

We have written this workbook to assist in the implementation of your BRC Packaging Safety and Quality Management System. The workbook is divided into 8 steps that are designed to assist you in implementing your packaging safety and quality management system effectively:

- ✓ Step One: Introduction to the BRC Packaging Safety and Quality Management System
- ✓ Step Two: Senior Management Implementation
- ✓ Step Three: Implementation Plan
- ✓ Step Four: Packaging Safety and Quality Management System
- ✓ Step Five: Hazard Risk Management Implementation
- ✓ Step Six: BRC Implementation & Training
- ✓ Step Seven: Internal Auditing/System Assessment
- ✓ Step Eight: Final Steps to BRC Certification

The Workbook guides you through the process of implementing our BRC Packaging Safety and Quality Management System, which is an ideal package for Food Packaging Manufacturers looking to meet BRC Global Standard (Issue 6) for Packaging Materials.

This comprehensive package contains:

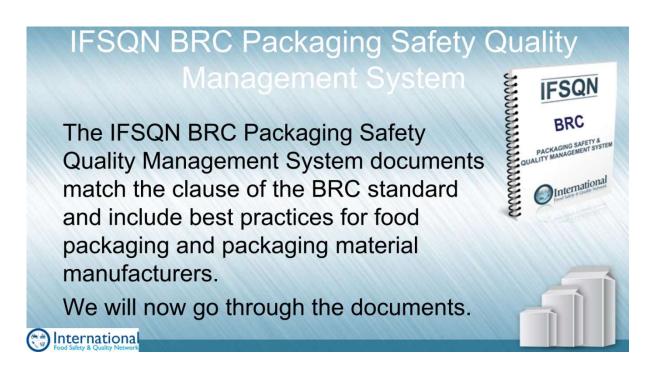
- ✓ Comprehensive Packaging Safety and Quality Procedures
- ✓ PSQMS Record Templates
- ✓ Hazard Risk Management Manual
- ✓ Laboratory Quality Manual
- ✓ Training Modules and Exams
  - → BRC Packaging Safety and Quality Management System
  - → Internal Audit Training
  - → HACCP Training
- ✓ Verification and Validation Record Templates
- √ Free online technical support via e-mail and/or Skype

As a preliminary to Step 1 we recommend that the you obtain a copy of the current issue of the BRC Global Standard for Packaging and Packaging Materials Issue 6

# Step One: Introduction to the BRC Packaging Safety and Quality Management System

This illustrated PowerPoint training presentation will introduce the BRC Standard to the management team and explain the contents and requirements of a BRC compliant Packaging Safety and Quality Management System.





#### Section 1 Documents

QM 1.1.1 Product Safety and Quality Policy

The company should have a policy declaring its intention to manufacture food packaging that is legal, safe, that meets the specified quality and customer requirements.





HRM 2 Hazard Analysis and Risk Management System (QM2)

HRM 2.1 HACCP Team

HRM 2.2.1 HACCP Scope and Product Information

HRM 2.2.2 HRM Information Sources

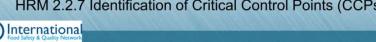
HRM 2.2.3 Product Description

HRM 2.2.4 Flow Diagrams

HRM 2.2.5 Hazard Identification

HRM 2.2.6 Identification and Assessment of Control Measures

HRM 2.2.7 Identification of Critical Control Points (CCPs)



HRM 2.2.7 Identification of Critical Control Points (CCPs)

Control points for hazards that require control are assessed to determine the risk level for each hazard based on the likelihood and severity to determine significance.

Critical control points are control points required to prevent, eliminate or reduce hazards to acceptable levels.



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#### **Step 2: Senior Management Implementation**

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

The checklist guides Senior Management:

- ✓ in planning the establishment of the Packaging Safety and Quality Management System
- ✓ in providing adequate support to establish the Packaging Safety and Quality Management System
- ✓ 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 Packaging Safety and Quality 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 Packaging Safety and Quality Policy Management Policies establish Packaging Safety and Quality Objectives
- ✓ Define the scope and boundaries of the Packaging Safety and Quality Management System
- ✓ Plan the establishment of the Packaging Safety and Quality Management System using the project planner
- ✓ Provide adequate support to establish the Packaging Safety and Quality Management System
- ✓ Ensure there is adequate infrastructure and work environment
- ✓ 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 Packaging Materials, the Senior Management meeting should consider the requirements of the Standard for Senior Management which are summarised in the table and should be read direct from the Standard.

