Food Service
Quality Management System

Introduction

Food Service has established, documented and implemented a food quality management system which is maintained in order to continually improve its effectiveness in accordance with food safety legislation, international standards and best industry practice.

Scope

The scope of the Quality Management System includes foods prepared and activities conducted by the Food Service Operation. Food Service policies and objectives are aligned with the requirements of international standard IS0 9001:2008, the Food Safety Act 1990 and associated regulations including Food Safety (General Food Hygiene) Regulations 2006

Due diligence

The Food Service Quality Management System demonstrates due diligence of the company in implementing and documenting a food safety management system. This system is supported by the completion of the records specified in this manual.

Food Service activities are documented within the quality manual. This document outlines the Food Service Quality Management System.

Documents

Quality Management System documents are as follows:

Food Service Quality Management System
Food Service Quality and Food Safety Policy
Control of Non-conforming Product
Corrective Action
Document Control
Internal Audits
Preventative Action
Record Control

Document Reference Quality Management System Revision 1
26 February 2009
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Food Safety Management System documents are as follows:

Allergen control
Ambient Food Storage Shelf Life
Cold Display
Cooking
Cooling and Freezing
Defrosting
Description of Food Service Operations
Food Preparation Procedure
Food Service Healthy Eating Policy
Food Service Hygiene Policy
Food Service Job Descriptions
Food Service Outside Catering Events
Food Service Storage and Handling Conditions
Frozen Food Storage Shelf Life
Glass Breakage Procedure
Handwashing Procedure
Hot Holding
Hygiene and Housekeeping
Maintenance
Management of Cleaning
Non-refrigerated buffet display
Pest Control
Prevention of Microbiological Physical and Chemical Contamination
Purchasing, Orders and Checking Deliveries
Refrigerated Food Storage Shelf Life
Reheating
Resources and Training
Staff Instruction for Customers with Food Allergies
Storage
Top Ten Rules for Handling Food Safely
Types of Allergen
Use of Cloths
Using a Probe Thermometer
Waste Control

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Food Service documents are as follows:

Food Service Breakfast Delivery Menu
Food Service Sample Main Menu
Food Service Room Service Menu
Healthy Menu Guide

<u>Records</u>

The Food Service Quality Management System controlled records are as follows:

All in One Record
Calibration Record
Chilled and Frozen Storage Temperature Record
Cook Chill Record
Corrective Action Request
Daily Equipment Inspection Record
Delivery Inspection Record
Design and Development Record
Environmental Cleaning Procedure and Record
Equipment Cleaning Procedure and Record
Food Service Audit
Food Service Training Record
Glass Breakage Record
Hot Display Record
Hygiene Audit
Hygiene Policy Staff Training Record
Identification and Traceability Record
Management Review Record
Non-Conformance Record
Preventative Action Request
Quality System Audit Report
Register of Customer Property
Reheating Record
Return to Work Form
Supplier Evaluation Record
Temperature Probe Calibration Record
Training Record

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Measurement and Monitoring

Food Service has planned and implemented methods of monitoring, measurement and analysis to ensure that both the food produced and quality management system conform to requirements and these methods promote continuous improvement.

Monitoring and review are carried out by analysis of data in key areas:

- Food Safety Checks
- Customer Satisfaction surveys
- Reported Problems
- Results of Inspections
- Results of Internal audits
- Results of External Audits

Resources and Training

Food Service Senior management identify and provide the resources needed to maintain the quality and food safety systems, meet policies and objectives, and to meet customer, statutory and regulatory requirements. These resources have been provided including:

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

This includes resource to identify competence levels required, provision of training, periodic evaluation of its effectiveness and staff awareness training.

It is company policy that all personnel affecting food safety and quality shall be competent on the basis of appropriate education and training, and/or where applicable, on the basis of skills and experience.

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Food Service has assessed the resources required to implement, maintain, and improve the Quality Management System.

Document Control

The documentation which defines the Quality Management System is controlled. Food Service operates a document control procedure which is maintained in the quality manual.

Customer, Statutory and Regulatory Conformance

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

- the business environment, changes in that environment or risks associated with that environment
- varying needs of the business
- company objectives
- food service activities
- food service size and organisational structure

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

Record Control

The company operates a record control procedure. Records are available to demonstrate conformity to specifications and standards.

Management Commitment

Food Service Senior Management has a total commitment to quality observing all food safety legal, moral and ethical codes and this is the concern of every employee.

