

QM 3.2 Technical Management System

Introduction

The company has planned, established, documented and implemented a Technical 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 Technical 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 following standards:

Quality - ISO 9001

Hygiene and Quality - BRC / IOP Global Standard for Packaging and Packaging Materials

Food Safety - ISO 22000

Due diligence

The Quality and Hygiene Manual demonstrates due diligence of the company in the effective development and implementation of the technical 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 Safety

The company is committed to supplying safe products to the food chain. As part of this commitment, all products and processes used in the manufacture of food grade products are subject to hazard analysis based on the Codex Alimentarius guidelines to the application of a HACCP system. All food safety hazards, that may reasonably be expected to occur, are identified by this process and are then fully evaluated and controlled so that our products do not represent a direct or indirect risk to the consumer. New information regarding food safety

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hazards is continually reviewed by the HACCP team to ensure that the HACCP and technical management systems are continually updated and comply with the latest food safety requirements.

Should the company be required to outsource any process that may affect product conformity to the defined standards of the Technical 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, regulatory authorities and staff within the technical management system. Detailed communication arrangements and food safety communication responsibilities for all levels of management are contained in the quality and hygiene manual. The scope of the communication procedures applies to all members of staff, both full time and temporary.

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

Procedure

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

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

- QM 1.1 Management Commitment
- QM 1.2 Management Review
- QM 1.3 Responsibility & Authority
- QM 2 Hazard Analysis and Critical Control Points
- QM 3.1 Product Safety and Quality Policy

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- QM 3.3 Contractual Arrangements
- QM 3.4 Internal Audits
- QM 3.5 Supplier Approval and Monitoring
- QM 3.6 Control of Sub-Contracted Work
- QM 3.7 Document Control
- QM 3.8 Specifications
- QM 3.9 Record Control
- QM 3.10 Identification and Traceability
- QM 3.11 Customer Satisfaction and Handling of Customer Complaints
- QM 3.12.1 Crisis Management
- QM 3.12.2 Product Recall
- QM 4 Prerequisite Programmes
- QM 4.1 Infrastructure and Work Environment
- QM 4.2 Secure Site System
- QM 4.3 Layout and Product Flow
- QM 4.4 Building Fabric
- QM 4.5 Maintenance
- QM 4.6 Personnel Facilities
- QM 4.7 Housekeeping and Cleaning
- QM 4.8 Waste Management
- QM 4.9 Management of Pest Control
- QM 4.10 Storage Despatch and Distribution
- QM 5.1 Design and Development
- QM 5.2 Process Control
- QM 5.3 Laboratory Quality Manual
- QM 5.4 In Line Testing Equipment
- QM 5.5 Calibration
- QM 5.6 Control of Non-Conforming Product
- QM 5.7 Foreign Body Control
- QM 5.8 Biological and Chemical Control
- QM 6.1 Human Resources and Training
- QM 6.2 Design and Layout of Premises for Personnel Access
- QM 6.3 Personal Hygiene
- QM 6.4 Medical Screening
- QM 6.5 Protective Clothing
- QM 7 Updating and Improvement

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A HACCP manual has been developed of the Technical Management System Procedures which includes:

HACCP Definitions

HACCP 1 Hazard Assessment & Critical Control Point Calculator

HACCP Calculator Guide

HACCP Plan Instruction

HACCP Biological Hazards

HACCP Chemical Hazards

HACCP Physical Hazards

The controlled records of the Technical Management System are prefixed 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 Breakage Record
- QMR 025 Metal Detection Record
- QMR 026 First Aid Dressing Issue Record
- QMR 027 Cleaning Schedule

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QMR 028	Cleaning Record
QMR 029	Engineering Hygiene Clearance Record
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

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:

- Work Instructions
- Specifications
- Testing schedules
- Risk assessments
- Job Descriptions
- HACCP Plans
- 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

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

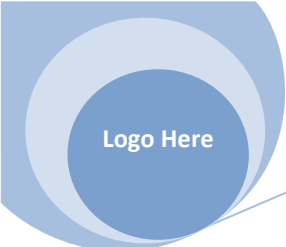
- Skilled Personnel
- Suitable materials
- Suitable equipment
- Appropriate Hardware and Software
- Infrastructure
- Information
- Finances
- Audit resource
- Training resource

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.

