IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

Welcome to the IFSQN FSSC Development Program Food Safety Management System Implementation Package Start-Up Guide which will introduce you to the contents of the package.

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IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

The package gives organizations a head start in developing their system and preparing for certification by enabling them to put in place procedures compliant with the FSSC Development Program:
Fundamental Food Safety Procedures
Prerequisite Programs
A HACCP based System
Food Safety Records

As a bonus the Package is also backed up by expert support which is available to provide assistance in developing the system.

The Food Safety Management System documents are in Microsoft Word English (US) format, so easily adapted to suit any small business. You can insert your company logo, edit responsibilities to suit your organizational structure etc.

Your first job is get a copy of the FSSC Development Program documents, they are free to download here.

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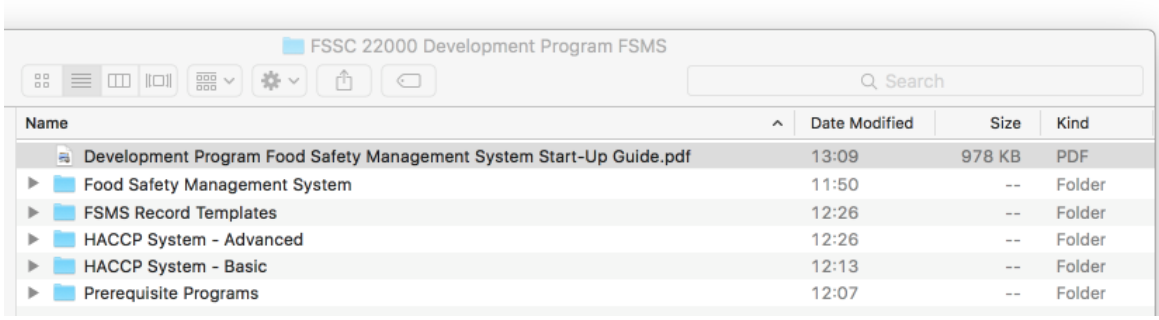
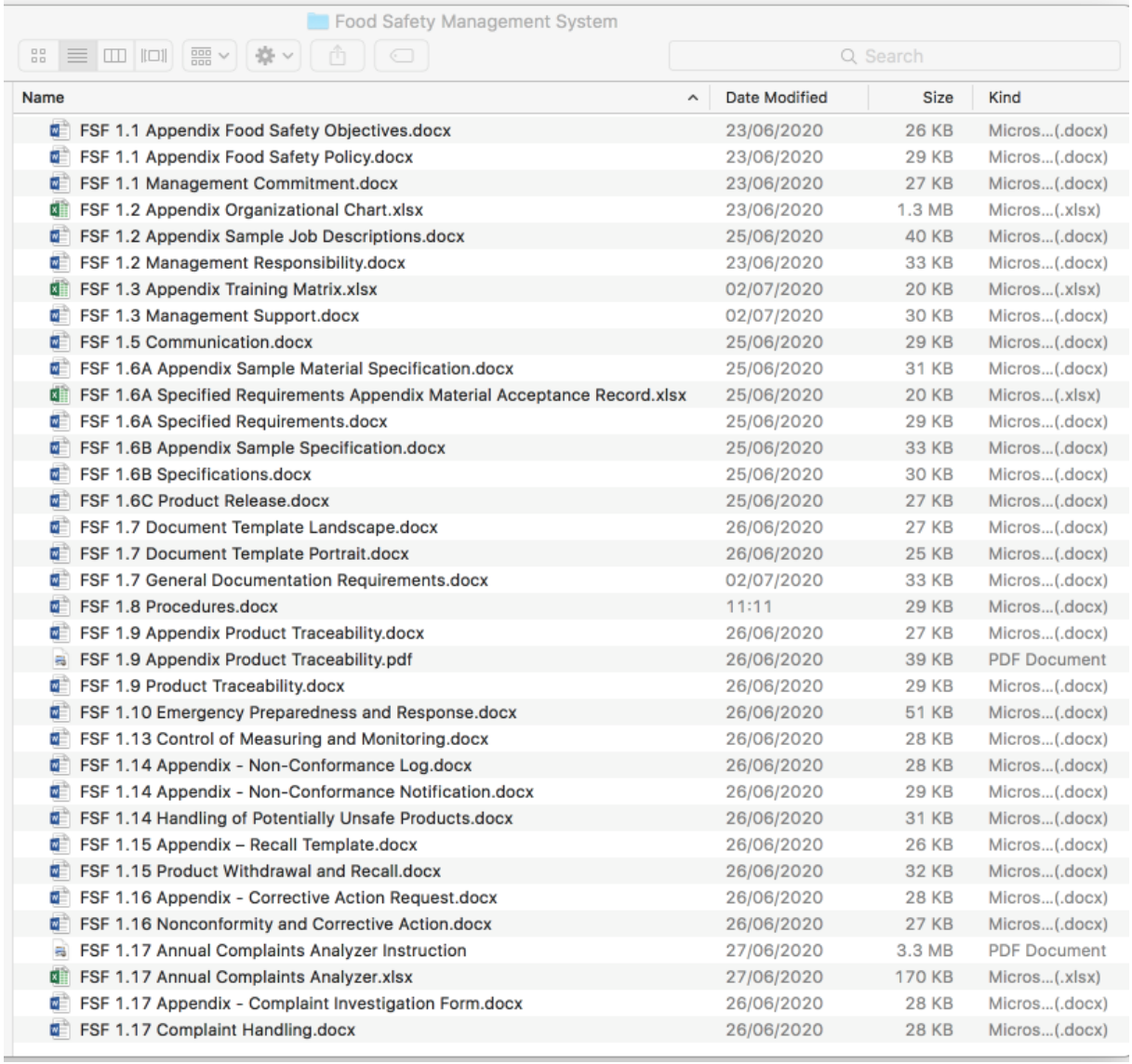
IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

When you download the package, you will find this Start-Up Guide and 5 folders containing the package documents:



Start by opening the Food Safety Management System Folder



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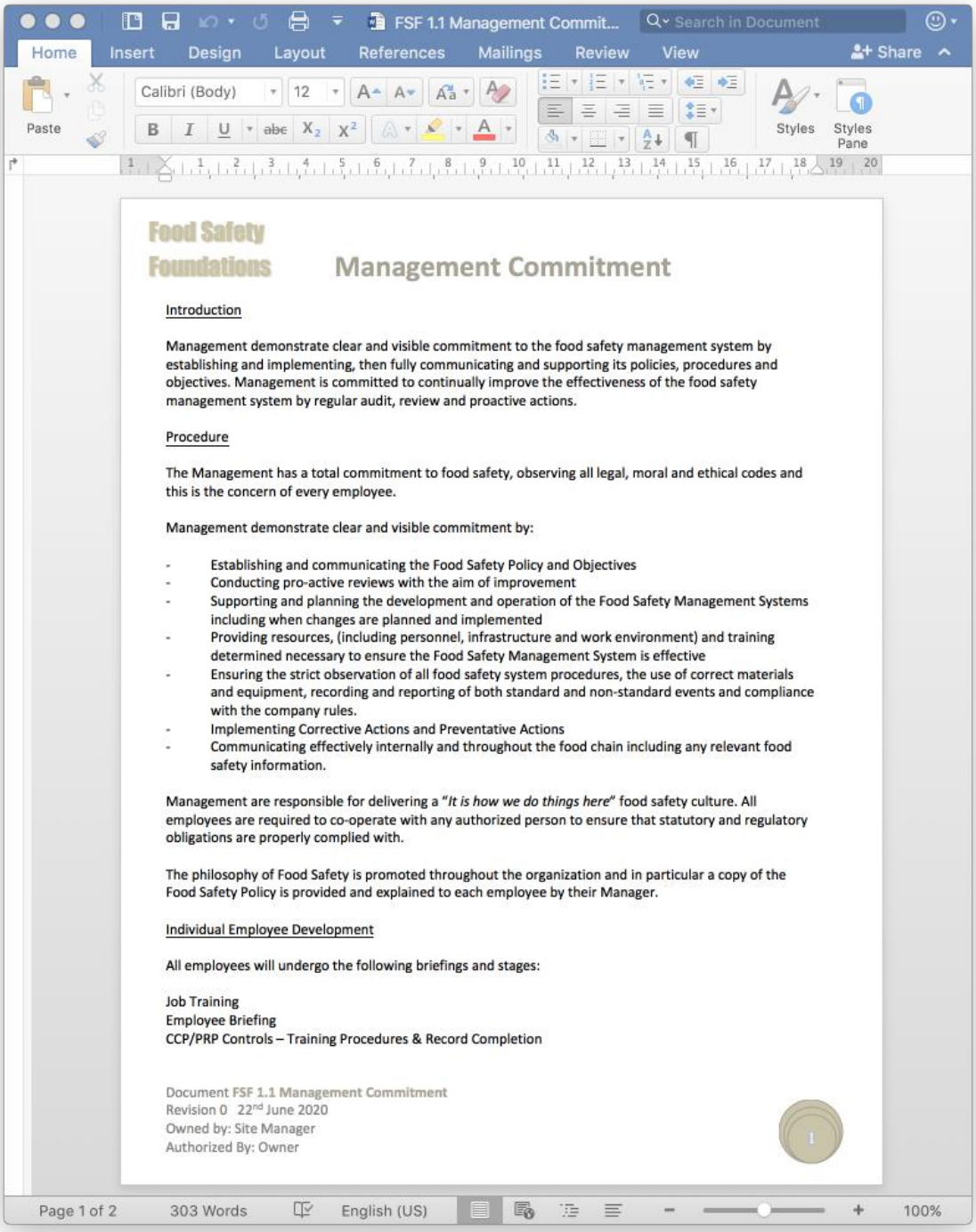
IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

FSF 1.1 Management Commitment



Food Safety Foundations

Management Commitment

Introduction

Management demonstrate clear and visible commitment to the food safety management system by establishing and implementing, then fully communicating and supporting its policies, procedures and objectives. Management is committed to continually improve the effectiveness of the food safety management system by regular audit, review and proactive actions.

Procedure

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

Management demonstrate clear and visible commitment by:

- Establishing and communicating the Food Safety Policy and Objectives
- Conducting pro-active reviews with the aim of improvement
- Supporting and planning the development and operation of the Food Safety Management Systems including when changes are planned and implemented
- Providing resources, (including personnel, infrastructure and work environment) and training determined necessary to ensure the Food Safety Management System is effective
- Ensuring the strict observation of all food safety system procedures, the use of correct materials and equipment, recording and reporting of both standard and non-standard events and compliance with the company rules.
- Implementing Corrective Actions and Preventative Actions
- Communicating effectively internally and throughout the food chain including any relevant food safety information.

Management are responsible for delivering a "*It is how we do things here*" food safety culture. All employees are required to co-operate with any authorized person to ensure that statutory and regulatory obligations are properly complied with.

The philosophy of Food Safety is promoted throughout the organization and in particular a copy of the Food Safety Policy is provided and explained to each employee by their Manager.

