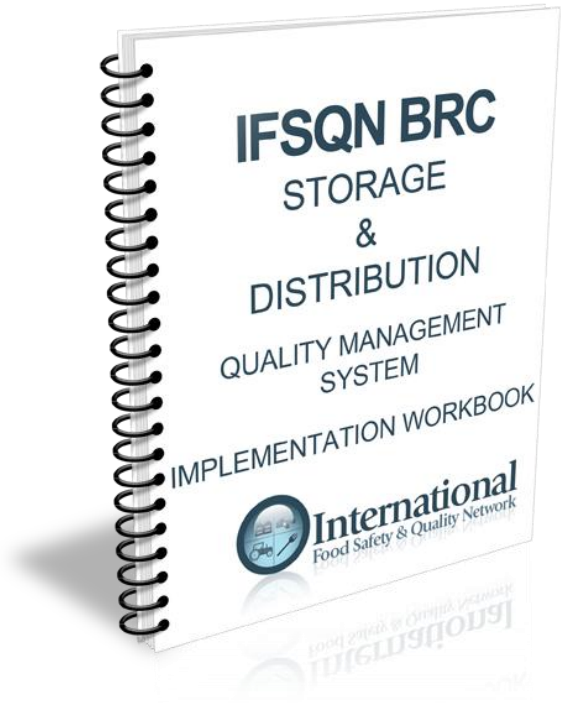
BRC Storage and Distribution Quality and Safety Management System Implementation Workbook



We have written this workbook to assist in the implementation of your BRC quality & safety management system. The workbook is divided into 8 steps that are designed to assist you in implementing your quality & safety management system effectively:

- ✓ Step One: Introduction to the BRC Global Standard for Storage & Distribution
- ✓ Step Two: Assessment of current Systems
- ✓ Step Three: Senior Management Implementation
- ✓ Step Four: HACCP Implementation
- ✓ Step Five: Quality & Safety Management System
- ✓ Step Six: Training & Implementation
- ✓ Step Seven: Internal Auditing Training
- ✓ Step Eight: Final Steps to BRC Certification

BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

The BRC Implementation Workbook compliments our BRC Storage and Distribution Quality Management System which is an ideal package for organisations looking to meet British Retail Consortium Global Standard for Storage and Distribution.

The IFSQN Storage and Distribution Quality Management System contains:

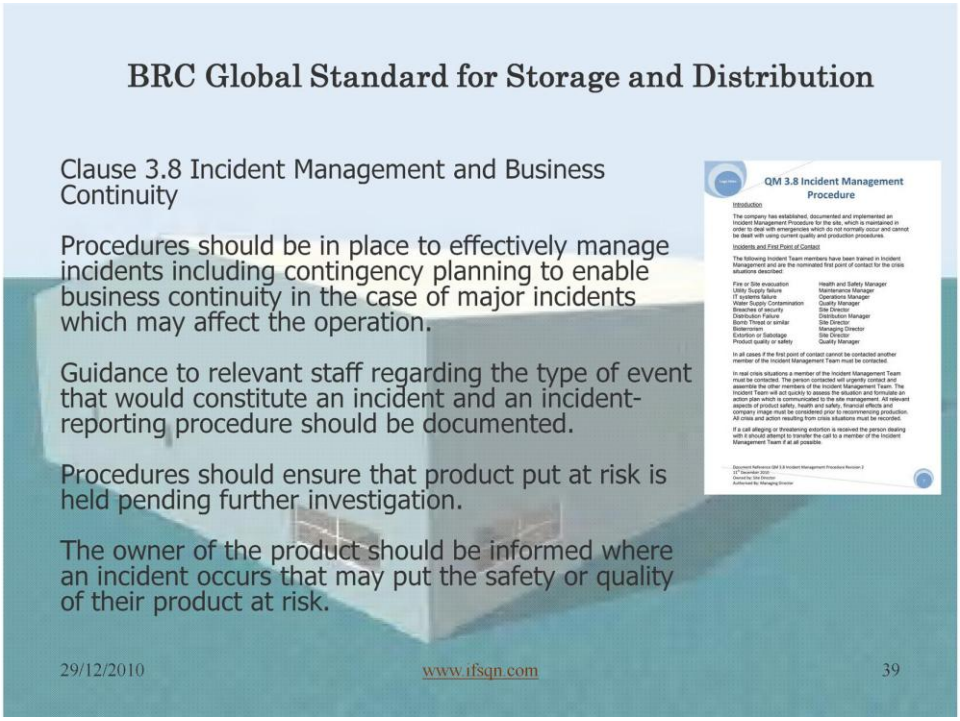
- ✓ A Comprehensive set of over 50 top level documents
- ✓ A range of 36 easy to use record templates
- ✓ HACCP Manual containing the HACCP Calculator
- ✓ BRC Standard for Storage and Distribution Training Module
- ✓ A comprehensive set of gap analysis checklists covering each section of the BRC Global Standard for Storage and Distribution
- ✓ Internal Auditor Training - An Internal Auditor Training Guide

As a preliminary to Step 1 we recommend that the you purchase a copy of the current issue of the BRC Global Standard for Storage and Distribution

For more information e-mail support@ifsqn.com

Step One: Introduction to the BRC Standard for Storage and Distribution Training

This 45 minute comprehensive illustrated and interactive PowerPoint training module presentation will introduce the BRC Global Standard to the management team and explain how to start the process of implementing a BRC compliant Quality & Safety Management System.



Step Two: Assessment of Current Systems

At this stage an assessment should be made by the most senior quality member of the management team to decide if Site Standards within the facility meet the requirements of the BRC Standard. The nominated manager should read through the requirements of the BRC Global Standard for Storage and Distribution and assess for compliance using the checklist below to record their findings.

BRC GAP ANALYSIS			
BRC GLOBAL STANDARD FOR STORAGE AND DISTRIBUTION			
SECTION 1 SENIOR MANAGEMENT COMMITMENT	**Compliant**		**Comments**
	Yes	**No**	
1.1 Senior Management Commitment and Continual Improvement			
Is there evidence that senior management are fully committed to the implementation of the requirements of the Global standard for storage and distribution including provision of: adequate resources? effective communication? systems for review? actions taken to identify and effect opportunities for improvement?			
Is there a documented quality policy statement which authorized by an appropriate senior			

manager and communicated throughout the company?			
Is there evidence the senior management have provided the human and financial resources required to implement the requirements of the standard?			
Have senior management established objectives to maintain product safety, quality and legality in accordance with the quality policy?			
Are management reviews attended by the company's senior management and carried out at least annually?			
Does the management review include an evaluation of: previous management review minutes? corrective action plans and timeframes? results of internal, customer and independent external audits? customer performance indicators? complaints and feedback? Incidents? product rejections/returns? wastage and resultant corrective and preventive action plans ? feedback from reviews of the hazard and risk			

Step 2: Corrective Actions from Assessment of Current Systems

The non-compliances identified in the assessment of compliance with the BRC Global Standard for Storage and Distribution should be logged using the form below and used as input for Step Three: Senior Management Implementation. In Step 3 the appropriate corrective action should be allocated by the Senior Management Team and a corrective action plan formulated.

