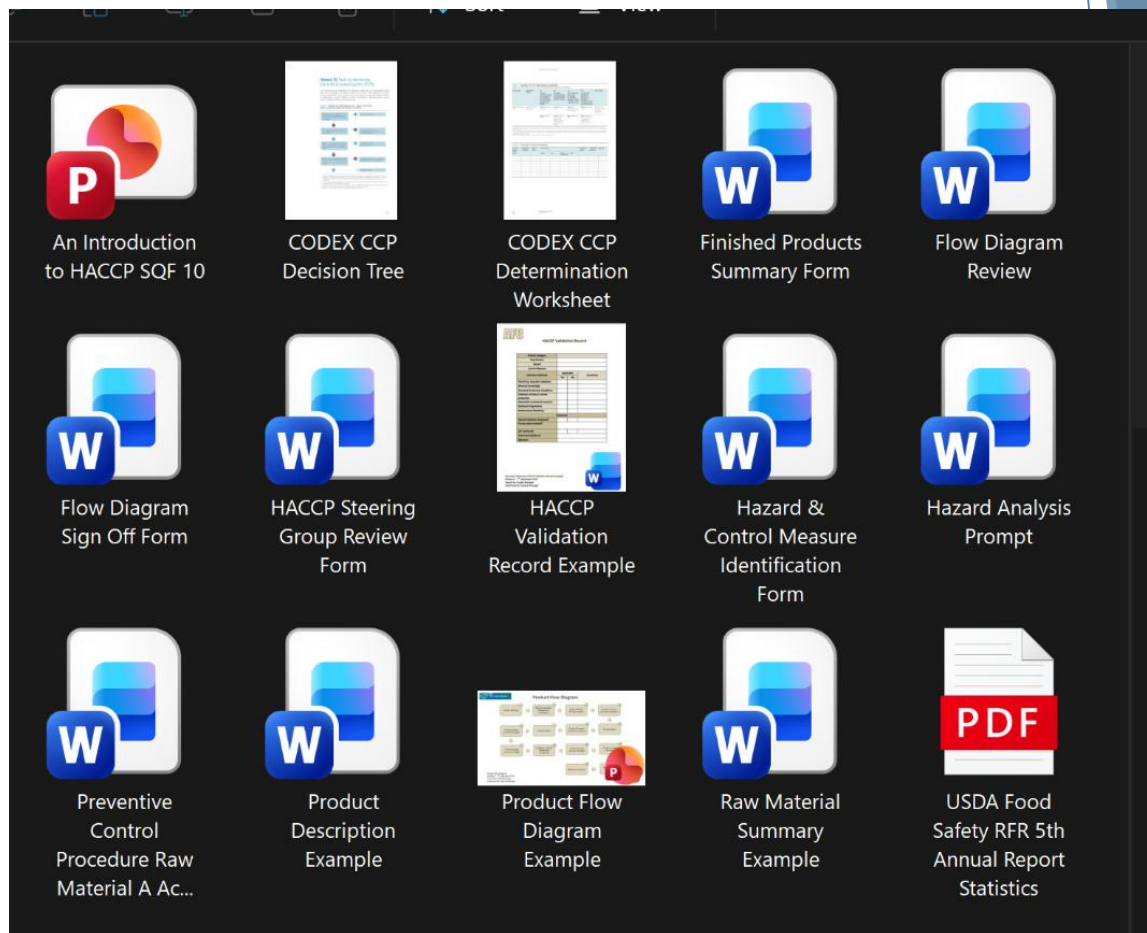
Step Number	Step Name	Hazard Category	Hazards Identified	Specific Details about the Hazard	CCP	Supplier Approval Required	Preventative Measures to Control the Hazard	Critical Limits	Monitoring Procedures	Corrections & Corrective Action	Responsibility & Authority	HACCP Record	HACCP Validation
1	Product Purchase	Biological	Listeria monocytogenes	Listeria mono is the pathogen of concern for chilled Ready-to-Eat foods	3	3	Positive Release of Finished product for micro	Absent in 25ml	Independent Laboratory Analysis and Certificate	Hold and Quarantine if Positive	Purchasing Manager	Purchased Goods Clearance Record	Validation information justifying your control measures and critical limits
1	Product Purchase	Biological	Salmonella spp. (S. typhimurium, S. enteritidis)	Salmonella is the pathogen of concern for dry ambient stable foods	3	3	Positive Release of Finished product for micro	Absent in 25g	Independent Laboratory Analysis and Certificate	Hold and Quarantine if Positive	Purchasing Manager	Purchased Goods Clearance Record	Validation information justifying your control measures and critical limits
1	Product Purchase	Physical	Metal	Metal is a foreign body hazard of concern for ground products	3	3	Metal Detection at the Supplier to an agreed specification	Iron Ferrous & SS					
2	Product Inspection	Physical	Personal effects		2	2	Positive Release by Authorized QA Staff						
2	Product Inspection	Physical	Glass		1	1	Supplier Approved - Certified to GFSI Benchmarked Standard						
2	Product Inspection	Biological	Pathogens: E. coli O157		3	3	Annual Audit of Supplier Certification						
3	Product Release	Biological	Listeria monocytogenes		3	1	Positive Release of Finished product for micro						