BRC	Requirement - High Hygiene Category				
Section					
1.1	SENIOR MANAGEMENT COMMITMENT				
	Fundamental requirement - The site's Senior Management need to demonstrate				
	that they are fully committed to the implementation of requirements of the				
	Global Standard for Packaging Materials.				
1.1.1	Policy for safe and legally compliant products to the specified quality which meet				
	customer requirements				
1.1.2	Clear and effective plan for the development and continual improvement of a				
	product safety and quality culture.				
1.1.3	Senior management establish objectives				
1.1.4	Senior management provide human and financial resources				
1.1.5	A system in place to receive/review:				
•	Scientific and technical developments				
•	Codes of practice				
	Relevant legislation				
	Changes to the Standard				
1.1.6	Hard copy or electronic version of the Standard available				
1.1.7	Recertification audits				
1.1.8	Senior manager on site participate in audit				
	Relevant managers/deputies available for audit				
1.1.9	Root causes of non-conformities from previous audit addressed				
	System in place to close out non-conformities audits				
1.1.10	Logo use – not applicable prior to certification				
1.2	MANAGEMENT REVIEW				
1.2	Senior management reviews carried out				
1.2.1	Management review meetings attended by the site's senior management				
1.2.2	Review process includes appropriate evaluations				
1.2.3	Review documented. Decisions and actions agreed communicated.				
1.2.4	System in place for issues to be reported to senior management and action.				
1.3	ORGANISATIONAL STRUCTURE, RESPONSIBILITIES AND MANAGEMENT				
	AUTHORITY				
1.3	Organisational structure and lines of communication				
1.3.1	Organisation chart available				
	Responsibilities for the management of product safety, quality and legality				
	allocated and understood.				
	Communication and reporting channels in place				
1.3.2	All employees are aware of their responsibilities. Work instructions available.				

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

#### <u>Senior Management Packaging Safety and Quality Management System</u> Implementation Meeting

#### Set Date, Time and Venue

#### Agenda

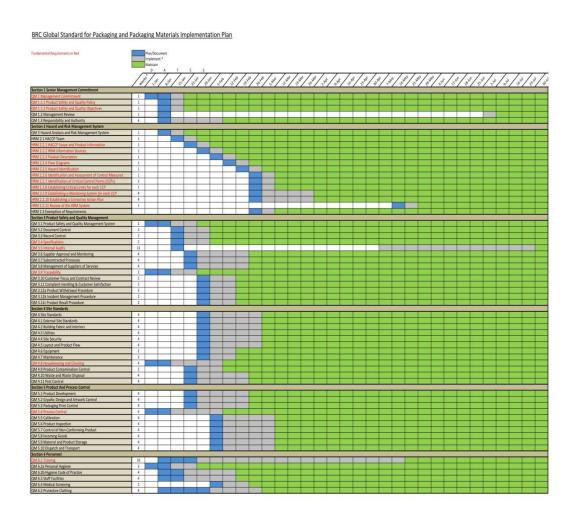
- 1. Formulating a checklist of Customer, Regulatory, Statutory and other relevant requirements
- 2. Decide which requirements the company should address and develop relevant policies.
- 3. Based on the Packaging Safety and Quality Policy Management Policies establish Packaging Safety and Quality Objectives
- 4. Define the scope and boundaries of the Packaging Safety and Quality Management System
- 5. Plan the establishment of the Packaging Safety and Quality Management System using the project planner
- 6. Provide adequate support to establish the Packaging Safety and Quality Management System
- 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		Packaging Safety and Quality Reporting		
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 Establish the Project Plan

Senior Management can adapt/use the template supplied with the system to establish a Project Plan.