Step 2: Corrective Actions from Assessment of Current Systems							
Date	**BRC Standard Section**	**Details of Non Conformance**	**Identified by:**	**Corrective Action Required**	**Responsibility**	**Target completion Date**	**Date Completed**

Step Three: Senior Management Implementation

A Senior Management Implementation checklist is provided that establishes your Quality & Safety Management System fundamentals including Quality Safety Policies and Objectives.

The checklist guides Senior Management:

- ✓ in planning the establishment of the QSMS
- ✓ in providing adequate support to establish the QSMS
- ✓ in ensuring there is adequate infrastructure and work environment
- ✓ in allocating responsibility and authority

This stage requires the Senior Management to meet and establish the foundations for the Quality Safety Management System:

- ✓ Formulating a checklist of Customer, Regulatory, Statutory and other relevant requirements
- ✓ Decide which requirements the company should address and develop relevant policies.
- ✓ Based on the Quality & Safety Policy Management Policies establish Quality Safety Objectives
- ✓ Define the scope and boundaries of the QSMS
- ✓ Plan the establishment of the QSMS
- ✓ Provide adequate support to establish the QSMS
- ✓ Ensure there is adequate infrastructure and work environment and develop a Corrective Action Plan to rectify shortfalls
- ✓ Allocate responsibility and authority
- ✓ Assess, plan and establish appropriate internal and external communication channels

As a decision has already been made to implement a system compliant with the BRC Global Standard for Storage and Distribution, the Senior Management meeting should also consider the requirements of the Standard which are summarised below and should be read direct from the Standard:

Section 1 Senior Management Commitment
Fundamental: Senior Management Demonstrate Commitment to meeting the requirements of the BRC Standard including the Provision of Resources, System Review, Documented Continual Improvement & Effective Communication
Senior management develop and document a quality policy statement which states the intentions for the safe and legal storage and/or distribution of products and its responsibility to its customers.
Senior management provide the human and financial resources required to implement the requirements of the Standard and effect improvements.
Senior management ensure that objectives are established for the storage and/or distribution of products to maintain product safety, quality and legality in accordance with the quality policy and the Standard.
Management review meetings attended by the senior management are carried out at least annually
Management review meeting decisions and actions agreed are effectively communicated to appropriate staff and the actions implemented within the agreed timescales.
Clear communication and reporting channels to senior management for staff responsible for monitoring compliance with the Standard are established.
A current, original copy of the Standard is available.
The most senior operations manager on site shall attend the opening and closing meetings of the audit for the Global Standard for Storage and Distribution.
Where required by legislation, the company and operating locations the company registers with (or is approved by) the appropriate authority.

A meeting should now be co-ordinated involving all the Senior Management Team.