Individual Employee Development

All employees will undergo the following briefings and stages:

Job Training
Employee Briefing
CCP/PRP Controls – Training Procedures & Record Completion

Document FSF 1.1 Management Commitment
Revision 0 22nd June 2020
Owned by: Site Manager
Authorized By: Owner

Supporting this document are food safety policy and objectives templates

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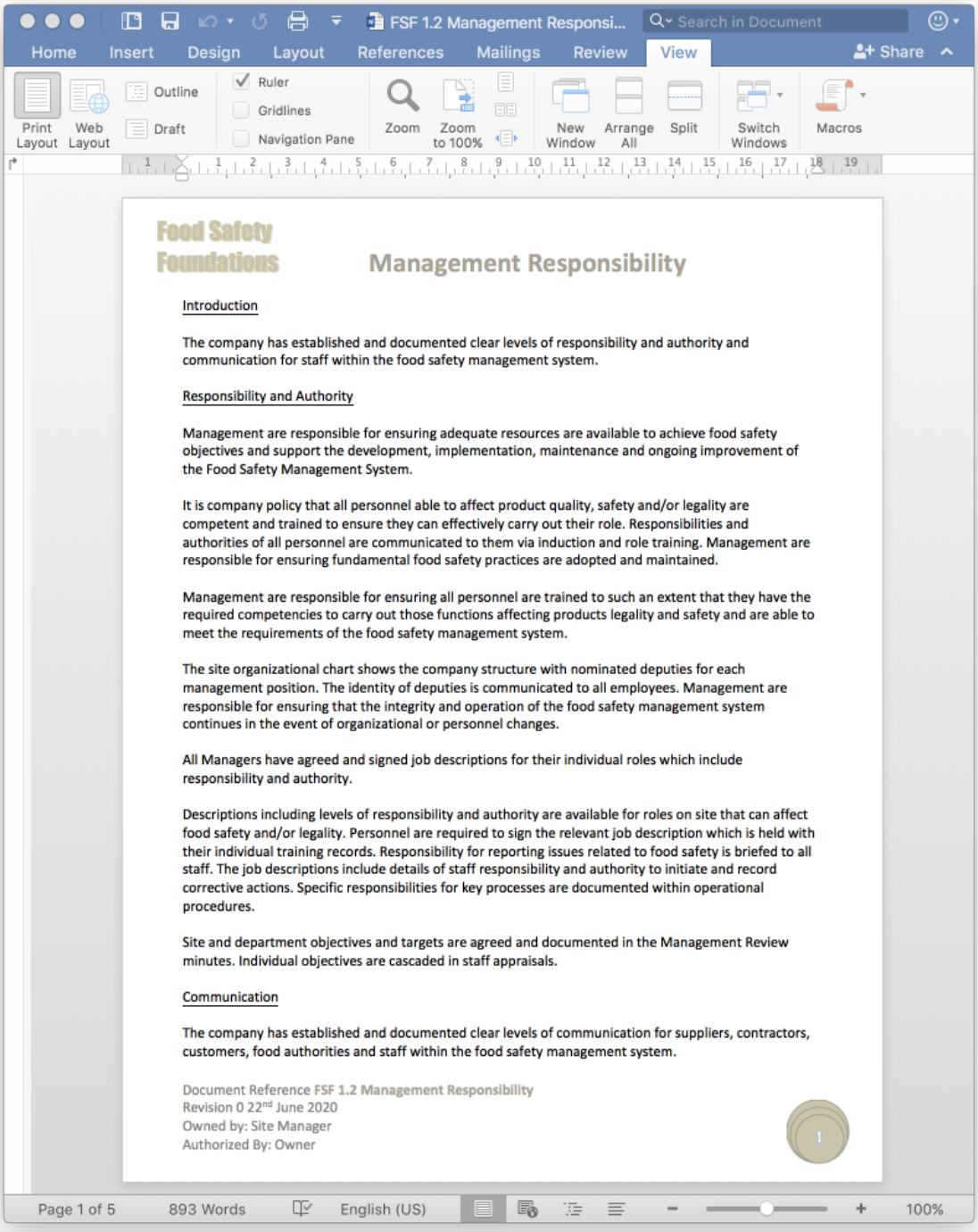
FSF 1.2 Management Responsibility



Food Safety Foundations

Management Responsibility

Introduction

The company has established and documented clear levels of responsibility and authority and communication for staff within the food safety management system.

Responsibility and Authority

Management are responsible for ensuring adequate resources are available to achieve food safety objectives and support the development, implementation, maintenance and ongoing improvement of the Food Safety Management System.

It is company policy that all personnel able to affect product quality, safety and/or legality are competent and trained to ensure they can effectively carry out their role. Responsibilities and authorities of all personnel are communicated to them via induction and role training. Management are responsible for ensuring fundamental food safety practices are adopted and maintained.

Management are responsible for ensuring all personnel are trained to such an extent that they have the required competencies to carry out those functions affecting products legality and safety and are able to meet the requirements of the food safety management system.

The site organizational chart shows the company structure with nominated deputies for each management position. The identity of deputies is communicated to all employees. Management are responsible for ensuring that the integrity and operation of the food safety management system continues in the event of organizational or personnel changes.

All Managers have agreed and signed job descriptions for their individual roles which include responsibility and authority.

Descriptions including levels of responsibility and authority are available for roles on site that can affect food safety and/or legality. Personnel are required to sign the relevant job description which is held with their individual training records. Responsibility for reporting issues related to food safety is briefed to all staff. The job descriptions include details of staff responsibility and authority to initiate and record corrective actions. Specific responsibilities for key processes are documented within operational procedures.

Site and department objectives and targets are agreed and documented in the Management Review minutes. Individual objectives are cascaded in staff appraisals.

Communication

The company has established and documented clear levels of communication for suppliers, contractors, customers, food authorities and staff within the food safety management system.

Document Reference FSF 1.2 Management Responsibility
Revision 0 22nd June 2020
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Authorized By: Owner

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Page 1 of 5 893 Words English (US) 100%

Supporting this document are an Organizational Chart Template and Sample Job Descriptions

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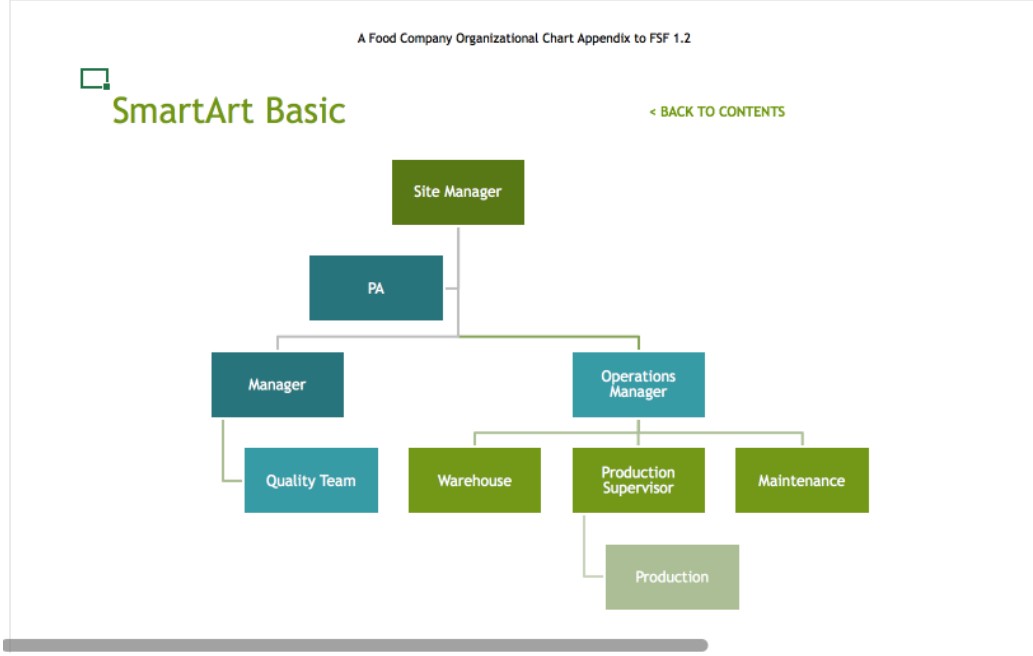
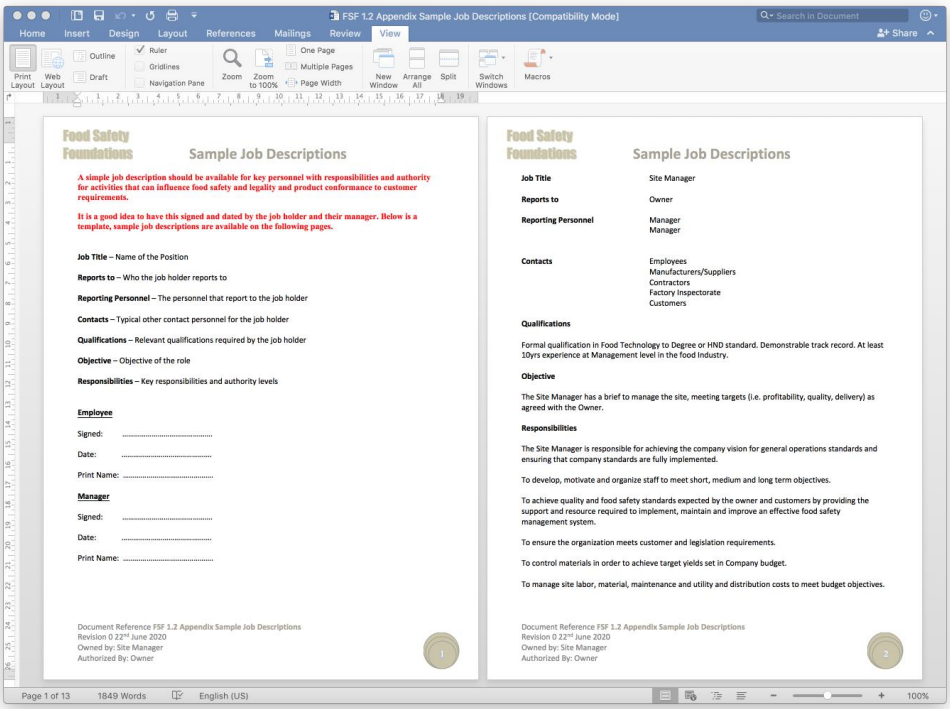
FSF 1.2 Appendix Organizational Chart