#### Senior Management provide adequate support to establish the FSMS

Senior management establish and provide adequate support to establish the Packaging Safety and Quality Management System including the resource required to complete the implementation plan, establish, implement and maintain the Packaging Safety and Quality Management System, conduct Internal Audits and Monitor & Measure.

	Senior management provide adequate support to establish the Packaging Safety and Quality Management System				
	Resource requirement	Details			
	Hazard Risk Management Team Leader				
	Hazard Risk Management Team				
Action	Packaging Safety and Quality				
(vi)	Management System Steering Group				
(***)	Trainers				
	Internal Auditors				

# Senior Management Establish Packaging Safety Responsibility & Authority Levels

Process	Responsible Persons	Activity
Purchases	Purchasing Manager	Purchase materials from approved and certified sources Ensure purchase orders comply with applicable specifications
	Technical 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
Preparation of Materials	QA/QC, Production Manager & Production Executive	Follow safe packaging preparation and handling practices Check environmental hygiene and safety Check equipment process performance and maintenance Check water quality and safety Check materials identification and traceability
Production	QC/QC, Production Manager, Supervisor & Operators	Maintain packaging formulations and characteristics Do not modify formulations prior to approval from top management Follow safe packaging handling practices Ensure Good Manufacturing Practices are adhered to Follow cleaning and sanitation standards and procedures
Coding and packing	Production Supervisor & Operators	Follow safe packing procedures Ensure food packaging is 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	Ensure Good Storage Practices Follow FIFO stock rotation principles Check correctness of DO prior to stock release Check conditions of stock and packaging before

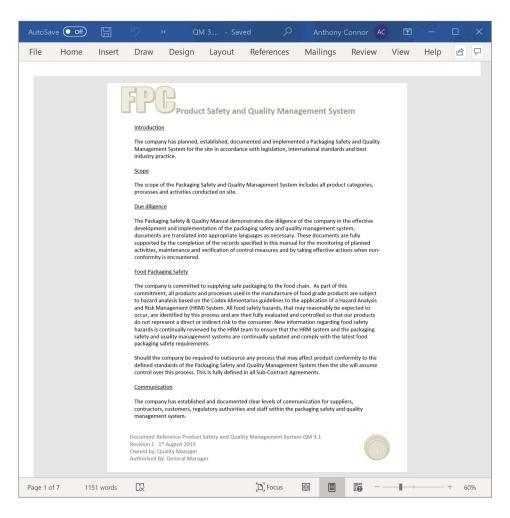
#### **Step Four: Packaging Safety and Quality Management System**

Our Packaging Safety and Quality Management System contains a comprehensive BRC compliant documentation package. In this bundle of certification tools, you will find:

- ✓ Packaging Safety Quality Manual containing a set comprehensive procedures and an extensive range of record templates.
- Hazard Risk Management manual including essential HACCP documents.
- ✓ Laboratory manual including sample procedures and records.

At this stage you can choose to totally implement the procedures supplied or pick out those where your system is deficient.

The Packaging Safety Quality Manual contains comprehensive top-level procedures templates that form the foundations of your Packaging Safety and Quality Management System, so you don't have to spend 1,000's of hours writing compliant procedures:



#### <u>Packaging Safety and Quality Management System Document</u> Implementation

Packaging Safety and Quality Management System Implementation Tasks can be completed by the Team using the Product Safety and Quality Management System Procedure templates:

The top-level procedures of the Packaging Safety and Quality Management System are as follows:

#### Section 1 Senior Management Commitment

QM 1 Senior Management Commitment

QM 1.1.1 Product Safety and Quality Policy

QM 1.1.2 Food Safety Culture

QM 1.1.3 Product Safety and Quality Objectives

QM 1.2 Management Review

QM 1.3 Responsibility and Authority

#### Section 2 Hazard and Risk Management System

QM 2 Hazard Analysis and Risk Management System See Hazard Risk Management Manual\*

