QM 2.1.3 Safety and Quality Management System

Introduction

The company has planned, established, documented and implemented a Food Packaging Safety And Quality Management System for the site, which is maintained in order to continually improve its effectiveness in accordance with legislation, international standards and best industry practice. The company has planned and developed the processes that contribute to meeting the requirements of these standards and producing safe products.

Scope

The scope of the Food Packaging Safety Quality Management System includes all product categories, processes and activities conducted on site. These requirements are aligned with the policies and objectives of the site and include those of the SQF Code.

Due diligence

The Food Packaging Safety Quality Manual demonstrates due diligence of the company in the effective development and implementation of the food packaging safety management system. These documents are fully supported by the completion of 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.

Food Packaging Safety

The company is committed to supplying safe food packaging. As part of this commitment, all products and processes used in the manufacture of Food Packaging are subject to safety hazard analysis based on the Codex Alimentarius guidelines to the application of a HACCP system. All Food Packaging hazards, that may reasonably be expected to occur, are identified by this process and are then fully evaluated and controlled so that our packaging does not represent a direct or indirect risk to the consumer. New information regarding packaging safety hazards is continually reviewed by the Food Safety team to ensure that the Food Packaging Safety and Quality Management system is continually updated and complies with the latest food packaging safety requirements.

Should the company be required to outsource any process that may affect product conformity to the defined standards of the Food Packaging Safety Quality Management System then the site will assume control over this process. This is fully defined in all Sub-Contract Agreements.

Communication

The company has established and documented clear levels of communication for suppliers, contractors, customers, authorities and staff within the Food Packaging Safety Quality Management System. Detailed communication arrangements and Food Packaging safety communication responsibilities for all levels of management are contained in the Food Packaging Safety And Quality Manual. The scope of the communication procedures applies to all members of staff, both full time and temporary.

The Management Representative and SQF Practitioner for Food Packaging Safety and Quality is the Technical Manager, who retains responsibility and authority for external communication and liaison regarding the Food Packaging Safety Management System. This responsibility for communication extends to ensuring there is sufficient information relating to Food Packaging safety throughout the food chain. This communication includes documented agreements, contracts, specifications, product information, food packaging safety leaflets, allergen labelling advice and reports.

Procedure

These processes and their interaction are documented within this manual and its procedures. The top level procedures of the Food Packaging Safety Quality Management System Procedures are pre-fixed QM and are as follows:

QM 2.1.1 Safety and Quality Policy and Objectives
QM 2.1.2 Responsibility Authority and Communication
QM 2.1.3 Safety and Quality Management System
QM 2.1.4 Management Review
QM 2.1.5 Customer Complaint Handling
QM 2.1.6 Business Continuity Planning
QM 2.2.1 Document Control
QM 2.2.2 Record Control

QM 2.3.1 Product Development
QM 2.3.2 Raw and Packaging Materials
QM 2.3.3 Contract Services
QM 2.3.4 Contract Manufacturers
QM 2.3.5 End Product Specifications
QM 2.4.1 Customer, Statutory and Regulatory Conformance
QM 2.4.2 Food Packaging Safety Fundamentals
QM 2.4.3 Food Packaging Safety Plan
QM 2.4.4 Food Packaging Quality Plan
QM 2.4.5 Control of Purchased Materials and Services
QM 2.4.5 Verification of Purchased Materials and Services
QM 2.4.6 Control of Non-Conforming Product or Equipment
QM 2.4.7 Product Rework
QM 2.4.8 Product Release
QM 2.4.9 Stock Control
QM 2.5.1 SQF System Verification
QM 2.5.2 Validation, Improvement and System Updating
QM 2.5.3 Verification Schedule
QM 2.5.4 Verification of Monitoring Activities
QM 2.5.5 Corrective Action and Preventative Action
QM 2.5.6 Laboratory Quality Manual
QM 2.5.7 Internal Audits
QM 2.6.1 Product Identification
QM 2.6.2 Traceability System
QM 2.6.3 Product Recall
QM 2.7 Site Security
QM 2.8.1 Identity Preserved Food Packaging
QM 2.8.2 Allergen Management
QM 2.9 Training
QM 13.1 Site Requirements and Approval
QM 13.2 Construction and Control of Product Handling and Storage Areas
QM 13.2.7 Premises and Equipment Maintenance
QM 13.2.8 Calibration
QM 13.2.9 Management of Pests and Vermin
QM 13.2.10 Equipment, Utensils and Protective Clothing
QM 13.2.11 Cleaning and Sanitation