Senior Management FSMS Implementation Meeting

Date

Time

Venue

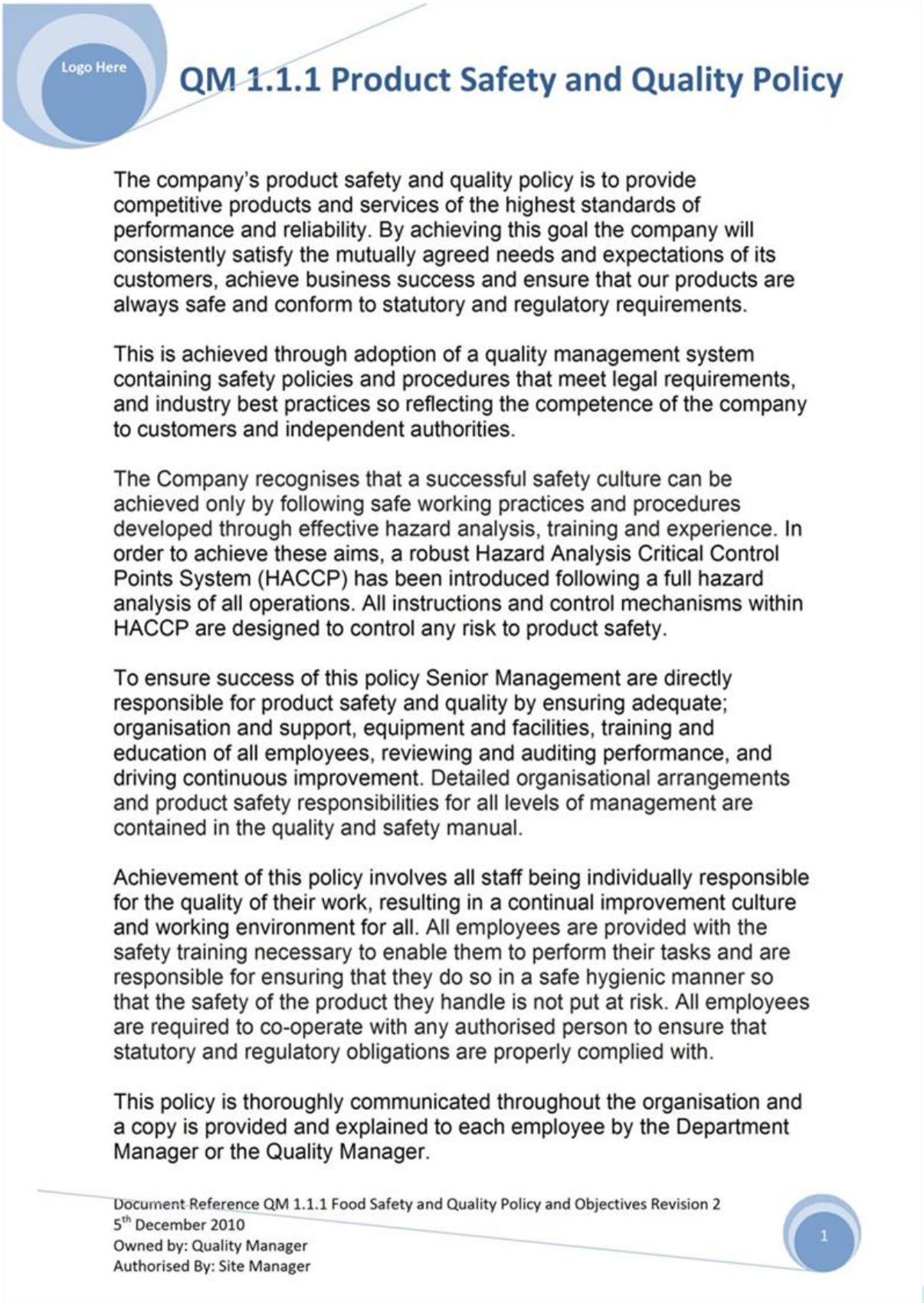
Agenda

1. Formulating a checklist of Customer, Regulatory, Statutory and other relevant requirements
2. Decide which Quality & Safety requirements the company should address and develop relevant policies.
3. Based on the Quality & Safety Policy Management Policies establish Quality & Safety Objectives
4. Define the scope and boundaries of the QSMS
5. Plan the establishment of the QSMS
6. Provide adequate support to establish the QSMS
7. Ensure there is adequate infrastructure and work environment
8. Allocate responsibility and authority
9. Assess, plan and establish appropriate internal and external communication channels

Attendees:

Senior Management Team		
Job Title	**Name**	**Role in Team**
Managing Director		Chairman
Site Director		Deputy Chair
Operations Manager		Operations Reporting
Quality Manager		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

Senior Management can choose/adapt the templates supplied with the system



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QM 1.1.1 Product Safety and Quality Policy

The company's product safety and quality policy is to provide competitive products and services of the highest standards of performance and reliability. By achieving this goal the company will consistently satisfy the mutually agreed needs and expectations of its customers, achieve business success and ensure that our products are always safe and conform to statutory and regulatory requirements.

This is achieved through adoption of a quality management system containing safety policies and procedures that meet legal requirements, and industry best practices so reflecting the competence of the company to customers and independent authorities.

The Company recognises that a successful 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 Hazard Analysis Critical Control Points System (HACCP) has been introduced following a full hazard analysis of all operations. All instructions and control mechanisms within HACCP are designed to control any risk to product safety.

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

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 safety training necessary to enable them to perform their tasks and are responsible for ensuring that they do so in a safe hygienic manner so that the safety of the product they handle is not put at risk. All employees are required to co-operate with any authorised person to ensure that statutory and regulatory obligations are properly complied with.

This policy is thoroughly communicated throughout the organisation and a copy is provided and explained to each employee by the Department Manager or the Quality Manager.

Document Reference QM 1.1.1 Food Safety and Quality Policy and Objectives Revision 2
5th December 2010
Owned by: Quality Manager
Authorised By: Site Manager

1

Senior Management Establish Quality & Safety Responsibility & Authority Levels

Process	Responsible Persons	Activity
Purchases	Purchasing Manager	Purchase ingredients from approved and certified sources Ensure purchase orders comply with applicable specifications
	Quality Manager	Ensure adequate information on supply application form Ensure suppliers adhere to supply handling practices Perform suppliers audit or review supply status where necessary
Receiving and warehousing	QA/QC & Store Executives	Compare PO and DO or check contracts as per Suppliers Specifications criteria (if applicable) Check receiving temperature, pest infestations, quality, packing conditions and truck hygiene. Observe unloading practices Handle incoming goods as per documented procedures Ensure Good Storage Practices and FIFO rotation principles
Packing	QC/QC, Packing Manager, Supervisor & Operators	Maintain product format and characteristics Do not modify format prior to approval from top management Follow safe handling practices Ensure Good Handling Practices are adhered to Follow cleaning and sanitation standards and procedures
Coding and packing	Production Supervisor & Operators	Follow coding procedures Ensure products in primary packaging are hygienically located Ensure coding for traceability is performed to procedures Follow secondary packaging procedures to protect products
Store and product release	Store Manager , Store Executives and QA/QC	Ensure Good Storage Practices Follow FIFO stock rotation principles Check correctness of DO prior to stock release Check conditions of stock and packaging before loading Check vehicle for pest infestations
Transportation	Logistic executive	Compliant of transportation requirements as per safety contract Where external logistic is used, check compliance of agreed procedures
Product/process validation	QA/QC	Check CCP are effectively monitored and controlled. Check set critical limits are effective and valid. Ensure end products meet safety objectives

At this stage you should check that the Senior Management Actions and Plans meet those required by the BRC Standard Section 1 Senior Management Commitment & Continual Improvement

Section 1 Senior Management Commitment & Continual Improvement			
Section 1 Requirements	Compliant		Comment
	Yes	No	
Fundamental: Senior Management Demonstrate Commitment to meeting the requirements of the BRC Standard including the Provision of Resources, System Review, Documented Continual Improvement & Effective Communication			
Senior management develop and document a quality policy statement which states the intentions for the safe and legal storage and/or distribution of products and its responsibility to its customers.			
Senior management provide the human and financial resources required to implement the requirements of the Standard and effect improvements.			
Senior management ensure that objectives are established for the storage and/or distribution of products to maintain product safety, quality and legality in accordance with the quality policy and the Standard.			

Step Four: HACCP Implementation

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QM 2 Hazard Analysis and Critical Control Points

Introduction

The company is committed to supplying safe products. As part of this commitment, all operations are subject to hazard analysis based on the Codex Alimentarius HACCP principles and the requirements of BRC Global Standard for Storage and Distribution.

The Safety and Quality Manual demonstrates due diligence of the company in the effective planning, development and implementation of the safety and quality management system. These documents are fully supported by the completion of a HACCP 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 product 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 Safety and Management System is fully supported by established verification procedures and validation of the control measures/combination of control measures that are implemented through pre-requisite programmes or the HACCP plan.

Management Commitment

We are committed to produce 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 handle these products.