#### Section 3 Product Safety and Quality Management

QM 3.1 Product Safety and Quality Management System

QM 3.2 Document Control

QM 3.3 Record Control

QM 3.4 Specifications

QM 3.5 Internal Audits

QM 3.6 Corrective Action and Preventive Action

QM 3.6 Appendix Root Cause Analysis

QM 3.6 Appendix Corrective Action Request

QM 3.6 Appendix Preventative Action Request

QM 3.7 Supplier Approval and Monitoring

QM 3.8 Product Authenticity, Claims & Chain of Custody

QM 3.9 Subcontracted Activities and Outsourced Processes

QM 3.10 Suppliers of Services

QM 3.11 Traceability

QM 3.12 Complaint Handling

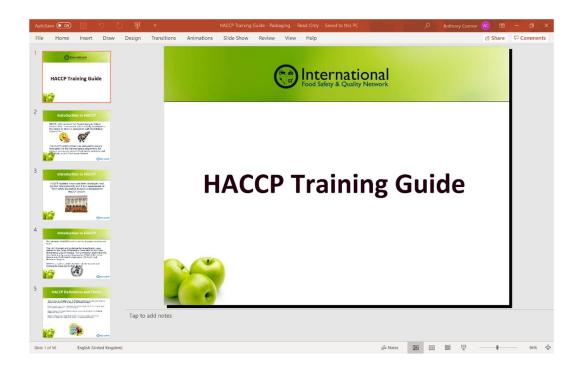
QM 3.13a Product Withdrawal Procedure

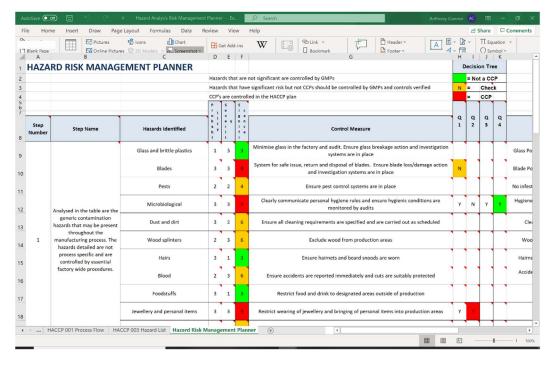
QM 3.12b Management of Incidents

#### **Step Five: Hazard Risk Management/HACCP Implementation**

#### **HACCP Training**

A PowerPoint HACCP training presentation is supplied to train your hazard risk management team in the preliminary steps to a Hazard analysis, the principles of HACCP and Instructions in implementing your HACCP system. There is also a Hazard Risk Management Planning Tool.





# <u>Hazard Risk Management Implementation Guide Section 2.1 Hazard Risk Management Team</u>

A core multidisciplinary team should be utilised within the company to develop the Packaging Safety and Quality Management System. This core team should be supplemented by other staff when specific areas or products are being analysed. The team need to have knowledge and experience of HACCP, Products, the Process, the Equipment, and Hazards and in developing and implementing a packaging safety management system. The Hazard Risk Management Team Leader needs to be able to demonstrate competence in the understanding of HACCP principles and their application. Key personnel identified as HACCP team members should be HACCP trained and have appropriate experience, all of which should be documented on the HACCP teams training records. Expert external assistance may be used as an aid, but management of the system should remain the responsibility of the site.

A typical Hazard Risk Management Team may include:

Team Member	HACCP Training

Quality Manager Advanced
Laboratory Manager Intermediate
Warehouse Manager Intermediate
Engineering Manager Intermediate
Production Manager Intermediate

Hazard Risk Management Team				
Name	Position	Qualification		

Taking these factors into account a rating is given for probability and severity and entered:

			Probability	Severity	Significance
Step Number	Step Name	Hazards Identified	bility	erity	cance
1	Delivery of Material	Contamination with Glass	1	3	3
1	Delivery of Material	Contamination with Wood	2	3	6
1	Delivery of Material	Contamination with Oil	3	1	3
1	Delivery of Material	Chemical contamination (non food grade)	3	3	9
1	Delivery of Material	Contamination with foreign bodies from personnel	2	2	4

First, the Hazard Risk Management Team assesses the likelihood of the hazard occurring and enter:

- 1 for Highly Unlikely
- 2 for Possible
- 3 for Likely

Then the Hazard Risk Management Team assesses the severity of the hazard and enters:

- 1 for Not Severe
- 2 for Could possibly cause illness
- 3 for Severe (Could be fatal)

All of the hazards that score a 9 are regarded as significant and form the Significant Hazard List.