FSF 1.2 Appendix Sample Job Descriptions



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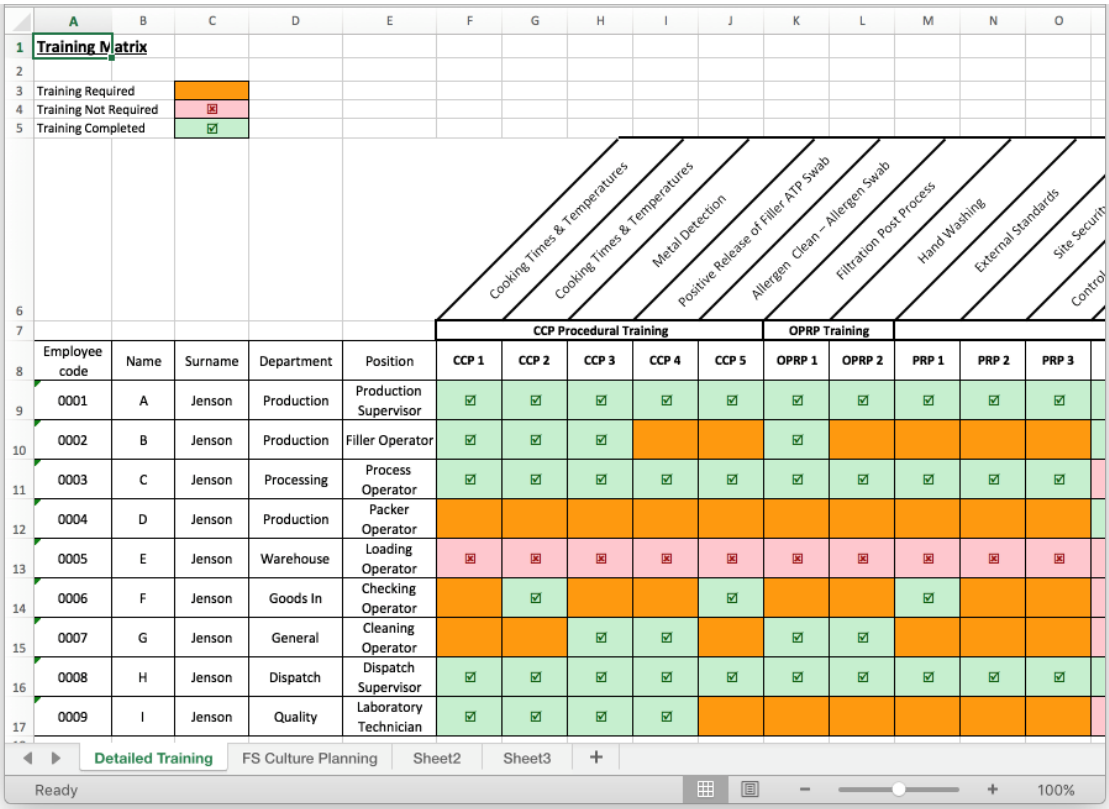
FSF 1.3 Appendix Training Matrix



Training Matrix

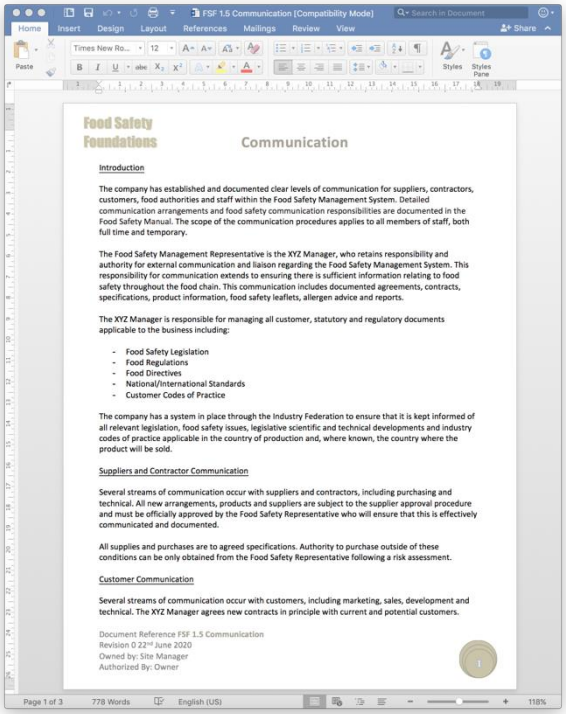
Training Required	
Training Not Required	☒
Training Completed	☑

Employee code	Name	Surname	Department	Position	Cooking Times & Temperatures (CCP 1)	Cooking Times & Temperatures (CCP 2)	Metal Detection (CCP 3)	Positive Release of Filler ATP Swab (CCP 4)	Allergen Clean – Allergen Swab (CCP 5)	Filtration Post Process (OPRP 1)	Hand Washing (OPRP 2)	External Standards (PRP 1)	Site Securit (PRP 2)	Control (PRP 3)
					CCP Procedural Training					OPRP Training				
0001	A	Jenson	Production	Production Supervisor	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
0002	B	Jenson	Production	Filler Operator	☑	☑	☑			☑				
0003	C	Jenson	Processing	Process Operator	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
0004	D	Jenson	Production	Packer Operator										
0005	E	Jenson	Warehouse	Loading Operator	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
0006	F	Jenson	Goods In	Checking Operator		☑			☑			☑		
0007	G	Jenson	General	Cleaning Operator			☑	☑		☑	☑			
0008	H	Jenson	Dispatch	Dispatch Supervisor	☑	☑	☑	☑	☑	☑	☑	☑	☑	☑
0009	I	Jenson	Quality	Laboratory Technician	☑	☑	☑	☑						

Detailed Training | FS Culture Planning | Sheet2 | Sheet3

Ready 100%

FSF 1.5 Communication



Food Safety Foundations

Communication

Introduction

The company has established and documented clear levels of communication for suppliers, contractors, customers, food authorities and staff within the Food Safety Management System. Detailed communication arrangements and food safety communication responsibilities are documented in the Food Safety Manual. The scope of the communication procedures applies to all members of staff, both full time and temporary.

The Food Safety Management Representative is the XYZ Manager, who retains responsibility and authority for external communication and liaison regarding the Food Safety 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, allergen advice and reports.

The XYZ Manager is responsible for managing all customer, statutory and regulatory documents applicable to the business including:

- Food Safety Legislation
- Food Regulations
- Food Directives
- National/International Standards
- Customer Codes of Practice

The company has a system in place through the Industry Federation to ensure that it is kept informed of all relevant legislation, food safety issues, legislative scientific and technical developments and industry codes of practice applicable in the country of production and, where known, the country where the product will be sold.

Suppliers and Contractor Communication

Several streams of communication occur with suppliers and contractors, including purchasing and technical. All new arrangements, products and suppliers are subject to the supplier approval procedure and must be officially approved by the Food Safety Representative who will ensure that this is effectively communicated and documented.

All supplies and purchases are to agreed specifications. Authority to purchase outside of these conditions can be only obtained from the Food Safety Representative following a risk assessment.

Customer Communication

Several streams of communication occur with customers, including marketing, sales, development and technical. The XYZ Manager agrees new contracts in principle with current and potential customers.

Document Reference FSF 1.5 Communication
Revision 0 22nd June 2020
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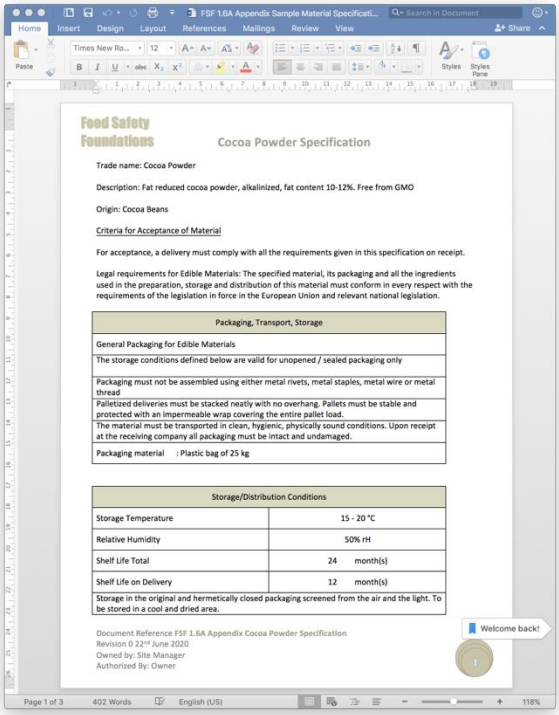
IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

FSF 1.6A Appendix Sample Material Specification



Food Safety Foundations

Cocoa Powder Specification

Trade name: Cocoa Powder

Description: Fat reduced cocoa powder, alkalinized, fat content 10-12%. Free from GMO

Origin: Cocoa Beans

Criteria for Acceptance of Material

For acceptance, a delivery must comply with all the requirements given in this specification on receipt.

Legal requirements for Edible Materials: The specified material, its packaging and all the ingredients used in the preparation, storage and distribution of this material must conform in every respect with the requirements of the legislation in force in the European Union and relevant national legislation.

Packaging, Transport, Storage
General Packaging for Edible Materials
The storage conditions defined below are valid for unopened / sealed packaging only
Packaging must not be assembled using either metal rivets, metal staples, metal wire or metal thread
Palletized deliveries must be stacked neatly with no overhang. Pallets must be stable and protected with an impermeable wrap covering the entire pallet load.
The material must be transported in clean, hygienic, physically sound conditions. Upon receipt at the receiving company all packaging must be intact and undamaged.
Packaging material : Plastic bag of 25 kg

Storage/Distribution Conditions	
Storage Temperature	15 - 20 °C
Relative Humidity	50% rH
Shelf Life Total	24 month(s)
Shelf Life on Delivery	12 month(s)
Storage in the original and hermetically closed packaging screened from the air and the light. To be stored in a cool and dried area.	

Document Reference FSF 1.6A Appendix Cocoa Powder Specification
Revision 0 22nd June 2020
Owned by: Site Manager
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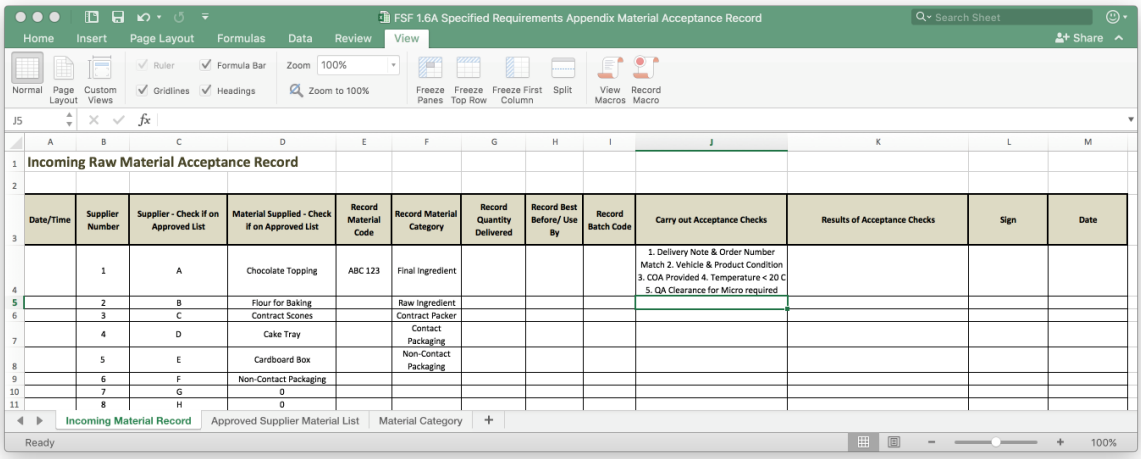
FSF 1.6A Specified Requirements Appendix Material Acceptance Record



Incoming Raw Material Acceptance Record

Date/Time	Supplier Number	Supplier - Check if on Approved List	Material Supplied - Check if on Approved List	Record Material Code	Record Material Category	Record Quantity Delivered	Record Best Before/ Use By	Record Batch Code	Carry out Acceptance Checks	Results of Acceptance Checks	Sign	Date
	1	A	Chocolate Topping	ABC 123	Final Ingredient				1. Delivery Note & Order Number Match 2. Vehicle & Product Condition 3. COA Provided 4. Temperature < 20 C 5. QA Clearance for Micro required			
	2	B	Flour for Baking		Raw Ingredient							
	3	C	Contract Scones		Contract Packer							
	4	D	Cake Tray		Contact Packaging							
	5	E	Cardboard Box		Non-Contact Packaging							
	6	F	Non-Contact Packaging									
	7	G	0									
	8	H	0									