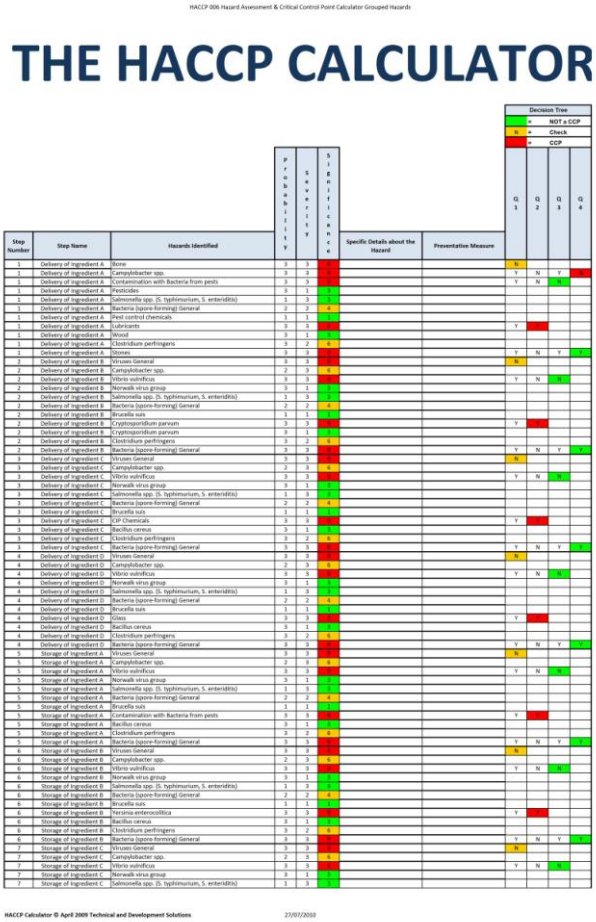
HACCP principles

HACCP is a system, which identifies specific hazards and implements measures for their control. All the HACCP's contained in this manual have been developed taking legislation requirements into consideration and using the seven basic principles detailed below: -

Principle 1
Prepare a flow diagram of the steps in the process. Conduct a hazard analysis by identifying potential hazards. Assess likelihood of occurrence of these hazards and identify control options

We provide a HACCP Manual to assist in developing your Safety Plan. The HACCP manual documents are as follows:

HACCP Biological Hazards
HACCP Chemical Hazards
HACCP Physical Hazards
HACCP Calculator
HACCP Validation
HACCP Plan
HACCP Definitions



HACCP 006 Hazard Assessment & Critical Control Point Calculator Grouped Hazards

THE HACCP CALCULATOR

Step Number	Step Name	Hazards Identified	Probability	Severity	Significance	Specific Details about the Hazard	Preventative Measure	Decision Tree: Q1 (Y = NOT a CCP, N = Check, ? = CCP)	Q2	Q3	Q4
1	Delivery of Ingredient A	Bone	3	3	9			N			
1	Delivery of Ingredient A	Campylobacter spp.	3	3	9			Y	N	Y	?
1	Delivery of Ingredient A	Contamination with Bacteria from pests	3	3	9			Y	N	N	
1	Delivery of Ingredient A	Pesticides	1	1	1						
1	Delivery of Ingredient A	Salmonella spp. (S. typhimurium, S. enteritidis)	1	3	3						
1	Delivery of Ingredient A	Bacteria (spore-forming) General	2	2	4						
1	Delivery of Ingredient A	Pest control chemicals	1	1	1						
1	Delivery of Ingredient A	Lubricants	3	3	9			Y	?		
1	Delivery of Ingredient A	Wood	3	1	3						
1	Delivery of Ingredient A	Clostridium perfringens	3	2	6						
1	Delivery of Ingredient A	Stones	3	3	9			Y	N	Y	?
2	Delivery of Ingredient B	Viruses General	3	3	9			N			
2	Delivery of Ingredient B	Campylobacter spp.	2	3	6						
2	Delivery of Ingredient B	Vibrio vulnificus	3	3	9			Y	N	N	
2	Delivery of Ingredient B	Norwalk virus group	3	1	3						
2	Delivery of Ingredient B	Salmonella spp. (S. typhimurium, S. enteritidis)	1	3	3						
2	Delivery of Ingredient B	Bacteria (spore-forming) General	2	2	4						
2	Delivery of Ingredient B	Brucella suis	1	1	1						
2	Delivery of Ingredient B	Cryptosporidium parvum	3	3	9			Y	?		
2	Delivery of Ingredient B	Cryptosporidium parvum	3	1	3						
2	Delivery of Ingredient B	Clostridium perfringens	3	2	6						
2	Delivery of Ingredient B	Bacteria (spore-forming) General	3	3	9			Y	N	Y	?
3	Delivery of Ingredient C	Viruses General	3	3	9			N			
3	Delivery of Ingredient C	Campylobacter spp.	2	3	6						
3	Delivery of Ingredient C	Vibrio vulnificus	3	3	9			Y	N	N	
3	Delivery of Ingredient C	Norwalk virus group	3	1	3						
3	Delivery of Ingredient C	Salmonella spp. (S. typhimurium, S. enteritidis)	1	3	3						
3	Delivery of Ingredient C	Bacteria (spore-forming) General	2	2	4						
3	Delivery of Ingredient C	Brucella suis	1	1	1						
3	Delivery of Ingredient C	CIP Chemicals	3	3	9			Y	?		
3	Delivery of Ingredient C	Bacillus cereus	3	1	3						
3	Delivery of Ingredient C	Clostridium perfringens	3	2	6						
3	Delivery of Ingredient C	Bacteria (spore-forming) General	3	3	9			Y	N	Y	?
4	Delivery of Ingredient D	Viruses General	3	3	9			N			
4	Delivery of Ingredient D	Campylobacter spp.	2	3	6						
4	Delivery of Ingredient D	Vibrio vulnificus	3	3	9			Y	N	N	
4	Delivery of Ingredient D	Norwalk virus group	3	1	3						
4	Delivery of Ingredient D	Salmonella spp. (S. typhimurium, S. enteritidis)	1	3	3						
4	Delivery of Ingredient D	Bacteria (spore-forming) General	2	2	4						
4	Delivery of Ingredient D	Brucella suis	1	1	1						
4	Delivery of Ingredient D	Glass	3	3	9			Y	?		
4	Delivery of Ingredient D	Bacillus cereus	3	1	3						
4	Delivery of Ingredient D	Clostridium perfringens	3	2	6						
4	Delivery of Ingredient D	Bacteria (spore-forming) General	3	3	9			Y	N	Y	?
5	Storage of Ingredient A	Viruses General	3	3	9			N			
5	Storage of Ingredient A	Campylobacter spp.	2	3	6						
5	Storage of Ingredient A	Vibrio vulnificus	3	3	9			Y	N	N	
5	Storage of Ingredient A	Norwalk virus group	3	1	3						
5	Storage of Ingredient A	Salmonella spp. (S. typhimurium, S. enteritidis)	1	3	3						
5	Storage of Ingredient A	Bacteria (spore-forming) General	2	2	4						
5	Storage of Ingredient A	Brucella suis	1	1	1						
5	Storage of Ingredient A	Contamination with Bacteria from pests	3	3	9			Y	?		
5	Storage of Ingredient A	Bacillus cereus	3	1	3						
5	Storage of Ingredient A	Clostridium perfringens	3	2	6						
5	Storage of Ingredient A	Bacteria (spore-forming) General	3	3	9			Y	N	Y	?
6	Storage of Ingredient B	Viruses General	3	3	9			N			
6	Storage of Ingredient B	Campylobacter spp.	2	3	6						
6	Storage of Ingredient B	Vibrio vulnificus	3	3	9			Y	N	N	
6	Storage of Ingredient B	Norwalk virus group	3	1	3						
6	Storage of Ingredient B	Salmonella spp. (S. typhimurium, S. enteritidis)	1	3	3						
6	Storage of Ingredient B	Bacteria (spore-forming) General	2	2	4						
6	Storage of Ingredient B	Brucella suis	1	1	1						
6	Storage of Ingredient B	Yersinia enterocolitica	3	3	9			Y	?		
6	Storage of Ingredient B	Bacillus cereus	3	1	3						
6	Storage of Ingredient B	Clostridium perfringens	3	2	6						
6	Storage of Ingredient B	Bacteria (spore-forming) General	3	3	9			Y	N	Y	?
7	Storage of Ingredient C	Viruses General	3	3	9			N			
7	Storage of Ingredient C	Campylobacter spp.	2	3	6						
7	Storage of Ingredient C	Vibrio vulnificus	3	3	9			Y	N	N	
7	Storage of Ingredient C	Norwalk virus group	3	1	3						
7	Storage of Ingredient C	Salmonella spp. (S. typhimurium, S. enteritidis)	1	3	3						