Each hazard on the Significant Hazard list must be controlled by a control measure (or combination of control measures) that prevent, eliminate or reduce the hazard to the defined acceptable levels. The Hazard Risk Management Team review the effectiveness of the control measures on the Significant Hazards and determines whether they should be managed through the Hazard Risk Management Plan.

This process involves assessing the effect on the Significant Hazard in combination with the degree of control measure applied, feasibility of timely monitoring, position in flow relative to other control measures and severity of the consequences if the control measure fails.

The Hazard Risk Management Team should complete the relevant columns in the HACCP Plan Sheet or Hazard Analysis Risk Management Planner. The team has two options available (Microsoft Word or Microsoft Excel) to them in the package to assist in documenting the plan. For simple operations it may be easier to use the Word version, for more complex operations the Excel version will probably work better.

Step Name	Hazard Identified	Control Measure	Critical Limits	Monitoring Procedures	Corrective Action	Responsibility	HACCP Record
Delivery of Material	Contamination with Salmonella from Bird Faeces	Example covered and screened delivery area	No Contamination Always load under cover	Supervision by Warehouse Manager	Retrain Staff. Inspect delivery for contamination. Reject if contaminated	Goods-In Manager	Goods Receipt Record
Enter Step Name Here	Enter Hazard Identified Here	Example covered and screened delivery area	Decide your critical limits and enter here	Decide your monitoring procedures and enter here	Enter the corrective action to take if outside of critical limits	Person Responsible	Details of where CCP is recorded
Enter Step Name Here	Enter Hazard Identified Here	Example covered and screened delivery area	Decide your critical limits and enter here	Decide your monitoring procedures and enter here	Enter the corrective action to take if outside of critical limits	Person Responsible	Details of where CCP is recorded

#### QMR 002 Training Record



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

- ✓ Job/Task Performance
- ✓ Company Safety and Quality Policies and Procedures
- ✓ Good Manufacturing Practices
- ✓ Cleaning Procedures
- √ Hazards
- ✓ Site Security
- ✓ Product Quality
- ✓ Chemical Control
- ✓ Hazard Communication
- ✓ Blood borne Pathogen
- ✓ Emergency Preparedness/Employee Safety

The Hazard Risk Management Team should receive extra training:

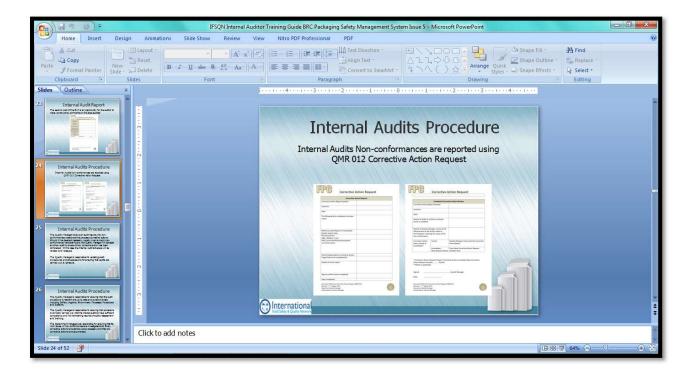
- ✓ Internal Audit Training (Conducted in Step Seven)
- ✓ HACCP Training

At this stage of the project the Steering Group will be controlling the Project Plan established by Senior Management and ensuring sufficient training resource is being provided to implement the Packaging Safety and Quality Management System and Hazard Risk Management Plans.

#### **Seven: Internal Auditing**

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





Systems are put in place to verify that the Packaging Safety and Quality Management System is implemented effectively including internal audits

So, first of all, make sure that your Internal Auditors are trained. At least one auditor should be a site expert and we recommend that they undertake a recognised Internal Auditor Course.

The Hazard Risk Management Team should define the methods, frequencies and responsibilities for verification activities.

Verification activities should put in place by the Hazard Risk Management Team to confirm the effective operation of the Packaging Safety and Quality Management System as well as internal audits verification can be Analysis of End Products, Final Product Inspection and similar activities.