Incoming Material Record | Approved Supplier Material List | Material Category

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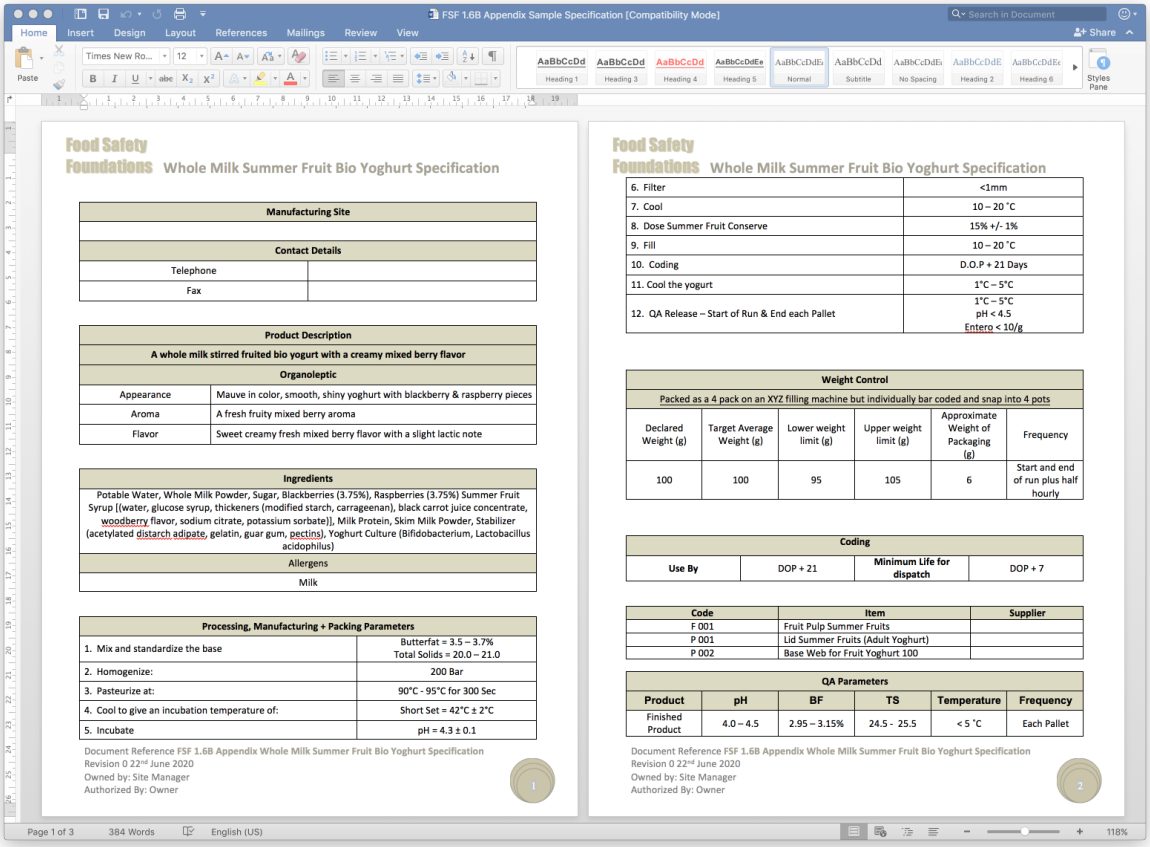
FSF 1.6B Appendix Sample Specification



Food Safety Foundations — Whole Milk Summer Fruit Bio Yoghurt Specification

Manufacturing Site	
Contact Details	
Telephone	
Fax	

Product Description	
A whole milk stirred fruited bio yogurt with a creamy mixed berry flavor	
Organoleptic	
Appearance	Mauve in color, smooth, shiny yoghurt with blackberry & raspberry pieces
Aroma	A fresh fruity mixed berry aroma
Flavor	Sweet creamy fresh mixed berry flavor with a slight lactic note

Ingredients
Potable Water, Whole Milk Powder, Sugar, Blackberries (3.75%), Raspberries (3.75%) Summer Fruit Syrup [(water, glucose syrup, thickeners (modified starch, carrageenan), black carrot juice concentrate, woodberry flavor, sodium citrate, potassium sorbate)], Milk Protein, Skim Milk Powder, Stabilizer (acetylated distarch adipate, gelatin, guar gum, pectins), Yoghurt Culture (Bifidobacterium, Lactobacillus acidophilus)
Allergens
Milk

Processing, Manufacturing + Packing Parameters	
1. Mix and standardize the base	Butterfat = 3.5 – 3.7% Total Solids = 20.0 – 21.0
2. Homogenize:	200 Bar
3. Pasteurize at:	90°C - 95°C for 300 Sec
4. Cool to give an incubation temperature of:	Short Set = 42°C ± 2°C
5. Incubate	pH = 4.3 ± 0.1

Document Reference FSF 1.6B Appendix Whole Milk Summer Fruit Bio Yoghurt Specification
Revision 0 22nd June 2020
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6. Filter	<1mm
7. Cool	10 – 20 °C
8. Dose Summer Fruit Conserve	15% +/- 1%
9. Fill	10 – 20 °C
10. Coding	D.O.P + 21 Days
11. Cool the yogurt	1°C – 5°C
12. QA Release – Start of Run & End each Pallet	1°C – 5°C pH < 4.5 Entero < 10/g

Weight Control					
Packed as a 4 pack on an XYZ filling machine but individually bar coded and snap into 4 pots					
Declared Weight (g)	Target Average Weight (g)	Lower weight limit (g)	Upper weight limit (g)	Approximate Weight of Packaging (g)	Frequency
100	100	95	105	6	Start and end of run plus half hourly

Coding			
Use By	DOP + 21	**Minimum Life for dispatch**	DOP + 7

Code	Item	Supplier
F 001	Fruit Pulp Summer Fruits	
P 001	Lid Summer Fruits (Adult Yoghurt)	
P 002	Base Web for Fruit Yoghurt 100	

QA Parameters					
Product	**pH**	**BF**	**TS**	**Temperature**	**Frequency**
Finished Product	4.0 – 4.5	2.95 – 3.15%	24.5 - 25.5	< 5 °C	Each Pallet

Document Reference FSF 1.6B Appendix Whole Milk Summer Fruit Bio Yoghurt Specification
Revision 0 22nd June 2020
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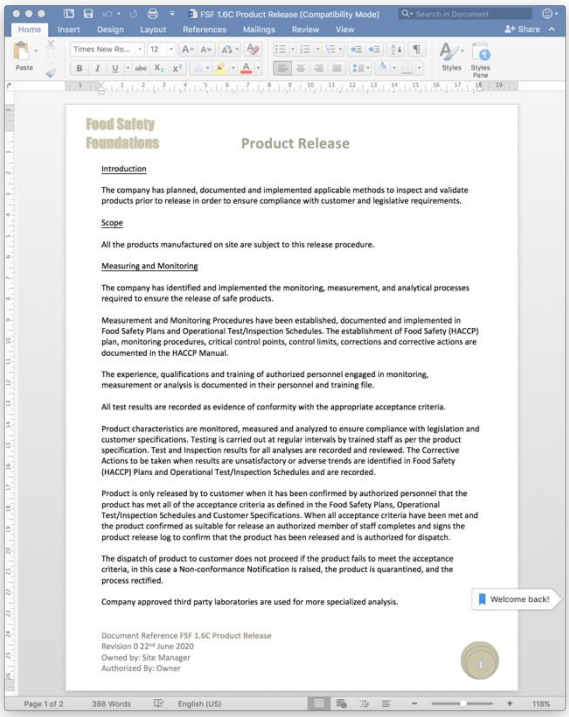
FSF 1.6C Product Release



Food Safety Foundations — Product Release

Introduction

The company has planned, documented and implemented applicable methods to inspect and validate products prior to release in order to ensure compliance with customer and legislative requirements.

Scope

All the products manufactured on site are subject to this release procedure.

Measuring and Monitoring

The company has identified and implemented the monitoring, measurement, and analytical processes required to ensure the release of safe products.

Measurement and Monitoring Procedures have been established, documented and implemented in Food Safety Plans and Operational Test/Inspection Schedules. The establishment of Food Safety (HACCP) plan, monitoring procedures, critical control points, control limits, corrections and corrective actions are documented in the HACCP Manual.

The experience, qualifications and training of authorized personnel engaged in monitoring, measurement or analysis is documented in their personnel and training file.

All test results are recorded as evidence of conformity with the appropriate acceptance criteria.

Product characteristics are monitored, measured and analyzed to ensure compliance with legislation and customer specifications. Testing is carried out at regular intervals by trained staff as per the product specification. Test and Inspection results for all analyses are recorded and reviewed. The Corrective Actions to be taken when results are unsatisfactory or adverse trends are identified in Food Safety (HACCP) Plans and Operational Test/Inspection Schedules and are recorded.

Product is only released by to customer when it has been confirmed by authorized personnel that the product has met all of the acceptance criteria as defined in the Food Safety Plans, Operational Test/Inspection Schedules and Customer Specifications. When all acceptance criteria have been met and the product confirmed as suitable for release an authorized member of staff completes and signs the product release log to confirm that the product has been released and is authorized for dispatch.

The dispatch of product to customer does not proceed if the product fails to meet the acceptance criteria, in this case a Non-conformance Notification is raised, the product is quarantined, and the process rectified.

Company approved third party laboratories are used for more specialized analysis.

Welcome back!

Document Reference FSF 1.6C Product Release
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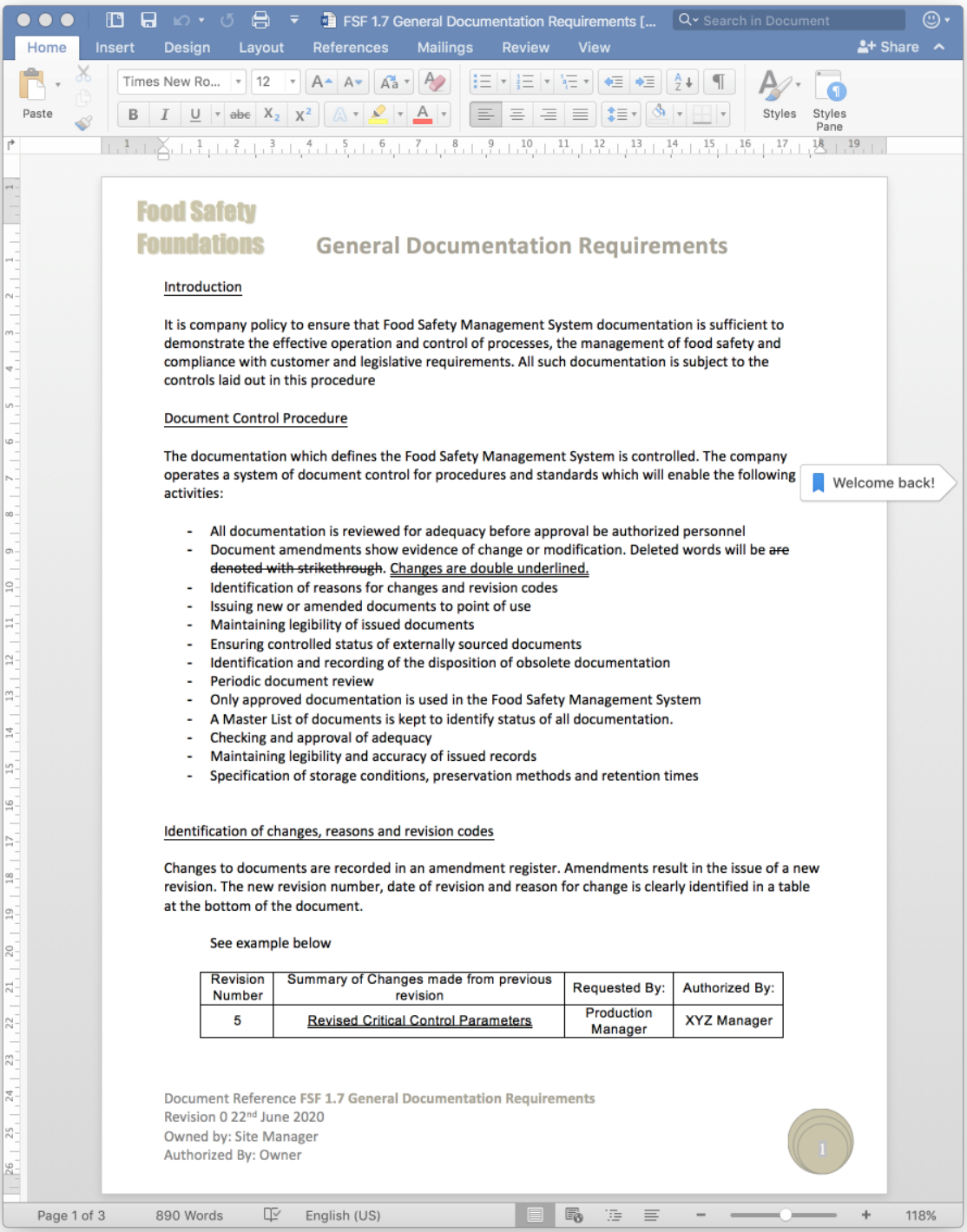
FSF 1.7 General Documentation Requirements