Senior management demonstrate clear and visible commitment by,

- Establishing and communicating policies and measurable objectives for quality, environmental and food safety.

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- Conducting regular pro-active management reviews and communicating outputs.
- Communicating commitment to satisfying customer requirements including food safety, quality and service
- Supporting and planning the development and operation of the Quality systems.
- Providing the resources to manage these objectives effectively
- Promoting an ethic of continuous improvement
- Ensuring the strict observation of all quality system and food safety procedures, the use of correct materials and equipment, recording and reporting of both standard and non-standard events and compliance with the company rules.

Responsibility and Authority

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

Responsibilities and authorities of all personnel are communicated to them via induction and role training.

The organisational chart illustrates the company structure with management responsibility and authority. Deputies for each management position are identified and communicated to all employees.

Management Review

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

The review includes assessing opportunity for improvements and the need for amendments to the systems. The proceedings of all reviews are documented on record Management Review Minutes.

The review meeting is chaired by the Managing Director and includes Senior Management from all departments.

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<u>Infrastructure and Work Environment</u>

The Senior Management team identify and provide the infrastructure and work environment required to:

- Maintain quality systems
- Maintain food safety systems
- Comply with site policies
- Meet site objectives
- Meet customer requirements

The standard of infrastructure required is a prerequisite for food preparation.

The Food Service Manager ensures that resource is provided to ensure that the infrastructure is maintained effectively.

The work environment is reviewed and managed to ensure that food safety, quality, health and safety, and environmental control objectives are not compromised.

<u>Contract Review and Planning</u>

The Senior Management team conduct full contract reviews at specific contract review meetings. The team consider capability to meet the customer, statutory and regulatory requirements where applicable with the current resources available. At this stage any additional requirements considered applicable are determined. These include maintenance and contractual requirements such as green services (recycling or final disposal) or other supplementary services. Any additional resources required are approved by the Managing Director in principle prior to proceeding.

The Food Service Manager is responsible for receipt of sales orders, issuing menu plans and for maintaining adequate stocks to meet customer orders.

<u>Design and Development</u>

Food Service Design and Development is separated into two categories:

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- Food menu development activities are co-ordinated by the Head Chef.
- Equipment and Kitchen design activities are co-ordinated by the Food Service Manager

Each is responsible for planning, identifying inputs, generating outputs, reviewing and verifying the development process. Each stage of the process is documented.

Purchasing

The Food Service Manager purchases materials and services in accordance with the company purchasing procedure. This ensures that all purchases are against defined specifications and from an approved supplier. Authority to purchase outside of these procedures can only be authorised by the Managing Director in writing.

Customer Orders

All Customer bulk purchase orders are received and approved by the Food Service Manager. Routine customer order requirements are communicated to the Kitchen using a Table Ticket which details the table food and drink order plus any other specific requirements.

Identification and Traceability

A system for identification and traceability of food batches is maintained which, in the event of incidents will enable tracking of food batches through to distributed batches of food using the expiry code. All food are identified by their name and expiry date code.

Customer Property

Where applicable, it is the company's duty to protect the property supplied by the customer, including intellectual property and personal data.