QM 13.3.1 Personnel Hygiene and Welfare
QM 13.3.2 Hand washing
QM 13.3.3 Clothing
QM 13.3.4 Jewellery Policy
QM 13.3.5 Control of Visitors and Contractors
QM 13.3.6 Staff Amenities
QM 13.3.7-8 Staff Facilities
QM 13.3.9 Lunch Rooms
QM 13.3.10 First Aid
QM 13.4 Hygiene Code of Practice
QM 13.5 Water and Ice Supply
QM 13.5.2 Monitoring Water Microbiology and Quality
QM 13.5.4 Air Quality
QM 13.6 Storage and Transport
QM 13.6.6 Loading, Transport and Unloading Practices
QM 13.7 Prevention of Contamination
QM 13.7.1 Control of Foreign Matter Contamination
QM 13.7 A Glass Policy
QM 13.7 B Control of Brittle Materials
QM 13.7.2 A Managing Foreign Matter Contamination Incidents
QM 13.7.2 B Glass & Brittle Material Breakage Procedure
QM 13.8 Waste Disposal
QM 13.9 Exterior

The HACCP manual documents of the Food Packaging Safety Quality Management System Procedures are pre-fixed HACCP and are as follows:

HACCP 001 HACCP Flow Diagram
HACCP 002 Product Description
HACCP 003 HACCP Hazards
HACCP 005 HACCP Validation
HACCP 006 HACCP Plan
HACCP 007 HACCP Verification Audit Summary
HACCP 008 Raw Material Summary
HACCP 009 Finished Product Summary
HACCP Definitions

HACCP Glass Control Verification Record Example
HACCP Instruction 1
HACCP Instruction 2
HACCP Instruction 3
HACCP Steering Group Review

The controlled records of the Food Packaging Safety Quality Management System are pre-fixed QMR and are as follows:

QMR 001	Management Review Minutes
QMR 002	Training Record
QMR 003	Product Release Record
QMR 004	Design and Development Records
QMR 005	Supplier Assessment Record
QMR 006	Validation Record
QMR 007	Identification and Traceability Record
QMR 008	Register of Customer Property
QMR 009	Calibration Record
QMR 010	Internal Audit Record
QMR 011	Records of Non-conforming Product
QMR 012	Corrective Action Request Form
QMR 013	Preventative Action Request Form
QMR 014	Supplier Self Assessment and Approval Form
QMR 015	Equipment Commissioning Record
QMR 016	Return to Work Form
QMR 017	Hygiene Policy Staff Training Record
QMR 018	Complaint Investigation Form
QMR 019	Prerequisite Audit Checklist
QMR 020	Knife Control Record
QMR 021	Knife Breakage Report
QMR 022	Goods in Inspection Record
QMR 023	Equipment Cleaning Procedure
QMR 024	Glass and Brittle Plastic Breakage Record
QMR 025	Metal Detection Record
QMR 026	First Aid Dressing Issue Record
QMR 027	Cleaning Schedule