Food Safety Foundations

General Documentation Requirements

Introduction

It is company policy to ensure that Food Safety Management System documentation is sufficient to demonstrate the effective operation and control of processes, the management of food safety and compliance with customer and legislative requirements. All such documentation is subject to the controls laid out in this procedure

Document Control Procedure

The documentation which defines the Food Safety Management System is controlled. The company operates a system of document control for procedures and standards which will enable the following activities:

Welcome back!

- All documentation is reviewed for adequacy before approval be authorized personnel
- Document amendments show evidence of change or modification. Deleted words will be ~~are denoted with strikethrough~~. Changes are double underlined.
- Identification of reasons for changes and revision codes
- Issuing new or amended documents to point of use
- Maintaining legibility of issued documents
- Ensuring controlled status of externally sourced documents
- Identification and recording of the disposition of obsolete documentation
- Periodic document review
- Only approved documentation is used in the Food Safety Management System
- A Master List of documents is kept to identify status of all documentation.
- Checking and approval of adequacy
- Maintaining legibility and accuracy of issued records
- Specification of storage conditions, preservation methods and retention times

Identification of changes, reasons and revision codes

Changes to documents are recorded in an amendment register. Amendments result in the issue of a new revision. The new revision number, date of revision and reason for change is clearly identified in a table at the bottom of the document.

See example below

Revision Number	Summary of Changes made from previous revision	Requested By:	Authorized By:
5	Revised Critical Control Parameters	Production Manager	XYZ Manager

Document Reference FSF 1.7 General Documentation Requirements
Revision 0 22nd June 2020
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Authorized By: Owner

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Page 1 of 3 890 Words English (US) 118%

Supporting this document are blank Document Templates to adapt and use:

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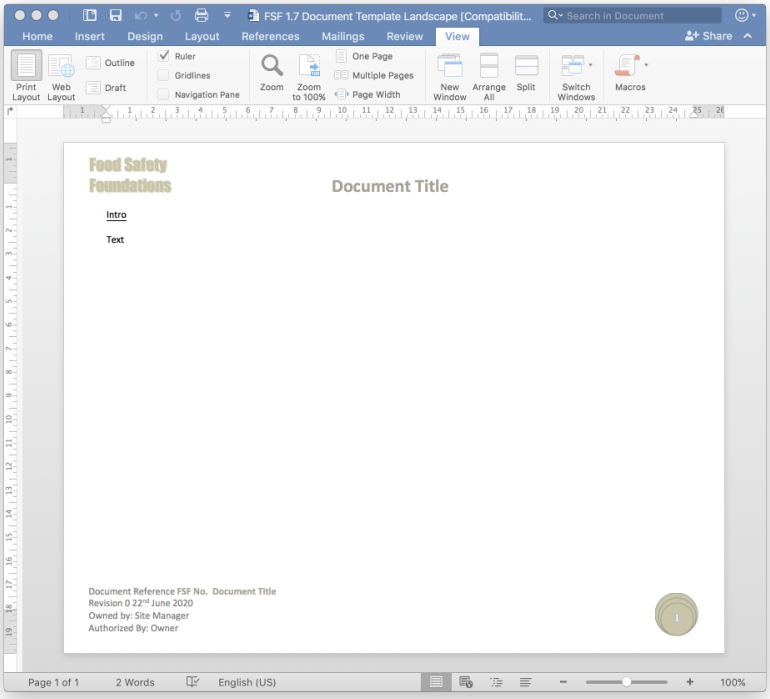
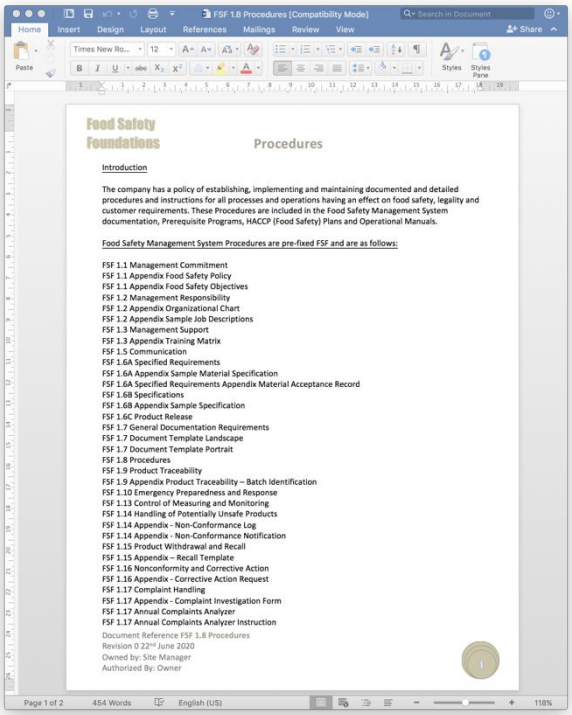
FSF 1.7 Document Template Landscape
FSF 1.7 Document Template Portrait



FSF 1.8 Procedures



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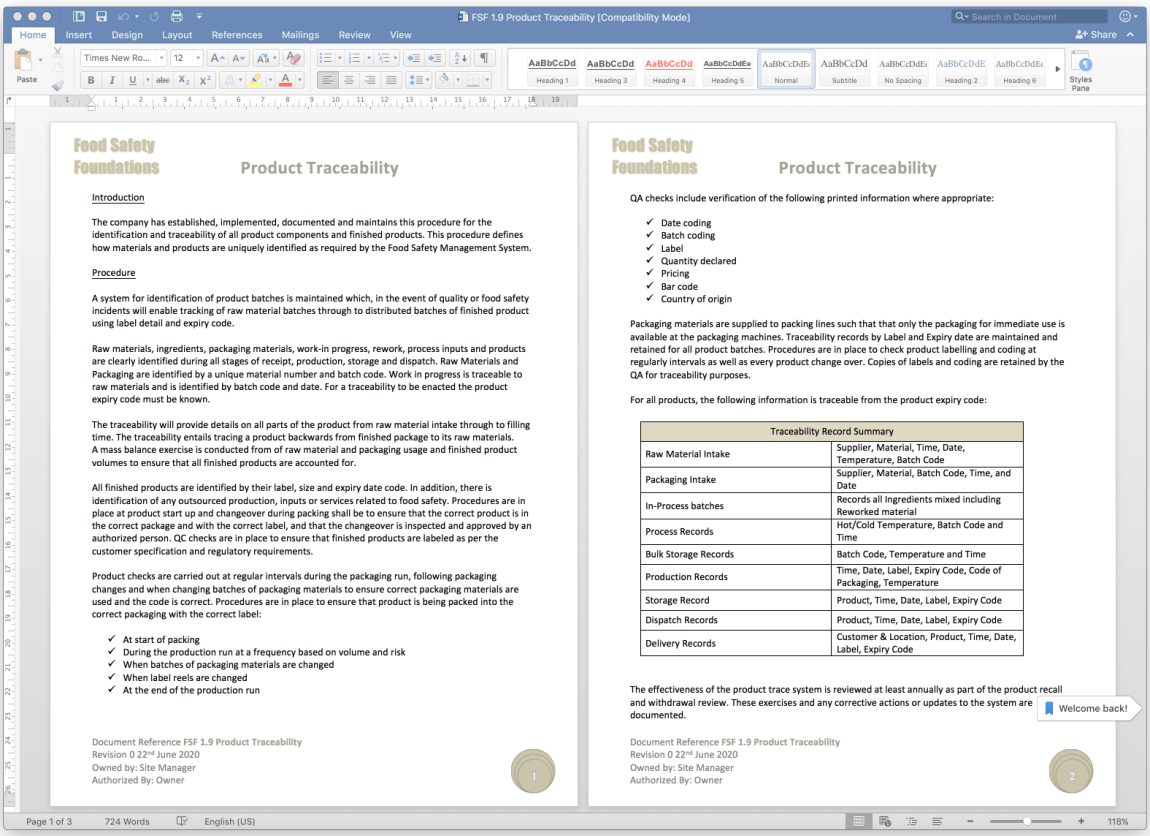
FSF 1.9 Product Traceability



Food Safety Foundations

Product Traceability

Introduction

The company has established, implemented, documented and maintains this procedure for the identification and traceability of all product components and finished products. This procedure defines how materials and products are uniquely identified as required by the Food Safety Management System.

Procedure

A system for identification of product batches is maintained which, in the event of quality or food safety incidents will enable tracking of raw material batches through to distributed batches of finished product using label detail and expiry code.

Raw materials, ingredients, packaging materials, work-in progress, rework, process inputs and products are clearly identified during all stages of receipt, production, storage and dispatch. Raw Materials and Packaging are identified by a unique material number and batch code. Work in progress is traceable to raw materials and is identified by batch code and date. For a traceability to be enacted the product expiry code must be known.

The traceability will provide details on all parts of the product from raw material intake through to filling time. The traceability entails tracing a product backwards from finished package to its raw materials. A mass balance exercise is conducted from of raw material and packaging usage and finished product volumes to ensure that all finished products are accounted for.

All finished products are identified by their label, size and expiry date code. In addition, there is identification of any outsourced production, inputs or services related to food safety. Procedures are in place at product start up and changeover during packing shall be to ensure that the correct product is in the correct package and with the correct label, and that the changeover is inspected and approved by an authorized person. QC checks are in place to ensure that finished products are labeled as per the customer specification and regulatory requirements.

Product checks are carried out at regular intervals during the packaging run, following packaging changes and when changing batches of packaging materials to ensure correct packaging materials are used and the code is correct. Procedures are in place to ensure that product is being packed into the correct packaging with the correct label:

- ✓ At start of packing
- ✓ During the production run at a frequency based on volume and risk
- ✓ When batches of packaging materials are changed
- ✓ When label reels are changed
- ✓ At the end of the production run

Document Reference FSF 1.9 Product Traceability
Revision 0 22nd June 2020
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1

Food Safety Foundations

Product Traceability

QA checks include verification of the following printed information where appropriate:

- ✓ Date coding
- ✓ Batch coding
- ✓ Label
- ✓ Quantity declared
- ✓ Pricing
- ✓ Bar code
- ✓ Country of origin

Packaging materials are supplied to packing lines such that that only the packaging for immediate use is available at the packaging machines. Traceability records by Label and Expiry date are maintained and retained for all product batches. Procedures are in place to check product labelling and coding at regularly intervals as well as every product change over. Copies of labels and coding are retained by the QA for traceability purposes.