Process Flow HACCP Calculator HACCP Validation Control Measures Product Description Hazard List

Ready Accessibility: Investigate

Supplementary HACCP Documents, Guidance and Tools

Useful additional HACCP Documents are included



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

AutoSave FS 2.1.3 Complaint Management Compatibility Mode Spad Search

File Home Insert Draw Design Layout References Mailings Review View Help

Comments Editing Share

AFC 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, labeling or date coding.

Information may come from many sources including an individual customer, 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

Whenever 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.

Document Reference FS 2.1.3 Complaint Management
Revision 0: 13th March 2026
Owned by: General Manager
Authorized by: General Manager

AFC Complaint Management

Where found.

Details of any action taken by complainant.

Complaint information is recorded on FSR Complaint Investigation Form. 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 5 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

Document Reference FS 2.1.3 Complaint Management
Revision 0: 13th March 2026
Owned by: General Manager
Authorized by: General Manager

Page 1 of 3 705 words English (United States) Text Predictions: On Accessibility: Unavailable

Complaint Analyzer Instructions Master TCI (Read-Only)

Home Insert Design Transitions Animations Slide Show Review View

TCI TCI SYSTEMS

Complaint Analyzer Instructions

Slide 1 of 39 English (United States)

Complaint Analyzer Instructions Master TCI (Read-Only)

Home Insert Design Transitions Animations Slide Show Review View

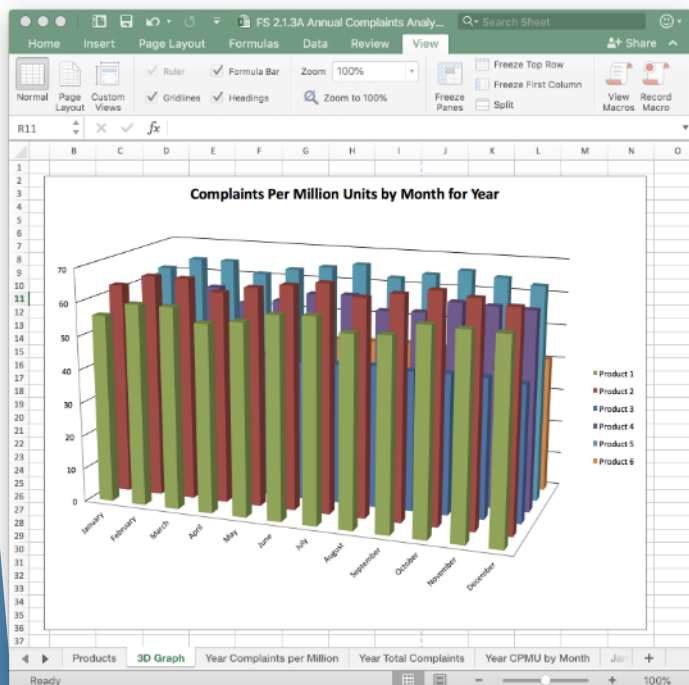
Complaint Trend Analysis

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

Complaint	Product 1	Product 2	Product 3	Product 4	Product 5	Product 6
Strawberry Suspected bacterial food poisoning	56	63.0	42.2	56	63.0	42.2
Blackcurrant Glass	60	66.3	41.8	60	66.3	41.8
Other	56	63.0	42.2	56	63.0	42.2
January	56	63.0	42.2	56	63.0	42.2
February	60	66.3	41.8	60	66.3	41.8
March	56	63.0	42.2	56	63.0	42.2
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

Slide 32 of 39 English (United States)



FS 2.1.3A Annu...