HACCP Calculator © April 2009 Technical and Development Solutions 27/07/2010

How the HACCP Calculator helps:

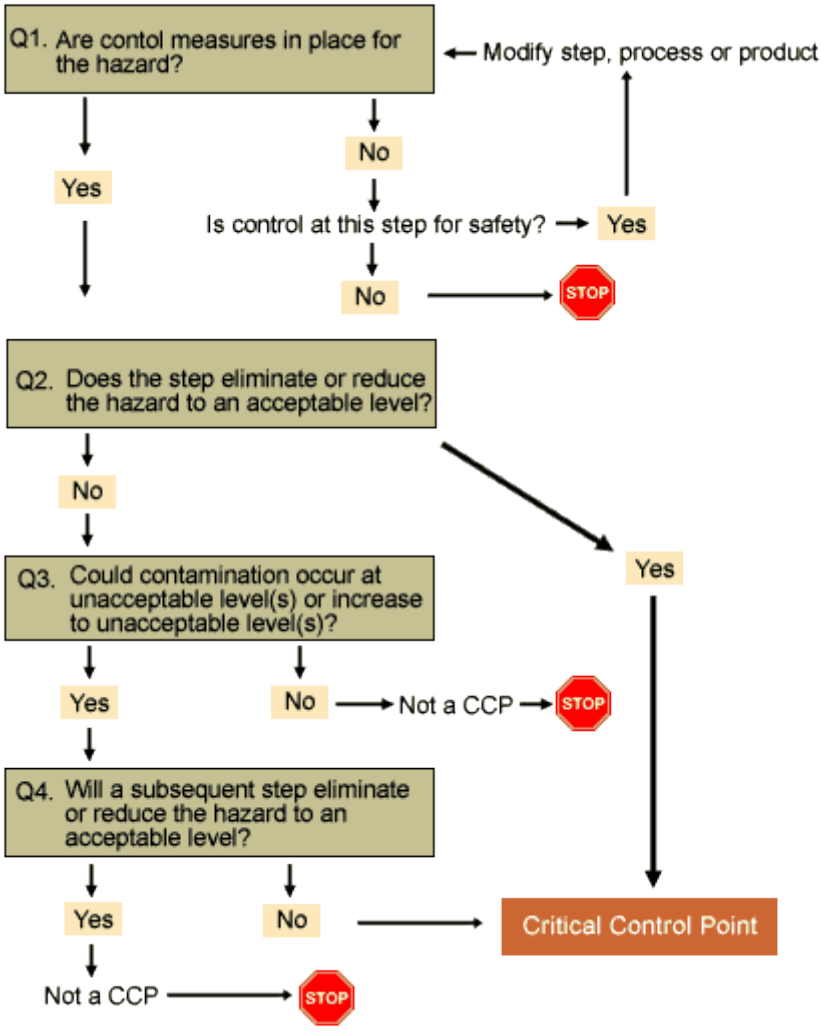
- ✓ A few simple steps take you through the hazard assessment and then significant hazards which require critical control point assessment are automatically highlighted.
- ✓ You do not need to refer to the hazard decision tree to assess critical control points as all of the decision tree questions and actions are included in the calculator.

HACCP Plan

Critical Limits	Monitoring Procedures	Corrective Action	Responsibility	HACCP Record
Minimum / Maximum acceptable levels to ensure condition is in control	- measurements to be taken (or observations) method of measurement - devices used (including applicable calibration procedures) - frequency of monitoring - responsibility and authority for monitoring and evaluation of the monitoring results	Action to be taken when outside of critical limits to regain control and ensure unsafe product is controlled	Who is taking the action	Where is it recorded

The safety team identify critical control points (CCP)s for each safety hazard

Critical Control Points are established using the decision tree as the latest step in the flow path where controls can be effectively administered for a particular Significant Safety Hazards.

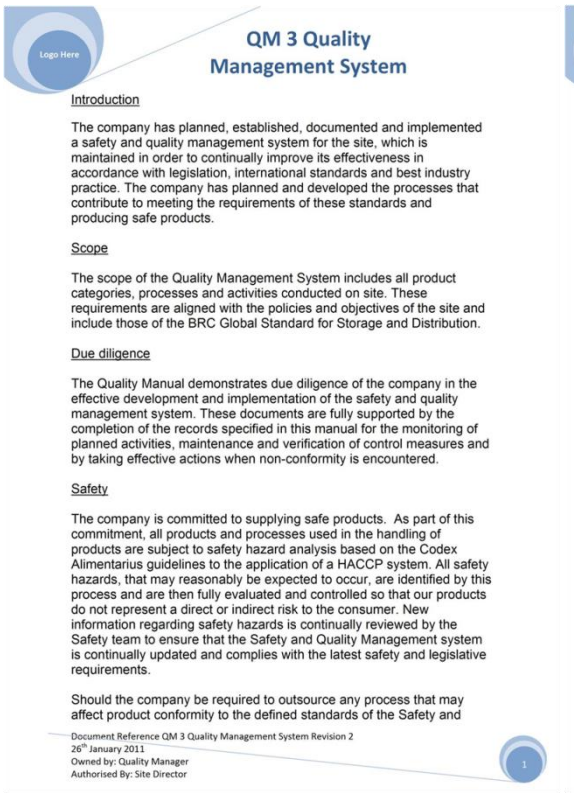


Control Measure Validation

Product Category			
Step Number			
Hazard			
Control Measure			
Validation Methods	Applicable		Comments
	Yes	No	
Third Party Scientific Validation			
Historical Knowledge			
Simulated Production Conditions			
Collection of Data in normal production			
Admissible in industrial practices			
Statistical Programmes			
Mathematical Modelling			
Conclusion			
Internal Validation Required?			
If so by which method?			
CCP/OPRP Confirmed			
Authorised by(Name):			
Signature:			