For all products, the following information is traceable from the product expiry code:

Traceability Record Summary	
Raw Material Intake	Supplier, Material, Time, Date, Temperature, Batch Code
Packaging Intake	Supplier, Material, Batch Code, Time, and Date
In-Process batches	Records all Ingredients mixed including Reworked material
Process Records	Hot/Cold Temperature, Batch Code and Time
Bulk Storage Records	Batch Code, Temperature and Time
Production Records	Time, Date, Label, Expiry Code, Code of Packaging, Temperature
Storage Record	Product, Time, Date, Label, Expiry Code
Dispatch Records	Product, Time, Date, Label, Expiry Code
Delivery Records	Customer & Location, Product, Time, Date, Label, Expiry Code

The effectiveness of the product trace system is reviewed at least annually as part of the product recall and withdrawal review. These exercises and any corrective actions or updates to the system are documented.

Welcome back!

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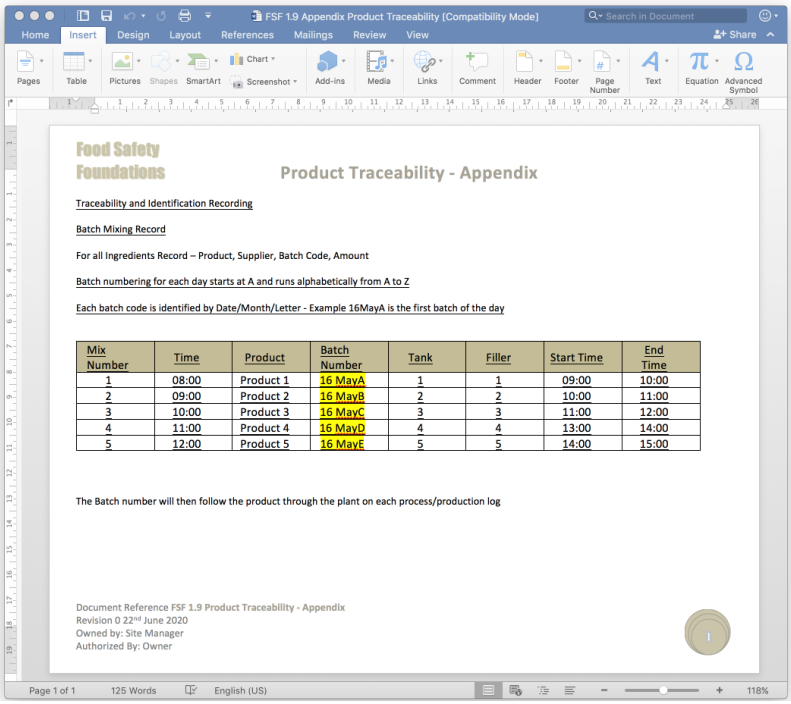
FSF 1.9 Appendix Product Traceability – Batch Identification



Food Safety Foundations

Product Traceability - Appendix

Traceability and Identification Recording

Batch Mixing Record

For all Ingredients Record – Product, Supplier, Batch Code, Amount

Batch numbering for each day starts at A and runs alphabetically from A to Z

Each batch code is identified by Date/Month/Letter - Example 16MayA is the first batch of the day

Mix Number	Time	Product	Batch Number	Tank	Filler	Start Time	End Time
1	08:00	Product 1	16 MayA	1	1	09:00	10:00
2	09:00	Product 2	16 MayB	2	2	10:00	11:00
3	10:00	Product 3	16 MayC	3	3	11:00	12:00
4	11:00	Product 4	16 MayD	4	4	13:00	14:00
5	12:00	Product 5	16 MayE	5	5	14:00	15:00

The Batch number will then follow the product through the plant on each process/production log

Document Reference FSF 1.9 Product Traceability - Appendix
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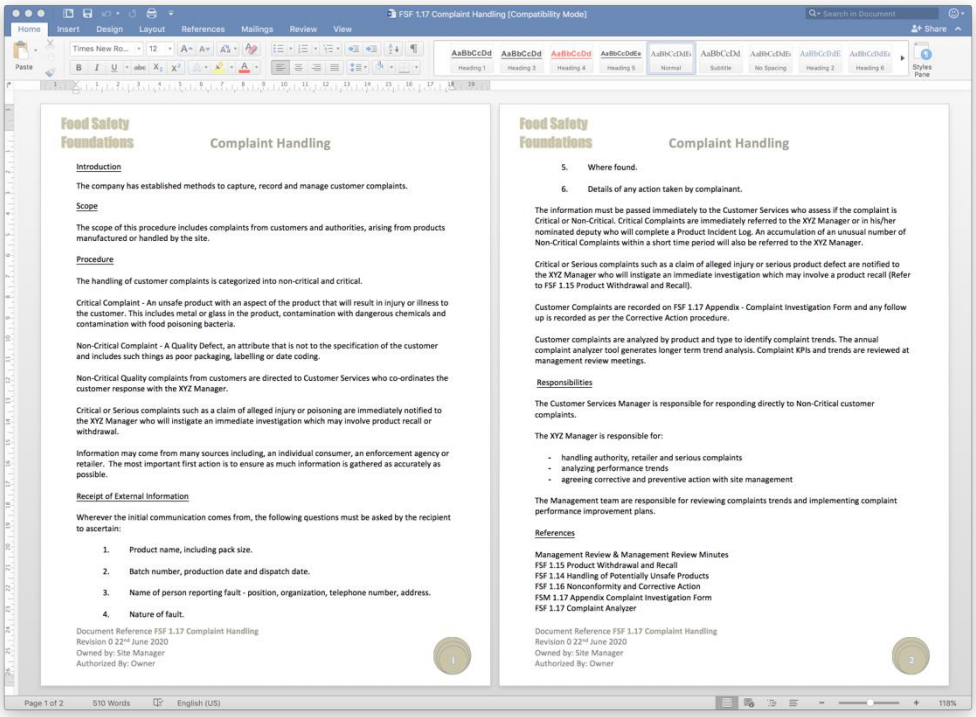
IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

FSF 1.17 Complaint Handling



Food Safety Foundations — Complaint Handling

Introduction

The company has established methods to capture, record and manage customer complaints.

Scope

The scope of this procedure includes complaints from customers and authorities, arising from products manufactured or handled by the site.

Procedure

The handling of customer complaints is categorized into non-critical and critical.

Critical Complaint - An unsafe product with an aspect of the product that will result in injury or illness to the customer. This includes metal or glass in the product, contamination with dangerous chemicals and contamination with food poisoning bacteria.

Non-Critical Complaint - A Quality Defect, an attribute that is not to the specification of the customer and includes such things as poor packaging, labelling or date coding.

Non-Critical Quality complaints from customers are directed to Customer Services who co-ordinates the customer response with the XYZ Manager.

Critical or Serious complaints such as a claim of alleged injury or poisoning are immediately notified to the XYZ Manager who will instigate an immediate investigation which may involve product recall or withdrawal.

Information may come from many sources including, an individual consumer, an enforcement agency or retailer. The most important first action is to ensure as much information is gathered as accurately as possible.

Receipt of External Information

Wherever the initial communication comes from, the following questions must be asked by the recipient to ascertain:

1. Product name, including pack size.
2. Batch number, production date and dispatch date.
3. Name of person reporting fault - position, organization, telephone number, address.
4. Nature of fault.

Document Reference FSF 1.17 Complaint Handling
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Food Safety Foundations — Complaint Handling

5. Where found.
6. Details of any action taken by complainant.

The information must be passed immediately to the Customer Services who assess if the complaint is Critical or Non-Critical. Critical Complaints are immediately referred to the XYZ Manager or in his/her nominated deputy who will complete a Product Incident Log. An accumulation of an unusual number of Non-Critical Complaints within a short time period will also be referred to the XYZ Manager.

Critical or Serious complaints such as a claim of alleged injury or serious product defect are notified to the XYZ Manager who will instigate an immediate investigation which may involve a product recall (Refer to FSF 1.15 Product Withdrawal and Recall).

Customer Complaints are recorded on FSF 1.17 Appendix - Complaint Investigation Form and any follow up is recorded as per the Corrective Action procedure.

Customer complaints are analyzed by product and type to identify complaint trends. The annual complaint analyzer tool generates longer term trend analysis. Complaint KPIs and trends are reviewed at management review meetings.

Responsibilities

The Customer Services Manager is responsible for responding directly to Non-Critical customer complaints.

The XYZ Manager is responsible for:

- handling authority, retailer and serious complaints
- analyzing performance trends
- agreeing corrective and preventive action with site management

The Management team are responsible for reviewing complaints trends and implementing complaint performance improvement plans.

References

Management Review & Management Review Minutes
FSF 1.15 Product Withdrawal and Recall
FSF 1.14 Handling of Potentially Unsafe Products
FSF 1.16 Nonconformity and Corrective Action
FSM 1.17 Appendix Complaint Investigation Form
FSF 1.17 Complaint Analyzer

Document Reference FSF 1.17 Complaint Handling
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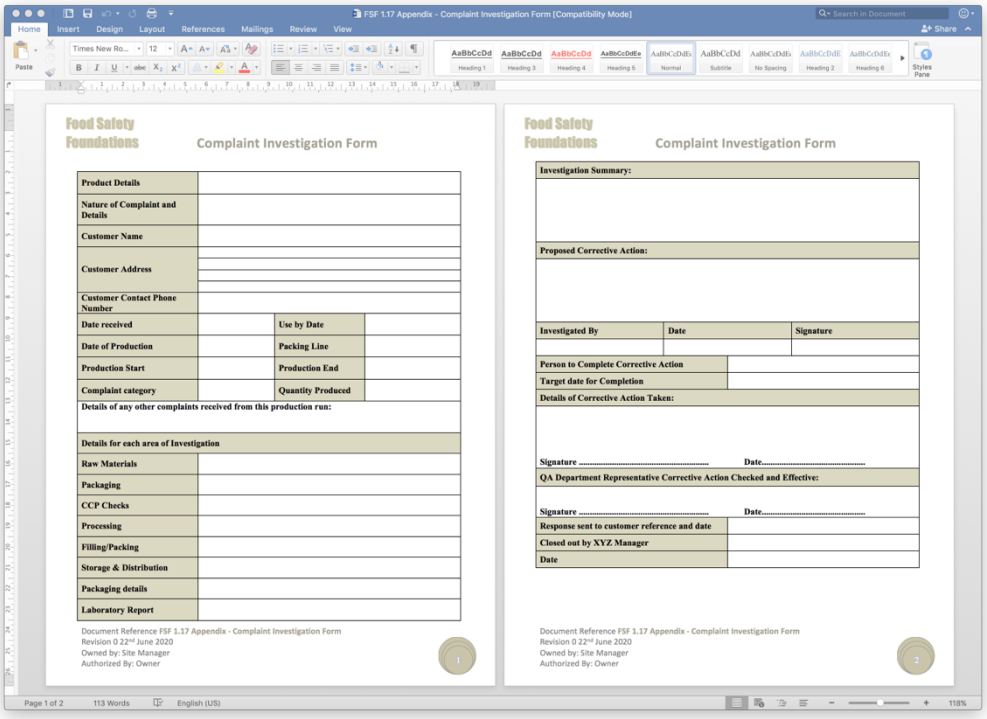
FSF 1.17 Appendix - Complaint Investigation Form