QMR 028	Cleaning Record
QMR 029	Engineering Hygiene Clearance Recor
QMR 030	Glass and Brittle Plastic Register
QMR 031	GMP Audit Checklist
QMR 032	Vehicle Hygiene Inspection Record
QMR 033	Outgoing Vehicle Inspection Record
QMR 034	Pre Employment Medical Questionnaire
QMR 035	Visitor Questionnaire
QMR 036	Product Recall Record
QMR 037	Shelf Life Confirmation Record
QMR 038	Accelerated Keeping Quality Log
QMR 039	Goods In QA Clearance Label
QMR 040	Maintenance Work Hygiene Clearance Form
QMR 041	Changing Room Cleaning Record
QMR 042	Colour Coding Red Process Areas
QMR 043	Daily Cleaning Record for Toilets and Changing Rooms
QMR 044	Drain Cleaning Procedure Filler Areas
QMR 045	General Cleaning Procedure
QMR 046	Product QA Clearance Label
QMR 047	CIP Programmes Log
QMR 048	Sample Filler Cleaning Record
QMR 049	Pipe Diameter Flow Rate Conversion Table
QMR 050	QC Online Check Sheet

The Criteria and Methods required to ensure that the operation and control of these processes are effective are documented in these procedures and records. These procedures are supported by second tier documents specific to each area including:

- Validation Records
- Verification Records
- Work Instructions
- Specifications
- Testing schedules
- Risk assessments
- Job Descriptions
- Critical Control Point Monitoring Procedures

Measurement, monitoring and review are carried out by analysis of data in key areas including:

- Critical Control Point monitoring
- Analytical testing
- Microbiological testing
- Complaints analysis
- Key Quality performance indicators
- Standard Exception Reporting
- Results of Inspections
- Results of Internal audits
- Results of External Audits

The company has assessed the resources required to implement, maintain, and improve the Safety Quality Management System and these resources have been provided including:

- Skilled Personnel
- Suitable materials
- Suitable equipment
- Appropriate Hardware and Software
- Infrastructure
- Information
- Finances
- Audit resource
- Training resource

Action is taken in response to results in order to correct and prevent deficiencies and to improve the probability of achieving company objectives.

Regular management reviews are conducted by the Senior Management team to ensure performance is monitored and analysed. Review outputs include site quality objectives which are published and communicated to all staff to ensure focus is maintained both on meeting these objectives and on continuous improvement.

Responsibility

Senior Management is responsible for implementing, maintaining, reviewing and improving the Food Packaging Safety Quality Management System. The Technical Manager is a member of the Senior Management team and has been appointed the Management Food Packaging Safety Representative/SQF Practitioner.

Customer, Statutory and Regulatory Requirements

The scope of the Food Packaging Safety Quality Management System includes all customer, statutory and regulatory documents applicable to the business including:

- Federal Food Packaging Safety Legislation
- FFDC
- Public Health Service Act
- Bioterrorism Act of 2002
- Fair Labelling and Packaging Act
- Agricultural Market Act of 1946
- Regulations bought into place under the above acts
- National/International Standards
- Customer Codes of Practice

The company has a system in place through the Industry Federation to ensure that it is kept informed of all relevant legislation, Food Packaging safety issues, legislative scientific and technical developments and Industry Codes of Practice applicable in the country of production and, where known, the country where the product will be sold. This information is used for reference and Hazard Analysis. Maintenance of these files is the responsibility of the Technical Manager who is responsible for circulating updates to relevant sections of the business. To ensure legal compliance authority and guidance for use of new labels is required from the Technical Manager prior to first production.

The Senior Management team ensure that the design and implementation of the Food Packaging Safety Quality Management System is within the guidelines of customer, statutory and regulatory documents, also taking into consideration:

- the business environment, changes in that environment or risks associated with that environment
- varying needs of the business
- company objectives
- the processes employed on site
- the size and organisational structure of the site

This process is discussed during Management review and the outcome documented in the minutes.

Improvement

The company is committed to continual improvement of its management systems through:

- Safety & Quality policy and objectives
- Auditing of systems and processes
- Corrective and preventive actions
- Analysis of data
- Management Review – Refer to Management Review Procedure
- The use of hazard analysis in developing schedules for quality and Food Packaging safety control aids in defining preventive actions and in continual improvement of processes.

Document Hierarchy

Food Packaging Safety Quality System Process Diagram