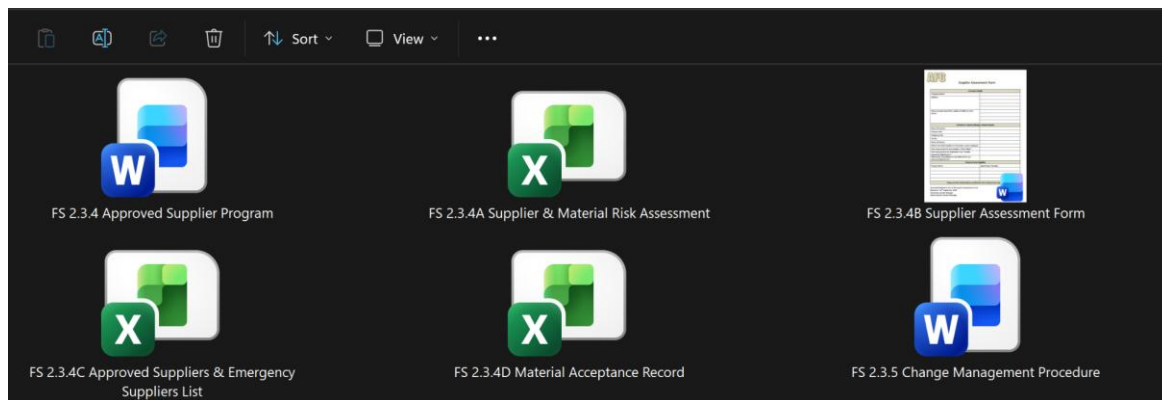
Home Insert Page Layout Formulas Data Review View

Complaint Analyzer Complaints per Million Units by Month

	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

Ready Products 3D Graph Year Complaints per Million Year Total Complaints Year CPMU + 100%

Supplementary Supplier Assessment Documents and Tools



There are assessment tools and sample records, some of which are in the Sample FSMS Record Templates Folder

Raw Material Vulnerability Assessment

Raw Material Vulnerability Assessment Calculator

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	Material Category Rating
5	High raw material with recent reports of adulteration published by regulatory authorities – action or monitoring is required to ensure only genuine material is used
4	High material that provides an attractive target for potential adulteration – some action and/or monitoring is required to ensure only genuine material is used
3	Medium – a material that may be adulterated – action is required to ensure only genuine materials are purchased
2	Low – this 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 material is extremely unlikely to be a target for food fraud

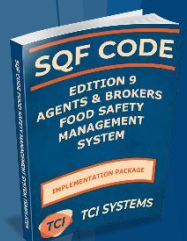
Supplier Number	Supplier	Materials Supplied	Material Category	Historical evidence of substitution or adulteration	Economic factors which may make adulteration or substitution more likely	Ease of access to raw materials through the supply chain	Sophistication of routine testing to identify adulterants	Control Measures Required
1	A	Chocolate Topping	Final Ingredient					Supplier Audit every 6 months
2	B	Flour for Baking	Raw Ingredient					Supplier Audit every 2 Years
3	C	Contract Scones	Contract Packager					Certification to GFSI Approved Standard
4	D	Cake Tray	Contract Packaging					Supplier Assurance Questionnaire
5	E	Cardboard Box	Non-Contact Packaging					Supply to Contract Specification
6	F	Non-Contact Packaging						Supplier Audit every 6 months

Supplier and Material Risk Assessment

Supplier & Material Risk Calculator

Score	Supplier Category Rating	Severity of Risk	Risk Score	Rating	What should I do?
3	Final Ingredient/Contract Packager	Catastrophic – death or large number of serious injuries	25	Extreme	Close Surveillance of Supplier and Material Required
4	Raw Ingredient/High Risk Service	Major – serious injury, extensive injuries	18 - 20	High	Supplier and Material/Service Monitoring Required
5	Contract Packager	Moderate – medical treatment required	8 - 15	Moderate	Material/Service Monitoring Required
6	Cake Tray	Minor – first aid treatment required	4 - 7	Low	Prequalify No on Goods in Service Provider's Licence
7	Cardboard Box	Minor – no injuries			