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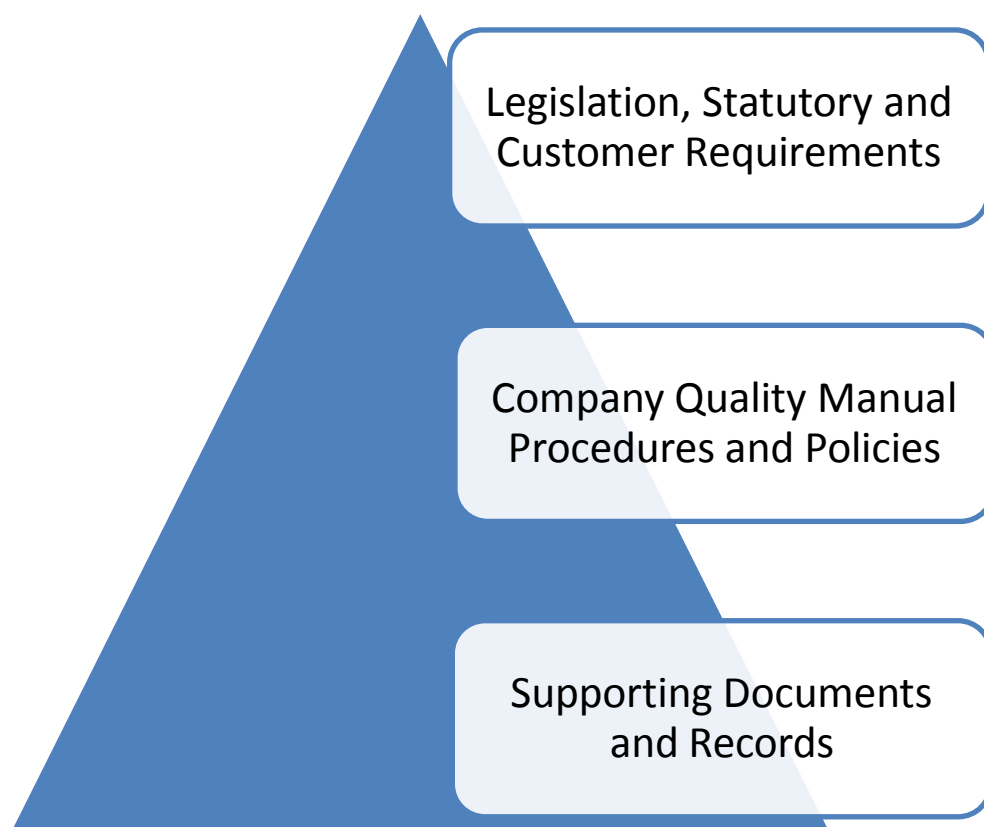Authorised By: Site Director

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Calibration

The company maintains a procedure for the calibration of monitoring and measuring equipment (Normally Temperature Probes) used to check food safety controls. All measuring and monitoring equipment is calibrated as per the Calibration Schedule at specified intervals against measurement standards. This basis of the calibration is defined in the calibration procedure.

Customer Satisfaction

Food Service monitors ongoing customer satisfaction by measuring Key Performance Indicators for customer service including customer surveys, customer comments, sales levels and customer complaints.

Food Service Document Hierarchy

Legislation, Statutory and Customer Requirements

Company Quality Manual Procedures and Policies

Supporting Documents and Records

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Quality System Process Diagram

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            ┌──────────────┐
            │   Plan &     │
            │  Document    │
            └──────────────┘
        ↗                      ↘
┌──────────────┐         ┌──────────────┐
│   Improve    │         │  Implement   │
└──────────────┘         └──────────────┘
        ↑                      ↓
┌──────────────┐         ┌──────────────┐
│   Review     │  ←──    │  Maintain,   │
│              │         │  Measure,    │
│              │         │   Audit      │
└──────────────┘         └──────────────┘
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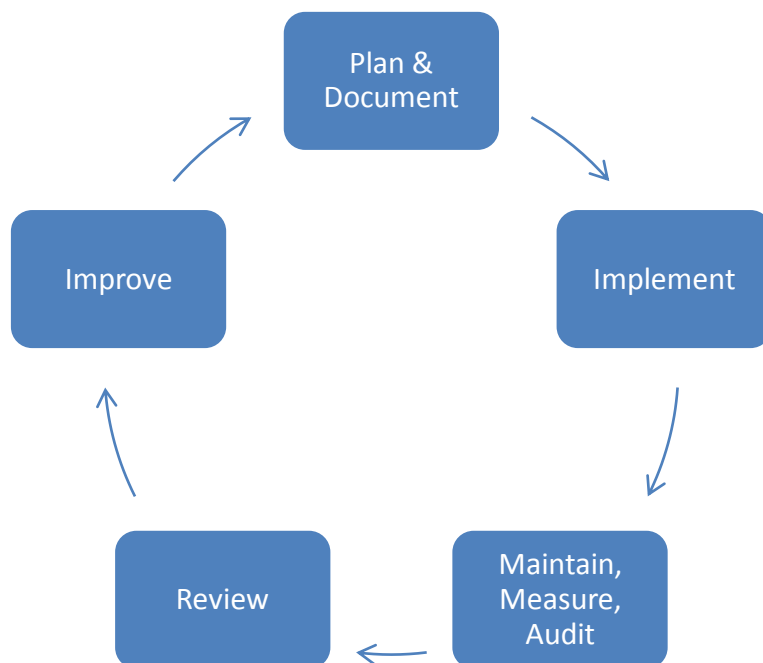
Revision Number	Summary of Changes made from previous revision	Requested By:	Authorised By:
2	Update to meet the requirements of ISO 9001:2008	Manager	Director

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