Step Five: Quality and Safety Management System

Our Quality & Safety Management System contains a comprehensive BRC compliant documentation package. At this stage you can choose to totally implement the procedures supplied or pick those that are applicable to your process. The procedural templates form the foundations of your Quality Safety Management System so you don't have to spend 1,000's of hours writing compliant procedures:



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QM 3 Quality Management System

Introduction

The company has planned, established, documented and implemented a 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 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 BRC Global Standard for Storage and Distribution.

Due diligence

The Quality Manual demonstrates due diligence of the company in the effective development and implementation of the safety and quality 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.

Safety

The company is committed to supplying safe products. As part of this commitment, all products and processes used in the handling of products are subject to safety hazard analysis based on the Codex Alimentarius guidelines to the application of a HACCP system. All 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. New information regarding safety hazards is continually reviewed by the Safety team to ensure that the Safety and Quality Management system is continually updated and complies with the latest safety and legislative requirements.

Should the company be required to outsource any process that may affect product conformity to the defined standards of the Safety and

Document Reference QM 3 Quality Management System Revision 2
26th January 2011
Owned by: Quality Manager
Authorised By: Site Director

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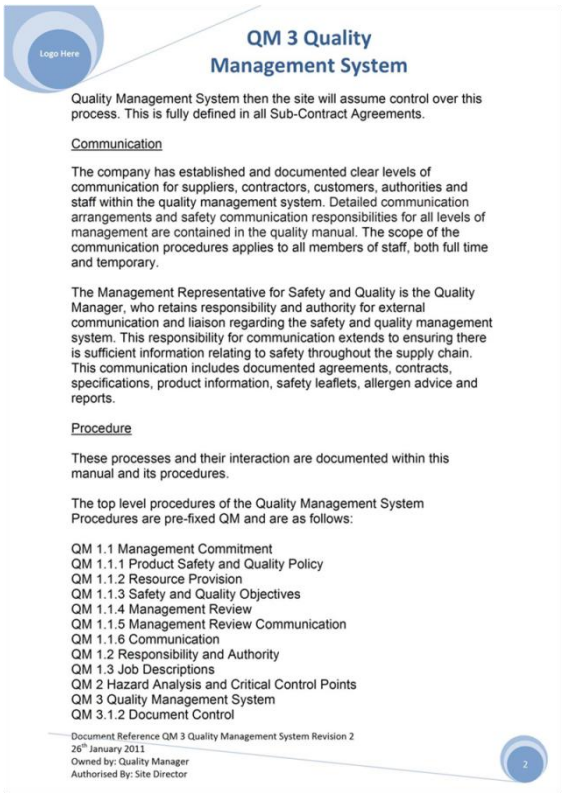

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QM 3 Quality Management System

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 quality management system. Detailed communication arrangements and safety communication responsibilities for all levels of management are contained in the quality manual. The scope of the communication procedures applies to all members of staff, both full time and temporary.

The Management Representative for Safety and Quality is the Quality Manager, who retains responsibility and authority for external communication and liaison regarding the safety and quality management system. This responsibility for communication extends to ensuring there is sufficient information relating to safety throughout the supply chain. This communication includes documented agreements, contracts, specifications, product information, safety leaflets, allergen advice and reports.

Procedure

These processes and their interaction are documented within this manual and its procedures.

The top level procedures of the Quality Management System Procedures are pre-fixed QM and are as follows:

QM 1.1 Management Commitment
QM 1.1.1 Product Safety and Quality Policy
QM 1.1.2 Resource Provision
QM 1.1.3 Safety and Quality Objectives
QM 1.1.4 Management Review
QM 1.1.5 Management Review Communication
QM 1.1.6 Communication
QM 1.2 Responsibility and Authority
QM 1.3 Job Descriptions
QM 2 Hazard Analysis and Critical Control Points
QM 3 Quality Management System
QM 3.1.2 Document Control

Document Reference QM 3 Quality Management System Revision 2
26th January 2011
Owned by: Quality Manager
Authorised By: Site Director

2

The procedures included in the Quality Management System:

QM 1.1 Management Commitment
QM 1.1.1 Product Safety and Quality Policy
QM 1.1.2 Resource Provision
QM 1.1.3 Safety and Quality Objectives
QM 1.1.4 Management Review
QM 1.1.5 Management Review Communication
QM 1.1.6 Communication
QM 1.2 Responsibility and Authority
QM 1.3 Job Descriptions
QM 2 Hazard Analysis and Critical Control Points
QM 3 Quality Management System
QM 3.1.2 Document Control

QMR 001 Management Review

Management Review Meeting - Date xx month YEAR

Meeting Objective

To review and assess the effectiveness of the Food Safety Quality Management System and to continually improve site effectiveness at exceeding customer expectations.