Supplier Number	Supplier	Materials/Service Supplied	Supplier Category	Identify the Risks	Details of Hazard or Risk	List the Current Controls in Place	Supplier Control	Material Control	Supplier Control
1	A	Chocolate Topping	Final Ingredient	Microbiological contamination	Not Further Processed on Site	Supplier Audit every 6 months	Supplier Audit every 6 months	Positive Release by Site prior to Use	
2	B	Flour for Baking	Raw Ingredient	Chemical contamination	Further Processed on Site	Supplier Audit every 2 Years	Certification to GFSI Approved Standard		
3	C	Contract Scones	Contract Packager	Chemical contamination	None Currently	Supplier Audit every 6 months	Certification to GFSI Approved Standard		
4	D	Cake Tray	Contract Packaging	Physical contamination	Packaging, Shred and Destroyed	Certification to GFSI Approved Standard	Supplier Assurance Questionnaire		
5	E	Cardboard Box	Non-Contact Packaging	Physical contamination	No access to Production Facility	Supplier Audit every 6 months	Supplier Audit every 6 months	CDC with each Delivery	



Supplementary Supplier Assessment Documents and Tools

Includes FS 2.3.4C Approved Suppliers & Emergency Suppliers List template

Approved Suppliers & Emergency Suppliers List										
Supplier Number	Supplier Name	Approved or Emergency	Materials Supplied	Material Category	Supplier Address	Supplier Office Number	Primary Contact	Primary Contact Mobile	Primary Contact email	Checks Required before Use for Emergency Supplier
1	Alpha Supplies	Approved	Chocolate Topping	Final Ingredient	ABC 123	23456789	QA Manager Name	1234567	QA@supplier	
2	B	Approved	Flour for Baking	Raw Ingredient	BCD 234		QA Manager Name		QA@supplier	
3	C	Approved	Contract Scones	Contact Manufacturer	CDE 345		QA Manager Name		QA@supplier	
4	D	Approved	Cake Tray	Contact Packaging	DEF 456		QA Manager Name		QA@supplier	
5	E	Approved	Cardboard Box	Contact Material	EFG 567		QA Manager Name		QA@supplier	
6	F	Approved	Non-Contact Packaging	Non-Contact Packaging	FGH 678		QA Manager Name		QA@supplier	
7	G	Emergency	Flour for Baking	Raw Ingredient	GHI 901		QA Manager Name		QA@supplier	1. Delivery Note & Order Number Match 2. Vehicle & Product Condition 3. COA Provided 4. QA Clearance for Micro required

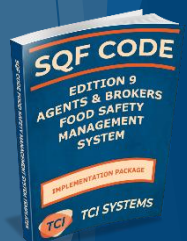
Includes FS 2.3.4B Supplier Assessment Form

AFC Supplier Assessment Form

Company Details	
Company Name:	
Address:	
Please provide Head Office address if different from above:	
Technical or Quality Manager Contact Details	
Name of Contact:	
Position Held:	
Telephone No:	
Fax No:	
Name of Deputy:	
What is the total number of employees in your company?	
How many people do you employ in direct labor?	
How many people are employed in your Quality Assurance Department?	
What levels of qualifications are held within your technical department?	
Products to be Supplied	
Product Name	Specification Number
Please provide a full product specification with each product supplied	

Document Reference FS 2.3.4B Supplier Assessment Form
Revision 0 30th September 2026
Owned by: Quality Manager
Authorized by: General Manager

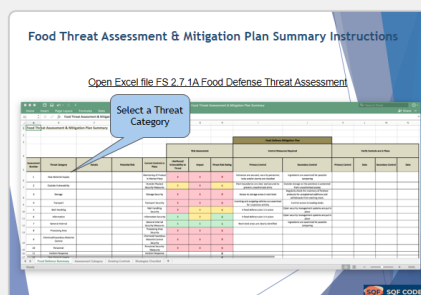
Page 1 of 6 About 1100 Words 100%



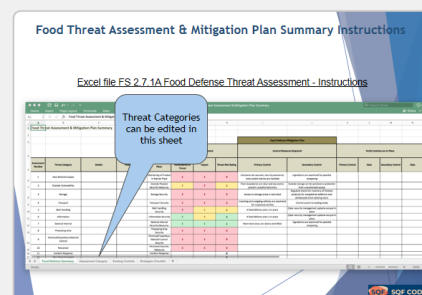
FS 2.7.1A Food Defense Threat Assessment Template Instructions are included



