BRC Storage and Distribution Quality and Safety Management System Implementation Workbook

This workbook is provided to assist in the implementation of your BRC quality & safety management system and achieving BRC certification.

The workbook is divided into 7 steps that are designed to assist you in implementing your quality & safety management system effectively:

Step One: Introducing the BRC Standard for Storage & Distribution
Step Two: Senior Management Implementation
Step Three: Safety and Quality Management Implementation
Step Four: Prerequisite Programme Implementation
Step Five: HACCP Implementation
Step Six: Training
Step Seven: Final Steps to BRC Certification

Note: The IFSQN BRC Storage and Distribution Quality Management System Package includes a Start Up Guide which should be consulted to guide you through the contents of the package.

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 Storage and Distribution Quality Management System contains:

- ✓ A comprehensive set of over 50 editable System Procedures
- ✓ A range of 60 easy to use Record Templates
- ✓ HACCP Manual
- ✓ BRC Standard for Storage and Distribution Training Module
- ✓ A set of quick Gap Analysis Checklists
- ✓ Internal Auditor Training
- ✓ HACCP Training
- ✓ Food Safety Training

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

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

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

Clause 3.1.3 Record completion and maintenance

Records to demonstrate the effective control of product safety, legality and quality should be maintained.

The records should be legible and genuine, and retained in good condition for an appropriate defined time period.

There should be procedures for the maintenance, storage and retrieval of records.

Step Two: 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	
1.1.1	Senior Management document a quality policy statement
1.1.2	Senior Management provide the necessary human and financial resources
1.1.3	Objectives are established for product safety, quality and legality
1.1.4	Management review meetings
1.1.5	Management review decisions/actions agreed are communicated/implemented
1.1.6	Communication channels for staff responsible for monitoring compliance with the Standard
1.1.7	Current version of the Standard available. Site aware of changes to the Standard
1.1.8	Senior operations manager attends the opening/closing meetings of BRC audit
1.1.9	Registered with (or approved by) the authority and evidence available
1.1.10	Announced recertification audits occur on or before the audit due date
1.1.11	The root causes of any non-conformities identified in previous audit addressed

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

		Ensure end products meet safety objectives Ensure end products meet legal and customers' requirements
Cleaning and Sanitation	Supervisor & Operators	Follow cleaning and sanitation schedules and methods as documented Ensure workplace meets environmental safety requirements Follow personal hygiene practices as documented
Pest Control	Internal pest control Executive	Ensure bait station plan is engaged Recording on pest activity and rodent checklist is complete Review to analyse infestation trending
Education and Training	HR manager, QC Executive & Operations Manager Supervisor & Operators	Follow standard induction training programmes for new employees On-going provision of education and training programmes to all handlers in safety practices. Hygiene – Code of Hygiene Practices awareness Information update on safety issues

Senior Management Establish Safety Responsibility & Authority Levels

Process	Responsible Persons	Activity

Step Three: 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:

AFC

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 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

Document Reference Quality Management System QM 3
Revision 1 1st February 2017
Owned by: Quality Manager
Authorised By: Managing Director

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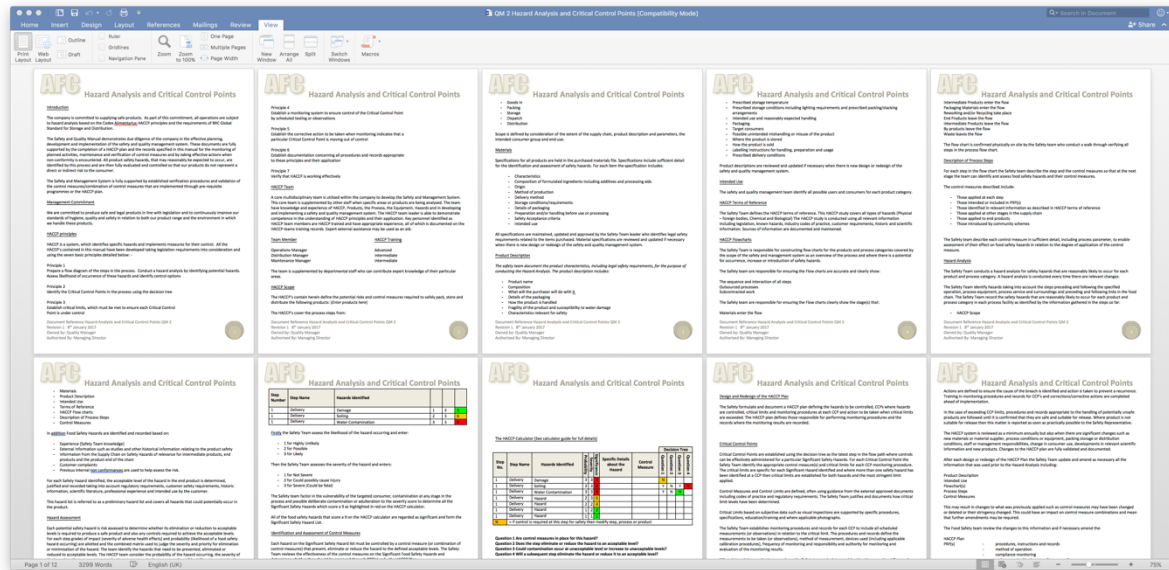
Example Procedures to be edited:

HACCP Team

A core multidisciplinary team is utilised within the company to develop the Safety and Management System. This core team is supplemented by other staff when specific areas or products are being analysed. The team have knowledge and experience of HACCP, Products, the Process, the Equipment, Hazards and in developing and implementing a safety and quality management system.

Team Member	HACCP Training
Operations Manager	Advanced
Distribution Manager	Intermediate
Maintenance Manager	Intermediate

The team is supplemented by departmental staff who can contribute expert knowledge of their particular areas.

HACCP Scope

The HACCP's contain herein define the potential risks and control measures required to safely pack, store and distribute the following products: (*Enter products here*)

The HACCP Calculator (See calculator guide for full details)

Step No.	Step Name	Hazards Identified	Probability	Severity	Significance	Specific Details about the Hazard	Control Measure	Decision Tree			
								Question 1	Question 2	Question 3	Question 4
1	Delivery	Damage	3	3	9			N			
1	Delivery	Soiling	3	3	9			Y	N	Y	N
1	Delivery	Water Contamination	3	3	9			Y	N	N	
1	Delivery	Hazard	2	3	6						
1	Delivery	Hazard	2	2	4						
1	Delivery	Hazard	1	2	2						
1	Delivery	Hazard	1	1	1						
N	= If control is required at this step for safety then modify step, process or product										

Question 1 Are control measures in place for this hazard?
Question 2 Does the step eliminate or reduce the hazard to an acceptable level?
Question 3 Could contamination occur at unacceptable level or increase to unacceptable levels?
Question 4 Will a subsequent step eliminate the hazard or reduce it to an acceptable level?

The HACCP Calculator highlights significant hazards and critical control points in red.

Critical Control Points

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. For each Critical Control Point the Safety Team identify the appropriate control measure(s) and critical limits for each CCP monitoring procedure. The critical limits are specific for each Significant Hazard identified and where more than one safety hazard has been identified at a CCP then critical limits are established for both hazards and the most stringent limit applied.

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!

Senior Management Review Meeting Notification

Date

Time

Venue

Agenda

1. Review of the Quality and Safety Policy
2. Review of Management Changes
3. Minutes and Follow-up actions from previous review meetings
4. Outstanding Non-conformances as a result of internal and external audits
5. Results of external second and third-party audits
6. Trend analysis of Customer and Supplier complaints
7. Analysis of the results of verification activities including internal hygiene and HACCP plan verification audits
8. Quality Key Performance Indicators Review and trend analysis
9. Emergencies and Accidents
10. Process performance and product conformity
11. Corrective and preventive action status
12. Safety incidents including allergen control and labelling, recalls, withdrawals, safety or legal issues
13. Review of planning and development of the processes needed for the realisation of safe products including changes which could affect safety and the HACCP Plan (including legislation changes and scientific information)
14. Changes to policies and objectives
15. Communication activities and effectiveness of communication
16. Results of review and system updating
17. Review of Resources and effectiveness of Training
18. Recommended improvements
19. Customer Feedback and Sales levels are reviewed to give an indication of trends
20. A.O.B

Ensure any areas requiring corrective action are addressed

The non-compliances identified in the assessment of compliance with the BRC Standard should be logged by the Safety Team Leader and the appropriate corrective action allocated and taken:

Date	BRC Section	Details of Non-Conformance	Identified by:	Corrective Action Required	Responsibility	Target completion Date	Date Completed