Attendees
Site Director - Chairman
Operations Manager
Engineering Manager
Planning Manager
Distribution Manager
Technical Manager

Review Inputs		
	Performance, Review Comments & Details	Corrective or Preventative Action Required
Review of the Food Safety and Quality Policy	-	-
Review of Management Changes	-	-
Minutes and Follow-up actions from previous review meetings	-	-
Outstanding Non-conformances as a result of internal and external audits	-	-
Trends analysis of the results of internal and external audits	-	-
Results of internal, second and third-party audits	-	-

Document Reference QM 009 Management Review Revision 2
26 October 2009
Owned by: Quality Manager
Authorised By: Site Director

QMR 010 Internal Audit Record

FOOD SAFETY MANAGEMENT SYSTEM AUDIT FORM			
DATE OF AUDIT		TIME OF AUDIT	
PROCEDURE DOCUMENT OR AREA AUDITED			
MANUAL	DOCUMENT NUMBER	TITLE	ISSUE NUMBER
NON-CONFORMANCES FOUND (To be completed by auditor)			
ACTION TO BE TAKEN (To be agreed between auditor and auditee with timescales)			
LOG CORRECTIVE ACTION REQUEST NUMBERS RAISED IN BOX BELOW:			
NAME (Auditor)	SIGNATURE (Auditor)	DATE	
NAME (Auditee)	SIGNATURE (Auditee)	DATE	
ACTIONS COMPLETE AND CORRECTIVE ACTIONS SIGNED OFF AUDIT FORM CLOSED			
NAME	SIGNATURE	DATE	

Document Reference QMR 010 Internal Audit Record
Revision 2 1 December 2009
Owned by: Quality Manager
Authorised By: Site Director

QM018 Customer Complaint Investigation Form

Product Details			
Nature of Complaint and Details			
Customer Name			
Customer Address			
Customer Contact Phone Number			
Date received		Use By Date	
Date of Production		Packing Line	
Production Start		Production End	
Complaint category		Quantity Produced	
Details of any other complaints received from this production run:			
Details for each area of Investigation			
Raw Materials			
Packaging			
CCP Checks			
Processing			
Filling/Packing			
Storage & Distribution			
Packaging details			
Laboratory Report			

Document Reference QMR 018 Complaint Investigation Form Revision 2
26 October 2009
Owned By: Quality Manager
Authorised By: Site Director

QM021 Knife Loss Blade Breakage Report

Knife loss/Blade Breakage Incident Report	
Section A - for completion by Production Shift Manager	
Reported by:	
Incident risk:	
Date/time:	
Exact location:	
Knife lost/broken:	
Swept up by:	
Broom to be examined where?	
Sharps bin to be disposed where?	
Product code	
Product description:	
Product quantity:	
Product status & location:	
Corrective action taken:	
Section B - for completion by Technical Manager	
Corrective action adequate	
Corrective action complete	
Date:	
Signed:	

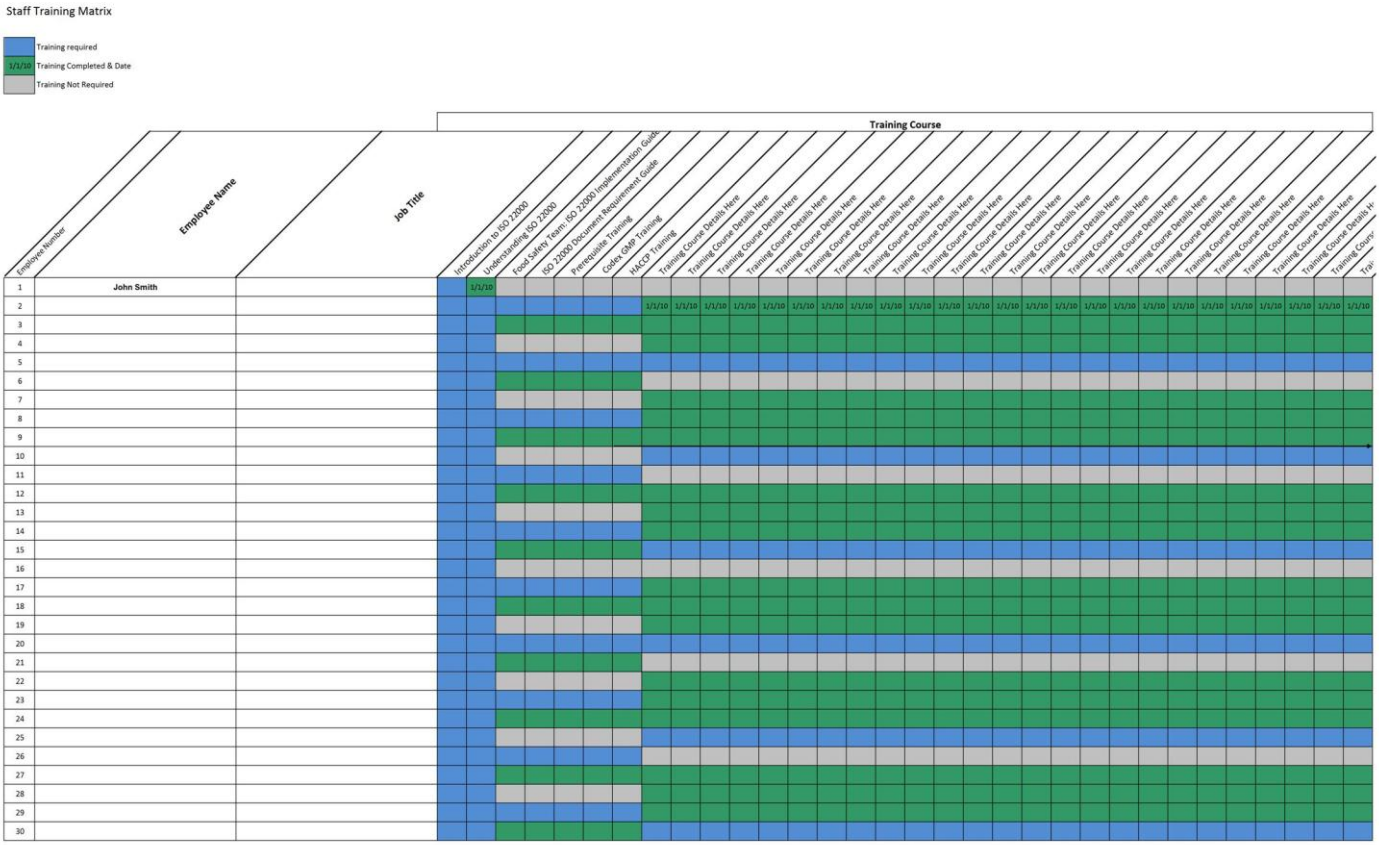
This Log is to be kept for 15 months

Document Reference QMR021 Knife Loss Blade Breakage Record
Revision 1 26 October 2009
Owned By: Quality Manager
Authorised By: Site Director

Step Six: Training and Implementation

A significant part of the implementation process is training. Job Descriptions should be available for all staff and they should be briefed and aware of their safety responsibilities.