1



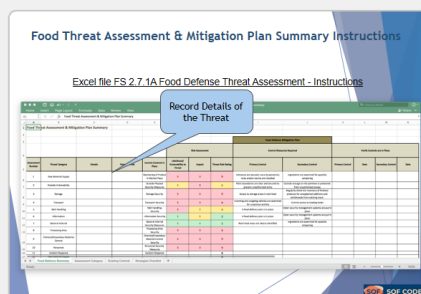
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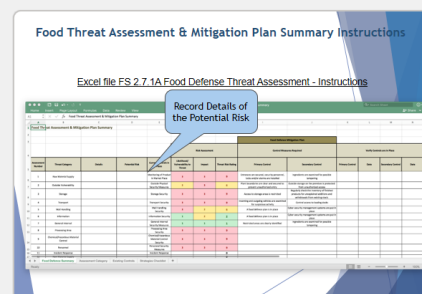
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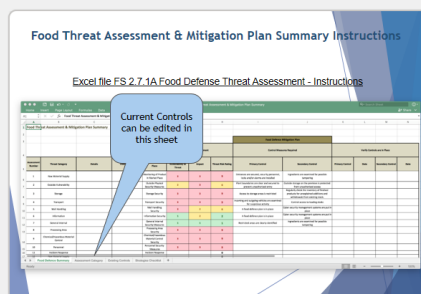
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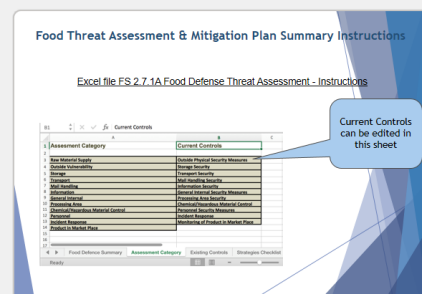
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7