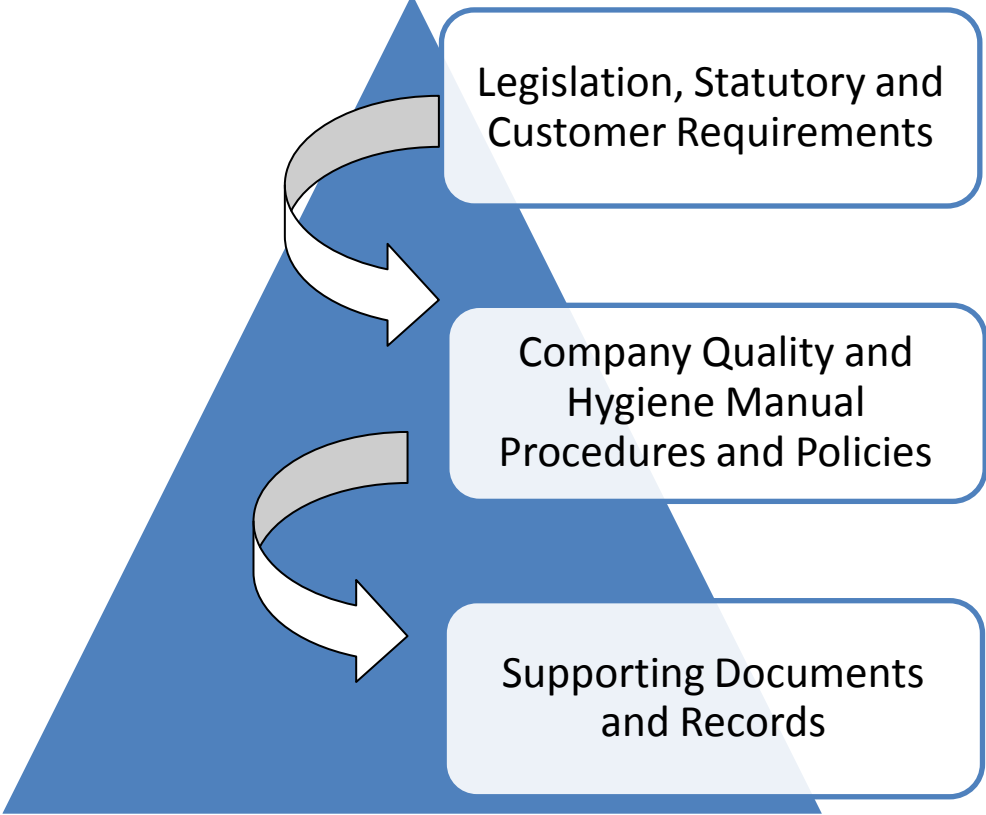
Responsibility

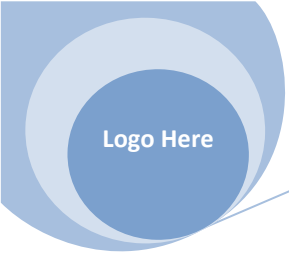
Senior Management is responsible for implementing, maintaining, reviewing and improving the Technical Management System. The Technical Manager is a member of the Senior Management team and has been appointed the Management Representative for Quality and Hygiene.



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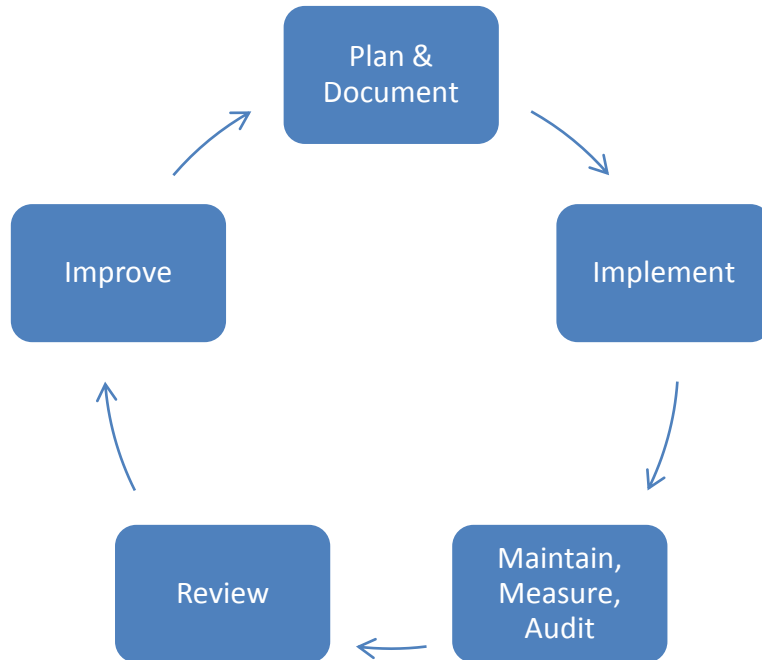
Document Hierarchy





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Technical Management System Process Diagram



Revision Number	Summary of Changes made from previous revision	Requested By:	Authorised By:
2	Update to meet the requirements of BRC / IOP Global Standard for Packaging and Packaging Materials	Quality Manager	Site Director

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