Food Safety Foundations — 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 FSF 1.17 Appendix - Complaint Investigation Form
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Food Safety Foundations — Complaint Investigation Form

Investigation Summary:		
Proposed Corrective Action:		
Investigated By	**Date**	**Signature**
Person to Complete Corrective Action		
Target date for Completion		
Details of Corrective Action Taken:		
Signature ..... **Date**.....		
QA Department Representative Corrective Action Checked and Effective:		
Signature ..... **Date**.....		
Response sent to customer reference and date		
Closed out by XYZ Manager		
Date		

Document Reference FSF 1.17 Appendix - Complaint Investigation Form
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This procedure and record are supplemented by an Annual Complaints Analyzer and Instructions

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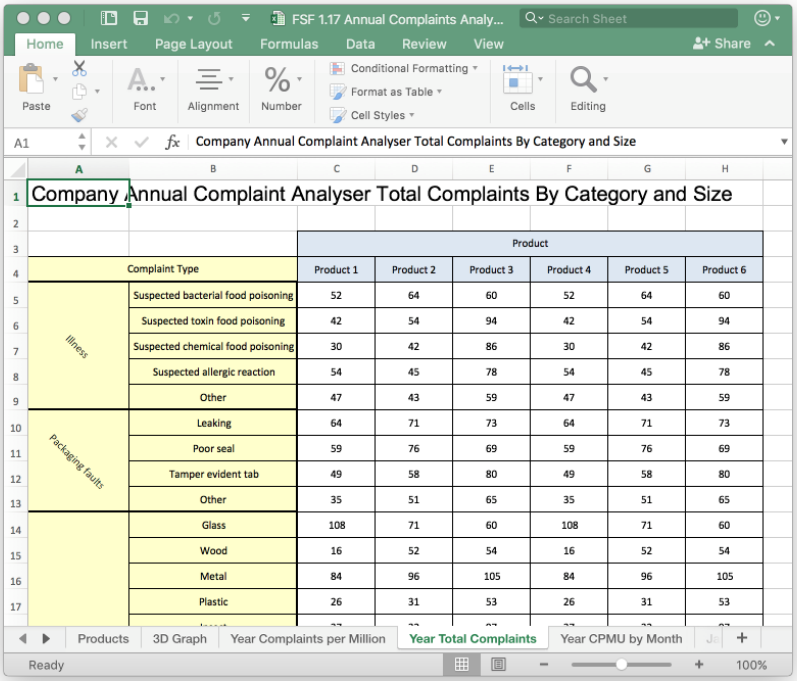
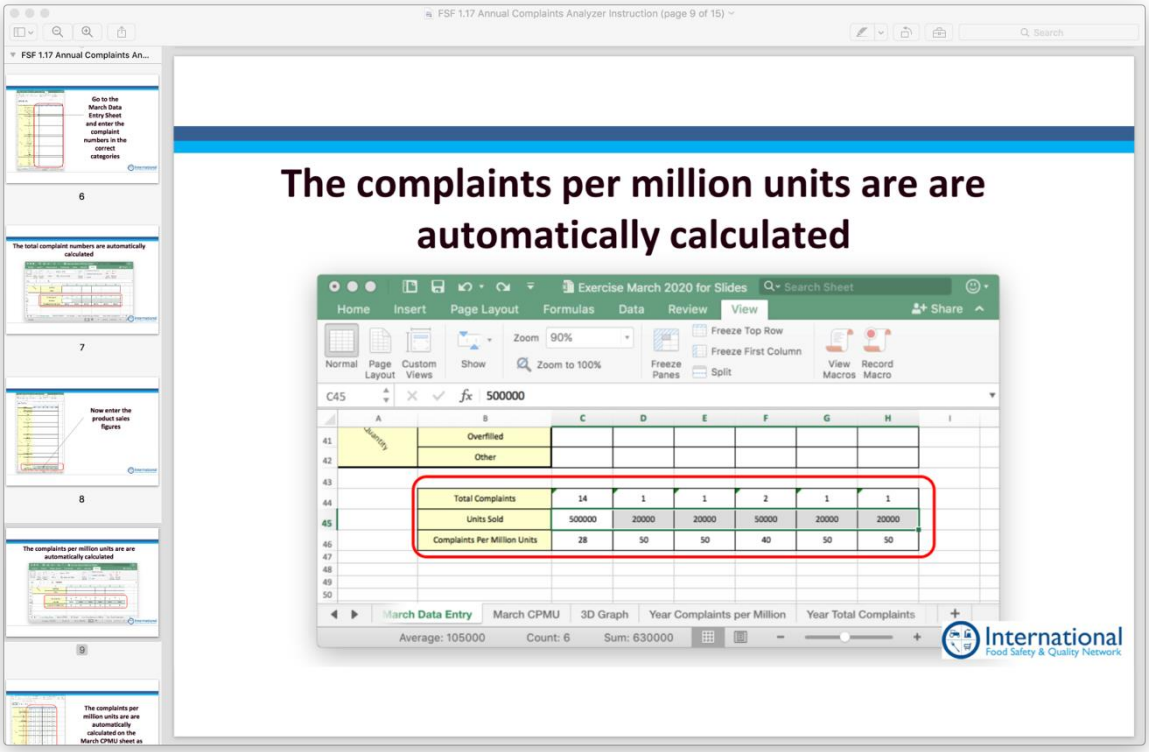
FSF 1.17 Annual Complaints Analyzer



Company Annual Complaint Analyser Total Complaints By Category and Size

	Complaint Type	Product 1	Product 2	Product 3	Product 4	Product 5	Product 6
Illness	Suspected bacterial food poisoning	52	64	60	52	64	60
	Suspected toxin food poisoning	42	54	94	42	54	94
	Suspected chemical food poisoning	30	42	86	30	42	86
	Suspected allergic reaction	54	45	78	54	45	78
	Other	47	43	59	47	43	59
Packaging faults	Leaking	64	71	73	64	71	73
	Poor seal	59	76	69	59	76	69
	Tamper evident tab	49	58	80	49	58	80
	Other	35	51	65	35	51	65
	Glass	108	71	60	108	71	60
	Wood	16	52	54	16	52	54
	Metal	84	96	105	84	96	105
	Plastic	26	31	53	26	31	53

FSF 1.17 Annual Complaints Analyzer Instruction



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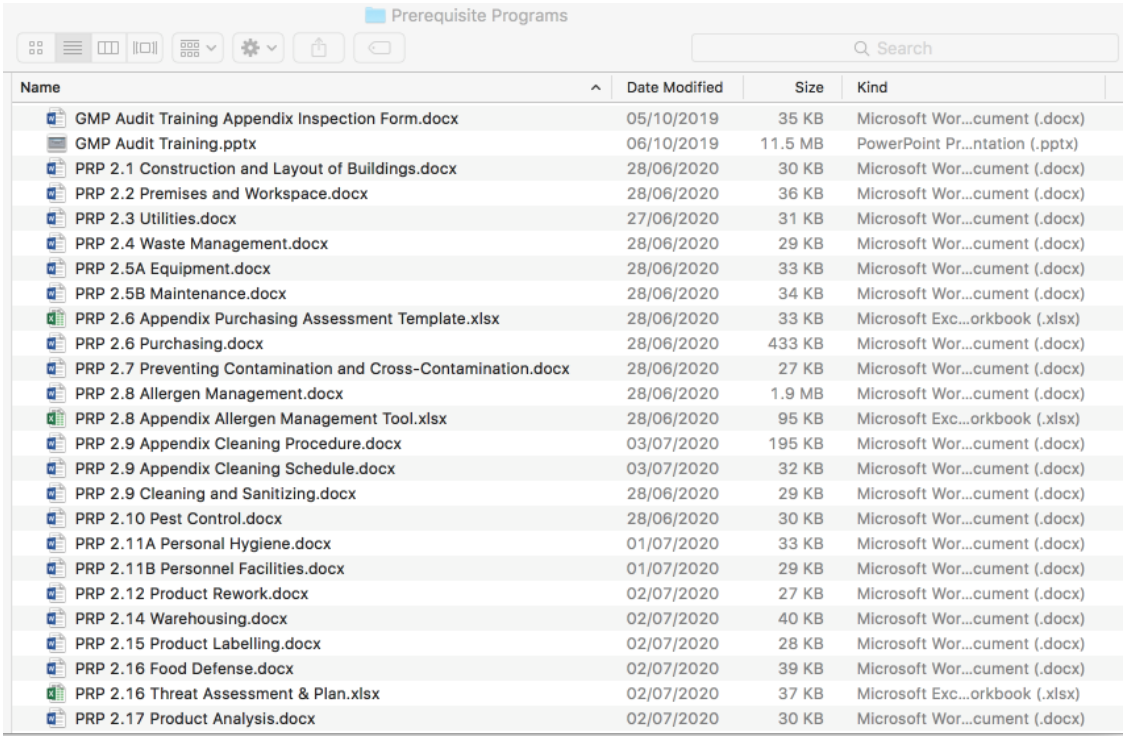
Next open the Prerequisite Programs Folder