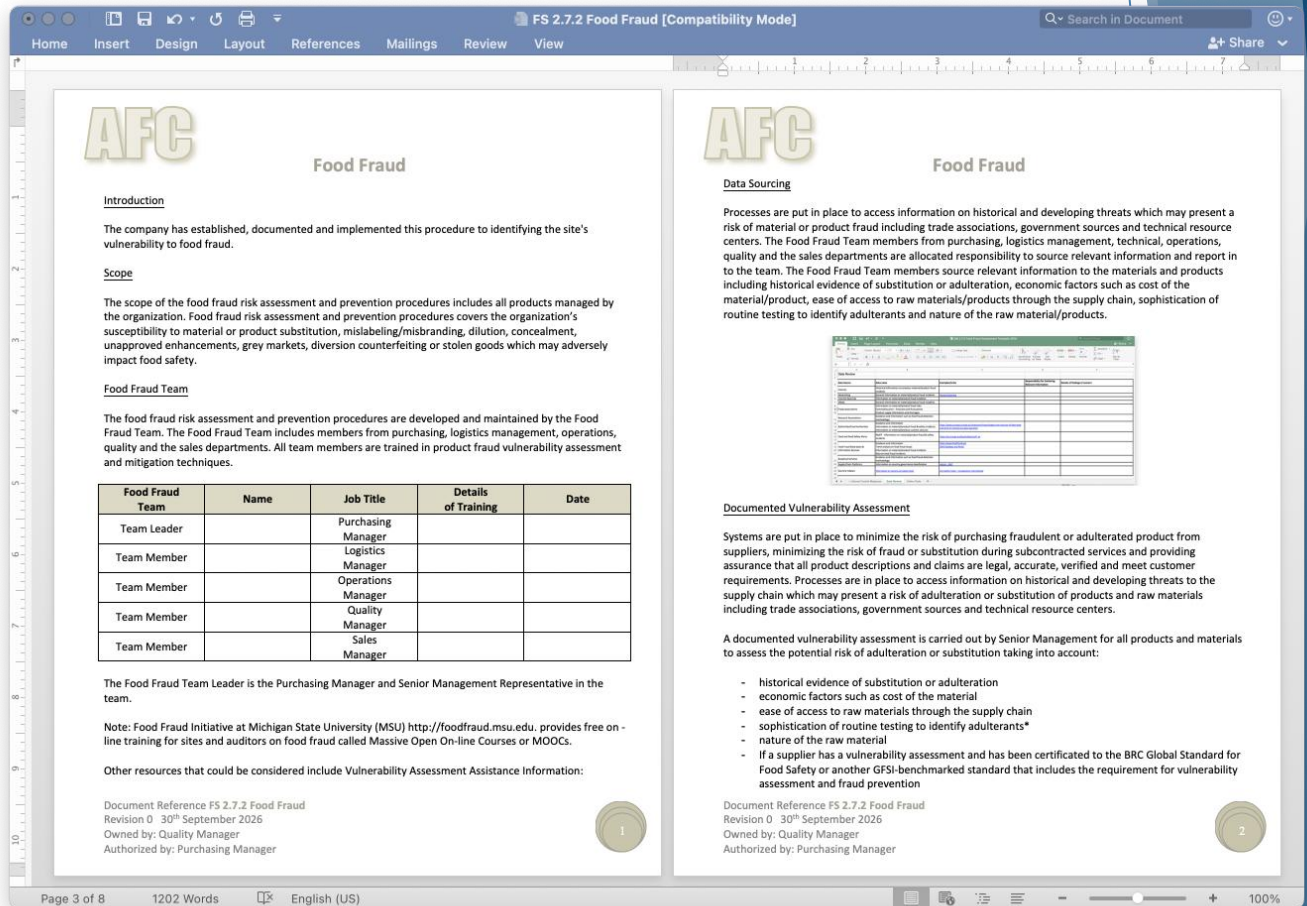
8



9

Assistance with Food Fraud Assessment

The package contains a Food Fraud Assessment Template to supplement FS 2.7.2 Food Fraud Procedure.



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																	
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 attractive 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																
Food Fraud Mitigation Plan																	
Control Measures Required																	
Risk Assessment																	
Risk Rating																	
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 substitution more attractive	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	Control Measure Responsibility
1	Product Purchase	Chocolate Topping	Supplier Barry C - India		Low Crop yields of Cocoa since 2024 in Africa, Ivory Coast and Ghana alone produce around 60% of the world's cocoa				Counterfeiting	5	Supplier Audit every 6 months	5	5	25	Material/Product testing	Mass balance exercises at the supplier	
2	Product Inspection	Chocolate Topping	Supplier Larry B - USA		Low Crop yields of Cocoa since 2024 in Africa, Ivory Coast and Ghana alone produce around 60% of the world's cocoa				Stolen goods	3	Supplier Audit every 12 months	3	3	9	Certificates of analysis from raw material suppliers	Supply chain audits	
3	Product Release	Flour for Baking	Supplier A Mills - USA						Unapproved enhancements	3	Certification to GFSI Approved Standard	3	3	9	Use of tamper evidence or seal on incoming raw materials	Enhanced supplier approval checks	
4	Product Transport	Contract Scones	Contract Pack Inc - USA						Grey market	3	Supplier Audit every 6 months	3	5	15	Mass balance exercises at the supplier	Raw material testing	
5	Product Export	Cake Tray	FoodPac - Germany						Stolen goods	3	Supply to Contract Specification	3	2	6	Supply chain audits	Mass balance exercises at the supplier	
6	Product Transport	Detergent	Chemicals Inc - USA						No Risk	3	Supply to Contract Specification	3	2	3	Supply chain audits	ODC with each delivery	
7	Product Import	Cardboard Box	Bearform Inc - USA						No Risk	3	Supply to Contract Specification	3	3	3	Certificates of analysis from raw material suppliers	Certificates of analysis from raw material suppliers	
8	Product Storage (Contract Storage)	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	Product Storage (Contract Storage)	Choco Cake Mix Packet							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	Labelling, Coding & Packaging (Contract)	Choco Cake Mix Bags			Low Crop yields of Cocoa since 2024 in Africa, Ivory Coast and Ghana alone produce around 60% of the world's cocoa				Counterfeiting	5	Mass Balance exercises on site weekly	5	5	25	Mass balance exercises at the supplier	Site Security	
Food Fraud Summary																	
Assessment Category	Food Fraud Categories	Existing Controls	Additional Control Measures	Additional CM Responsibility	Data Review	Online Tools											

FS 2.7.2A Food Fraud Assessment Template Instructions are included



Food Fraud Assessment & Mitigation Plan Summary Instructions

Excel file FS 2.7.2A Food Fraud Assessment Tool

There are Data Review and Online Tools Sheets where you can record sources of information or log online tools you are using

3

Food Fraud Assessment & Mitigation Plan Summary Instructions

Excel file FS 2.7.2A Food Fraud Assessment Tool

Online Tools Sheet

4

Food Fraud Assessment & Mitigation Plan Summary Instructions

Excel file FS 2.7.2A Food Fraud Assessment Tool

Data Review Sheet Record Relevant Information you have researched relevant to your operation

5

Food Fraud Assessment & Mitigation Plan Summary Instructions

Excel file FS 2.7.2A Food Fraud Assessment Tool

Sources of information include :