After training the Hazard Risk Management Team Leader should schedule Internal Audits. Refer to the QM 3.5 Internal Audits Procedure as a guide.

The Internal Audit Schedule should be planned annually and designed to comprehensively cover all areas of the Packaging Safety and Quality Management System including procedures, policies and activities.

The Hazard Risk Management Team Leader should draw up the Internal Audit Schedule based on the following criteria:

- Risk associated with the procedure or activity
- Results of Previous audits
- Number of Corrective Actions raised or outstanding
- Customer Complaint Analysis
- Number of Preventative Actions raised or outstanding
- Results of the Management Review

#### **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 Standard for Packaging and Packaging Materials
- ✓ 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!

# The Senior Management Team carry out Packaging Safety and Quality Management System Reviews

Senior management should review the company management systems, at a minimum, annually to ensure their continuing suitability, adequacy and effectiveness.

The review should include assessing the opportunity for improvements and the need for amendments to the systems. The proceedings of all reviews are to be documented.

The review meeting is normally chaired by the most Senior Manager and includes Senior Management from Technical, Operations, Engineering, Planning, Distribution and Quality departments.

#### Review should inputs include:

- Review of the Packaging Safety and Quality Policy and Objectives
- Review of Management Changes
- Minutes and Follow-up actions from previous review meetings
- Outstanding Non-conformances as a result of internal and external audits
- Results of external second and third-party audits
- Trend analysis of Customer and Supplier complaints
- Analysis of the results of verification activities including internal hygiene and system verification audits
- Safety and Quality Key Performance Indicators Review and Trend Analysis
- Incidents and Accidents
- Process performance and product conformity
- Effectiveness of root cause analysis, corrective actions and preventive actions
- Safety incidents including allergen control and labelling, recalls, withdrawals, safety or legal issues
- Review of planning and development of the processes needed for the realisation of safe products including changes which could affect safety and the Hazard Risk Management Plan (including legislation changes and scientific information)
- Changes to policies and objectives
- Communication activities and effectiveness of communication
- Results of review and system updating
- Review of Resources and effectiveness of Training

- Recommended improvements
- Customer Feedback and Sales levels are reviewed to give an indication of trends

#### Review Input may include:

- Environmental performance and incidents
- Health and Safety performance and accidents

#### Review outputs should include:

- Revisions of the Safety and Quality Policy and Objectives
- Corrective and Preventative Actions identified as a result of analysis of the review inputs
- Actions for Improvement in Packaging Safety and Quality Management System effectiveness
- Results of the review of planning and development of the processes needed for the realisation of safe products
- Decisions and actions related to the assurance of food packaging safety
- Opportunities for improvement
- Product quality enhancement
- Change or elimination of non-productive elements
- Change or elimination of non-productive systems or procedures
- Supply of resource needed for further improvements.

The results of the Management Review meetings should be documented in the minutes of the meeting and include a summary of all review outputs.

Additional review activities to ensure compliance with objectives could include:

- Management meeting (daily) to review recent -performance and issues arising by exception site-wide
- Key Performance Indicator Reviews (weekly and monthly) to review previous week's/month's performance in quality, wastage and customer service.
- Environmental performance review
- Health & Safety review of performance
- HRM verification reviews
- Hygiene inspections and reviews
- Quality Review

The system is supplied with QM 1.2 Management Review Procedure and QMR 001 Management Review Meeting Minutes which should be used as a template.

#### Senior Management Review Meeting Notification

**Date** 

Time

<u>Venue</u>

#### 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 HRM plan verification audits
- 8. Quality Key Performance Indicators Review and trend analysis
- 9. Emergencies and Accidents
- 10. Process performance and product conformity
- 11. Effectiveness of root cause analysis, corrective actions and preventive actions
- 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 HRM 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

### Attendees:

Senior Management Team				
Job Title	Name	Role in Team		
Managing Director		Chairman		
Site Director		Deputy Chair		
Operations Manager		Operations Reporting		
Quality Manager		Food Packaging Safety and Quality Reporting		
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		