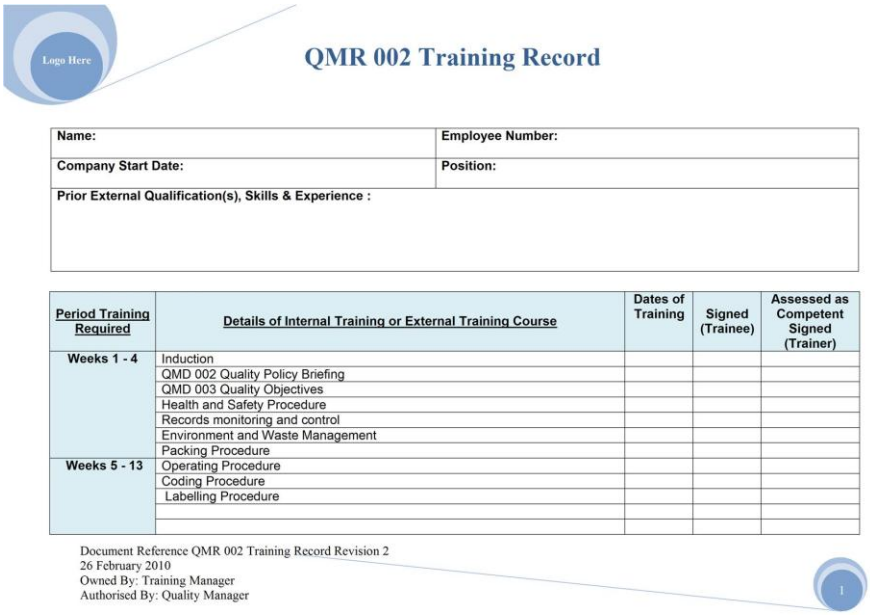
A training matrix and plans should be drawn up for all staff and the relevant training given based on responsibility and authority.



We have provided a Staff Training Matrix Template in Microsoft Excel Format.

For each employee and individual training record should be completed. QMR 002 Training Record is provided in the documentation pack as a template:

QMR 002 Training Record



Logo Here

QMR 002 Training Record

Name:	Employee Number:
Company Start Date:	Position:
Prior External Qualification(s), Skills & Experience :	

Period Training Required	Details of Internal Training or External Training Course	Dates of Training	Signed (Trainee)	Assessed as Competent Signed (Trainer)
Weeks 1 - 4	Induction			
	QMD 002 Quality Policy Briefing			
	QMD 003 Quality Objectives			
	Health and Safety Procedure			
	Records monitoring and control			
	Environment and Waste Management			
	Packing Procedure			
Weeks 5 - 13	Operating Procedure			
	Coding Procedure			
	Labelling Procedure			

Document Reference QMR 002 Training Record Revision 2
26 February 2010
Owned By: Training Manager
Authorised By: Quality Manager

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Basic Training should be given to all staff and also include:

- ✓ Job/Task Performance
- ✓ Company Safety and Quality Policies and Procedures
- ✓ Good Handling Practices
- ✓ Cleaning Procedures
- ✓ HACCP
- ✓ Product Quality
- ✓ Chemical Control
- ✓ Hazard Communication
- ✓ Emergency Preparedness
- ✓ Employee Safety
- ✓ Safety Regulatory Requirements/Quality Regulatory Requirements

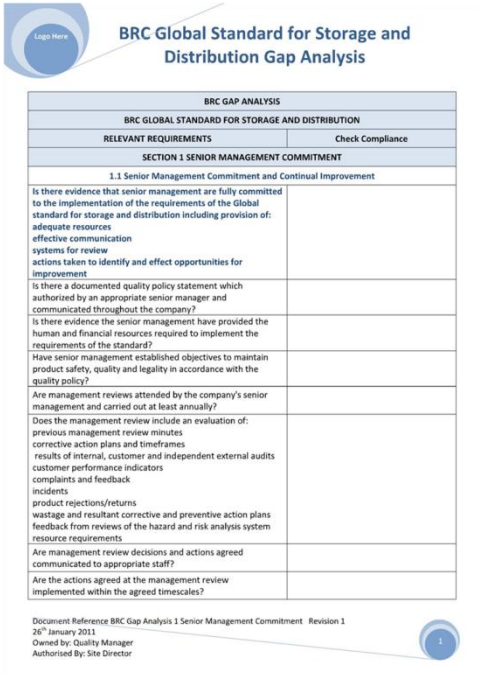
The Safety Team should receive extra training:

- ✓ Internal Audit Training (Conducted in Step Seven)
- ✓ HACCP Training

Step Seven: Internal Auditing Training & Checklists

Internal Auditor Training - An interactive and illustrated Internal Audit training presentation to train your Internal Audit procedure.

Internal Audit Checklists are supplied to cover all the sections of the standard.



BRC Global Standard for Storage and Distribution Gap Analysis

BRC GAP ANALYSIS	
BRC GLOBAL STANDARD FOR STORAGE AND DISTRIBUTION	
RELEVANT REQUIREMENTS	Check Compliance
SECTION 1 SENIOR MANAGEMENT COMMITMENT	
1.1 Senior Management Commitment and Continual Improvement	
Is there evidence that senior management are fully committed to the implementation of the requirements of the Global standard for storage and distribution including provision of: adequate resources effective communication systems for review actions taken to identify and effect opportunities for improvement	
Is there a documented quality policy statement which authorized by an appropriate senior manager and communicated throughout the company?	
Is there evidence the senior management have provided the human and financial resources required to implement the requirements of the standard?	
Have senior management established objectives to maintain product safety, quality and legality in accordance with the quality policy?	
Are management reviews attended by the company's senior management and carried out at least annually?	
Does the management review include an evaluation of: previous management review minutes corrective action plans and timeframes results of internal, customer and independent external audits customer performance indicators complaints and feedback incidents product rejections/returns wastage and resultant corrective and preventive action plans feedback from reviews of the hazard and risk analysis system resource requirements	
Are management review decisions and actions agreed communicated to appropriate staff?	
Are the actions agreed at the management review implemented within the agreed timescales?	

Document Reference BRC Gap Analysis 1 Senior Management Commitment Revision 1
26th January 2011
Owned by: Quality Manager
Authorised By: Site Director

Stage 8: Final Steps to BRC Certification

There a few final steps to achieving BRC Certification:

- ✓ Carry out a Senior Management Review
- ✓ Carry out an assessment of your system to make sure that it meets the requirements of the BRC Global Standard using our Checklist and a copy of the standard
- ✓ Ensure any areas requiring corrective action are addressed
- ✓ Choose your Certification Body
- ✓ Agree a Contract with a Certification Body
- ✓ On-Site Audit
- ✓ Audit & Corrective Action Review
- ✓ Certification & Issuing of the Audit Report
- ✓ Celebrate!
- ✓ Communicate your success!