- Internal - Historical information on previous material/product fraud incidents
- Networking - General information on material/product fraud incidents
- Internet Searches - Information on material/product fraud incidents
- Media - General information on material/product fraud incidents
- Trade Associations - Information on material/product fraud risks. Commodity price - forecasts and fluctuations.
- Product supply information and shortages.
- Research Associations - Guidance and information such as food fraud detection methodology
- Authorities/Food Authorities - Guidance and information. Information on material/product fraud & safety incidents. Information on material/product customs seizures.
- Food and Feed Safety Alerts - e.g. RASFF - Information on material/product fraud & safety incidents
- Food Fraud Data bases & Information Services - Guidance and information. Trend analysis on food fraud issues. Information on material/product fraud incidents. Data on food fraud incidents.
- Analytical Services - Guidance and information such as food fraud detection methodology
- Supply Chain Platforms - Information on country governance classification
- Country Indexes - Information on country corruption level

6

Open the Sample FSMS Record Templates Folder

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

FSMS Record Templates		FSMS Record Templates	
Name		Name	
FSR 1 Management Review Record.docx		FSR 50 QA Online Check Sheet.docx	
FSR 2 Training Record.docx		FSR 51 Non-Conformance Summary Log.docx	
FSR 3 Product Release Record.docx		FSR 52 CIP Chemical Log.docx	
FSR 4 Design and Development.docx		FSR 53 Double Hold Label.docx	
FSR 5 Supplier Self-Assessment Form.docx		FSR 54 Supplier Register.xlsx	
FSR 6 CCP Validation - Metal Detection.docx		FSR 55 Approved Chemical Register.docx	
FSR 7 Identification and Traceability Record.docx		FSR 56 Non Approved Supplier Sample Plan.docx	
FSR 8 Register of Customer Property.docx		FSR 57 Warehouse Cleaning Record.docx	
FSR 9 Calibration Record - Time.docx		FSR 58 Product Recall Trace.docx	
FSR 10 Internal Audit Form Blank.docx		FSR 59 Product Recall Test Record.docx	
FSR 11 Non-Conformance Notification.docx		FSR 60 Document Master List.docx	
FSR 12 Corrective Action Request		FSR 61 Process Change Approval Form.docx	
FSR 13 Preventative Action Request		FSR 62 Minor Process Change Approval Form.docx	
FSR 14 Supplier Evaluation Form.docx		FSR 63 Root Cause Analysis Form.docx	
FSR 15 Equipment Commissioning Checklist.docx		FSR 64 Sample Equipment Cleaning Record.docx	
FSR 16 Return to Work Form.docx		FSR 65 Packing Traceability Record.docx	
FSR 17 Hygiene Policy Staff Training Record.docx		FSR 66 Factory GMP Inspection Form.docx	
FSR 18 Complaint Investigation Form.docx		FSR 67 Raw Material Release Record.docx	
FSR 19 Site Audit Checklist.docx		FSR 70 Dispatch and Distribution Verification Record.docx	
FSR 20 Knife Control Record.docx		FSR 71 Hygiene Code of Practice Verification Record.docx	
FSR 21 Knife Incident Report.docx		FSR 72 PRP Cleaning Verification Record.docx	
FSR 22 Goods In Inspection Record.docx		FSR 73 Control of Brittle Materials Verification Record.docx	
FSR 23 Equipment Cleaning Procedure and Record.docx		FSR 74 Hygiene Policy Verification Record.docx	
FSR 24 Glass & Brittle Material Breakage Log.docx		FSR 75 Metal Detection Verification Record.docx	
FSR 25 Metal Detection Record.docx		FSR 76 Glass Policy Verification Record.docx	
FSR 26 First Aid Dressing Issue Record.docx		FSR 77 Glass & Brittle Material Breakage Procedure.docx	
FSR 27 Cleaning Schedule.docx		FSR 78 Maintenance Verification Record.docx	
FSR 29 Maintenance Work Hygiene Clearance Form.docx		FSR 79 Control of Knives Verification Record.docx	
FSR 30 Glass and Brittle Plastic Register.docx		FSR 80 Management of Pest Control Verification Record.docx	
FSR 31 GMP Audit Checklist.docx		FSR 81 Nut Handling Procedure Verification Record.docx	
FSR 32 Vehicle Hygiene Inspection Record.docx		FSR 82 Hygiene and Housekeeping Management Verification Record.docx	
FSR 33 Outgoing Vehicle Inspection Record.docx		FSR 83 Control of Visitors and Sub-Contractors Verification Record.docx	
FSR 34 Pre Employment Medical Questionnaire.docx		FSR 84 Control of First Aid Dressings Verification.docx	
FSR 35 Visitor Questionnaire.docx		FSR 85 Ingredients Foreign Body Control Policy Verification Record.docx	
FSR 36 Product Recall Record.docx		FSR 90 Blank Validation Form.docx	
FSR 37 Shelf Life Confirmation Record.docx		FSR 91 CCP Validation - Glass Control.docx	
FSR 38 Accelerated Keeping Quality Log.docx		FSR 92 CCP Validation Cleaning and Sanitation.docx	
FSR 39 Goods In QA Clearance Label.docx		FSR 93 CCP Validation - Dispatch and Distribution Temperatures.docx	
FSR 40 Inspection Corrective Action Summary.docx		FSR 94 CCP Validation - Cleaning After Nut Production.docx	
FSR 41 Changing Room Cleaning Record.docx		FSR 95 GMP Validation - Maintenance.docx	
FSR 42 Equipment Color Coding Red Process Areas.pptx		FSR 96 GMP Validation - Calibration.docx	
FSR 43 Daily Cleaning Checklist for Toilets and Changing Rooms.docx		FSR 97 Sample Control of Foreign M...r Contamination PRP Validation.docx	
FSR 44 Drain Cleaning Procedure Filler Areas.docx		FSR 98 Sample Ingredients Foreign Body Control Policy Validation.docx	
FSR 45 General Cleaning Procedure.docx		FSR 99 Sample Personnel Hygiene and Welfare PRP Validation.docx	
FSR 46 Product QA Clearance Pallet Label.docx			
FSR 47 Sample CIP Programs Settings.xlsx			
FSR 48 Sample Filler Cleaning Record.docx			
FSR 49 Pipe Diameter CIP Flow Rate Conversion Table.xlsx			
FSR 50 QA Online Check Sheet.docx			

Open the Sample FSMS Record Templates Folder

The Food Safety Record Templates are provided in Microsoft Word or Microsoft Excel English (US) format and are easily edited to suit your organization.



The records are provided in Microsoft Word format so are easily edited.

You can put your company logo or name and address in the header

You can edit the header



Process Change Approval Form

You can edit the main text

Process Change Approval			
Process Change Proposed			Proposer
Description			
Reason for Change			
Process Change Category			
Raw Material ☐	Supplier ☐	Process Change ☐	Equipment ☐
Recipe ☐	Personnel ☐	Customer ☐	New Product ☐
Full details of proposed change			Proposer
Risk Assessment Summary and Change Categorization			Quality Manager
Risk Categorization			
High Risk ☐	Medium Risk ☐	Low Risk ☐	Quality Manager
Food Safety ☐	Quality ☐	Health & Safety ☐	Quality Manager
Prerequisites Required for Approval			Quality Manager

Document Reference FSR 61 Process Change Approval Form

Revision 0 11th March 2026

Owned by: Quality Manager

Authorized by: General Manager



You can edit the footer

Open the Sample FSMS Record Templates Folder

FS 2.2.3 Appendix Record Register is included in the folder
All you need to do is delete the ones you don't want and update the Record Register as and when you make changes or add new records.

Record Register									
Ref.	Number	Title	Summary of Changes	Owner	Copies Held	Revision	Date	Review Date	Withdrawal Date
FSR	1	Management Review Minutes		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	2	Training Record		Operations Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	3	Product Release Record		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	4	Design and Development Records		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	5	Supplier Self-Assessment Form		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	6	Validation Record		Quality Manager	Operations Manager General Manager Quality Manager	0	08/08/2025		
FSR	7	Traceability Record		Production Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	8	Register of Customer Property		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	9	Calibration Record		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	10	Food Safety Management System Audit Form		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	11	Non-Conformance Notification		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	12	Corrective Action Request Form		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	13	Preventative Action Request Form		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	14	Supplier Evaluation Form		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	15	Equipment Commissioning Checklist		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	16	Return to Work Form		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	17	Hygiene Policy Staff Training Record		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	18	Complaint Investigation Form		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	19	Site Audit Checklist		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	20	Knife Control Record		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	21	Knife Incident Report		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	22	Goods in Inspection Record		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	23	Equipment Cleaning Procedure and Record		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	24	Glass and Brittle Plastic Breakage Log		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		
FSR	25	Metal Detection Record		Quality Manager	Operations Manager General Manager Quality Manager	0	11/03/2026		

Technical Support



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 Food Safety Management System until you achieve certification.

[Click here to order the SQF Food Safety Management System for Food Agents & Brokers Implementation Package now](#)