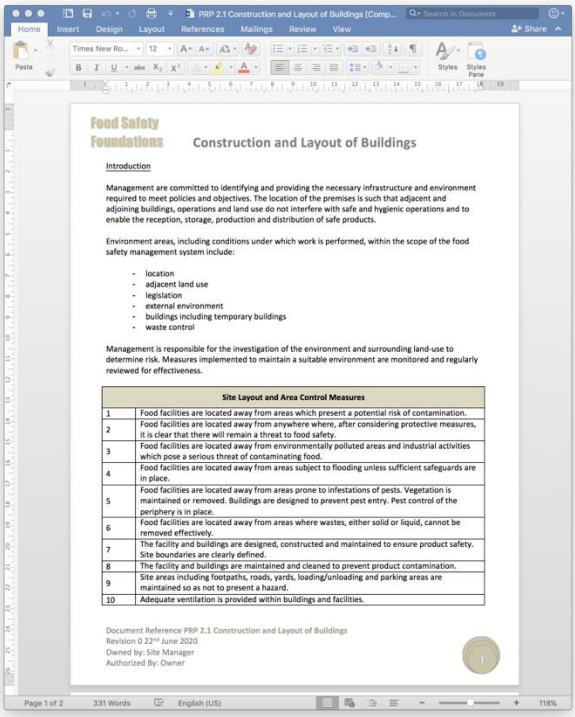
Name	Date Modified	Size	Kind
GMP Audit Training Appendix Inspection Form.docx	05/10/2019	35 KB	Microsoft Wor...cument (.docx)
GMP Audit Training.pptx	06/10/2019	11.5 MB	PowerPoint Pr...ntation (.pptx)
PRP 2.1 Construction and Layout of Buildings.docx	28/06/2020	30 KB	Microsoft Wor...cument (.docx)
PRP 2.2 Premises and Workspace.docx	28/06/2020	36 KB	Microsoft Wor...cument (.docx)
PRP 2.3 Utilities.docx	27/06/2020	31 KB	Microsoft Wor...cument (.docx)
PRP 2.4 Waste Management.docx	28/06/2020	29 KB	Microsoft Wor...cument (.docx)
PRP 2.5A Equipment.docx	28/06/2020	33 KB	Microsoft Wor...cument (.docx)
PRP 2.5B Maintenance.docx	28/06/2020	34 KB	Microsoft Wor...cument (.docx)
PRP 2.6 Appendix Purchasing Assessment Template.xlsx	28/06/2020	33 KB	Microsoft Exc...orkbook (.xlsx)
PRP 2.6 Purchasing.docx	28/06/2020	433 KB	Microsoft Wor...cument (.docx)
PRP 2.7 Preventing Contamination and Cross-Contamination.docx	28/06/2020	27 KB	Microsoft Wor...cument (.docx)
PRP 2.8 Allergen Management.docx	28/06/2020	1.9 MB	Microsoft Wor...cument (.docx)
PRP 2.8 Appendix Allergen Management Tool.xlsx	28/06/2020	95 KB	Microsoft Exc...orkbook (.xlsx)
PRP 2.9 Appendix Cleaning Procedure.docx	03/07/2020	195 KB	Microsoft Wor...cument (.docx)
PRP 2.9 Appendix Cleaning Schedule.docx	03/07/2020	32 KB	Microsoft Wor...cument (.docx)
PRP 2.9 Cleaning and Sanitizing.docx	28/06/2020	29 KB	Microsoft Wor...cument (.docx)
PRP 2.10 Pest Control.docx	28/06/2020	30 KB	Microsoft Wor...cument (.docx)
PRP 2.11A Personal Hygiene.docx	01/07/2020	33 KB	Microsoft Wor...cument (.docx)
PRP 2.11B Personnel Facilities.docx	01/07/2020	29 KB	Microsoft Wor...cument (.docx)
PRP 2.12 Product Rework.docx	02/07/2020	27 KB	Microsoft Wor...cument (.docx)
PRP 2.14 Warehousing.docx	02/07/2020	40 KB	Microsoft Wor...cument (.docx)
PRP 2.15 Product Labelling.docx	02/07/2020	28 KB	Microsoft Wor...cument (.docx)
PRP 2.16 Food Defense.docx	02/07/2020	39 KB	Microsoft Wor...cument (.docx)
PRP 2.16 Threat Assessment & Plan.xlsx	02/07/2020	37 KB	Microsoft Exc...orkbook (.xlsx)
PRP 2.17 Product Analysis.docx	02/07/2020	30 KB	Microsoft Wor...cument (.docx)

The Prerequisite Programs are pre-fixed PRP, aligned with the FSSC Development Program requirements and are as follows:

PRP 2.1 Construction and Layout of Buildings
PRP 2.2 Premises and Workspace
PRP 2.3 Utilities
PRP 2.4 Waste Management
PRP 2.5A Equipment
PRP 2.5B Maintenance
PRP 2.6 Purchasing
PRP 2.6 Appendix Purchasing Assessment Template
PRP 2.7 Preventing Contamination and Cross-Contamination
PRP 2.8 Allergen Management
PRP 2.8 Appendix Allergen Management Tool
PRP 2.9 Cleaning and Sanitizing
PRP 2.9 Appendix Cleaning Procedure
PRP 2.9 Appendix Cleaning Schedule
PRP 2.10 Pest Control
PRP 2.11A Personal Hygiene
PRP 2.11B Personnel Facilities
PRP 2.12 Product Rework
PRP 2.14 Warehousing
PRP 2.15 Product Labelling
PRP 2.16 Food Defense
PRP 2.16 Threat Assessment & Plan
PRP 2.17 Product Analysis

IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

PRP 2.1 Construction and Layout of Buildings



Food Safety Foundations

Construction and Layout of Buildings

Introduction

Management are committed to identifying and providing the necessary infrastructure and environment required to meet policies and objectives. The location of the premises is such that adjacent and adjoining buildings, operations and land use do not interfere with safe and hygienic operations and to enable the reception, storage, production and distribution of safe products.

Environment areas, including conditions under which work is performed, within the scope of the food safety management system include:

- location
- adjacent land use
- legislation
- external environment
- buildings including temporary buildings
- waste control

Management is responsible for the investigation of the environment and surrounding land-use to determine risk. Measures implemented to maintain a suitable environment are monitored and regularly reviewed for effectiveness.

Site Layout and Area Control Measures	
1	Food facilities are located away from areas which present a potential risk of contamination.
2	Food facilities are located away from anywhere where, after considering protective measures, it is clear that there will remain a threat to food safety.
3	Food facilities are located away from environmentally polluted areas and industrial activities which pose a serious threat of contaminating food.
4	Food facilities are located away from areas subject to flooding unless sufficient safeguards are in place.
5	Food facilities are located away from areas prone to infestations of pests. Vegetation is maintained or removed. Buildings are designed to prevent pest entry. Pest control of the periphery is in place.
6	Food facilities are located away from areas where wastes, either solid or liquid, cannot be removed effectively.
7	The facility and buildings are designed, constructed and maintained to ensure product safety. Site boundaries are clearly defined.
8	The facility and buildings are maintained and cleaned to prevent product contamination.
9	Site areas including footpaths, roads, yards, loading/unloading and parking areas are maintained so as not to present a hazard.
10	Adequate ventilation is provided within buildings and facilities.

Document Reference PRP 2.1 Construction and Layout of Buildings
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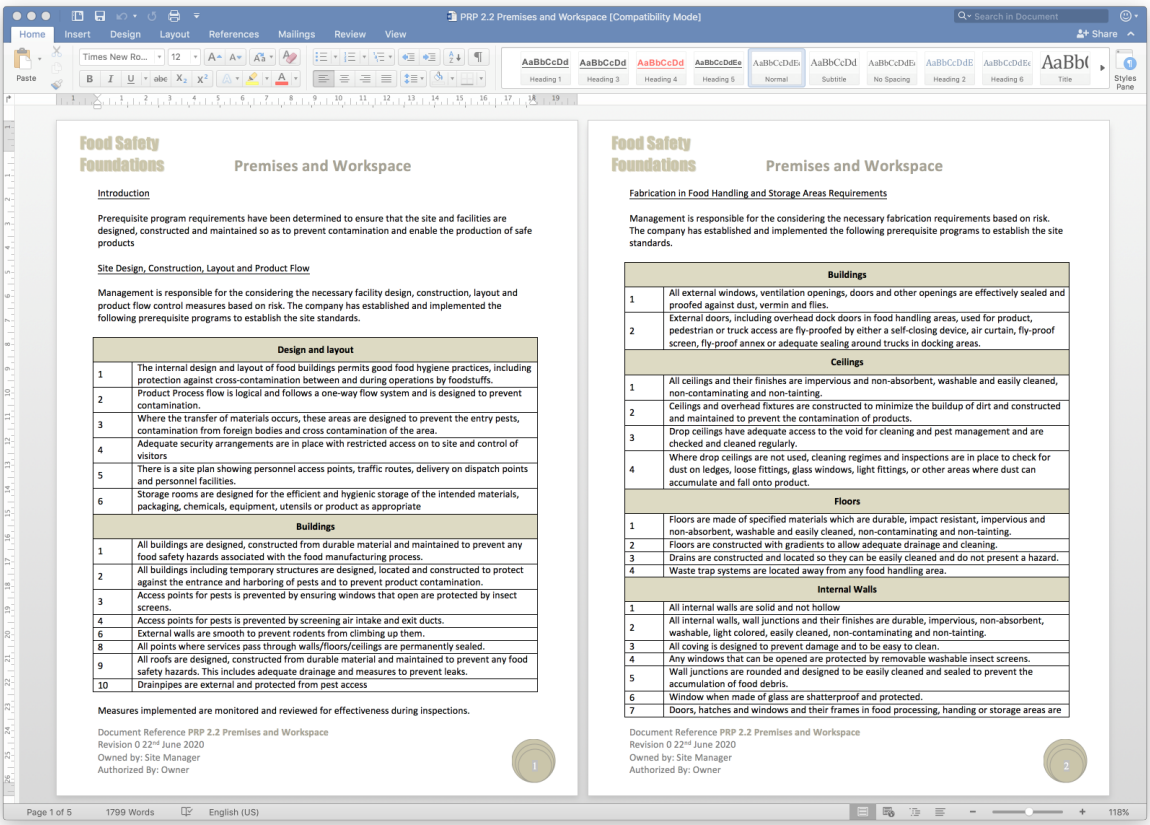
PRP 2.2 Premises and Workspace



Food Safety Foundations

Premises and Workspace

Introduction

Prerequisite program requirements have been determined to ensure that the site and facilities are designed, constructed and maintained so as to prevent contamination and enable the production of safe products

Site Design, Construction, Layout and Product Flow

Management is responsible for the considering the necessary facility design, construction, layout and product flow control measures based on risk. The company has established and implemented the following prerequisite programs to establish the site standards.

Design and layout	
1	The internal design and layout of food buildings permits good food hygiene practices, including protection against cross-contamination between and during operations by foodstuffs.
2	Product Process flow is logical and follows a one-way flow system and is designed to prevent contamination.
3	Where the transfer of materials occurs, these areas are designed to prevent the entry pests, contamination from foreign bodies and cross contamination of the area.
4	Adequate security arrangements are in place with restricted access on to site and control of visitors
5	There is a site plan showing personnel access points, traffic routes, delivery on dispatch points and personnel facilities.
6	Storage rooms are designed for the efficient and hygienic storage of the intended materials, packaging, chemicals, equipment, utensils or product as appropriate
Buildings	
1	All buildings are designed, constructed from durable material and maintained to prevent any food safety hazards associated with the food manufacturing process.
2	All buildings including temporary structures are designed, located and constructed to protect against the entrance and harboring of pests and to prevent product contamination.
3	Access points for pests is prevented by ensuring windows that open are protected by insect screens.
4	Access points for pests is prevented by screening air intake and exit ducts.
6	External walls are smooth to prevent rodents from climbing up them.
8	All points where services pass through walls/floors/ceilings are permanently sealed.
9	All roofs are designed, constructed from durable material and maintained to prevent any food safety hazards. This includes adequate drainage and measures to prevent leaks.
10	Drainpipes are external and protected from pest access

Measures implemented are monitored and reviewed for effectiveness during inspections.

Document Reference PRP 2.2 Premises and Workspace
Revision 0 22nd June 2020
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Food Safety Foundations

Premises and Workspace

Fabrication in Food Handling and Storage Areas Requirements

Management is responsible for the considering the necessary fabrication requirements based on risk. The company has established and implemented the following prerequisite programs to establish the site standards.

Buildings	
1	All external windows, ventilation openings, doors and other openings are effectively sealed and proofed against dust, vermin and flies.
2	External doors, including overhead dock doors in food handling areas, used for product, pedestrian or truck access are fly-proofed by either a self-closing device, air curtain, fly-proof screen, fly-proof annex or adequate sealing around trucks in docking areas.
Ceilings	
1	All ceilings and their finishes are impervious and non-absorbent, washable and easily cleaned, non-contaminating and non-tainting.
2	Ceilings and overhead fixtures are constructed to minimize the buildup of dirt and constructed and maintained to prevent the contamination of products.
3	Drop ceilings have adequate access to the void for cleaning and pest management and are checked and cleaned regularly.
4	Where drop ceilings are not used, cleaning regimes and inspections are in place to check for dust on ledges, loose fittings, glass windows, light fittings, or other areas where dust can accumulate and fall onto product.
Floors	
1	Floors are made of specified materials which are durable, impact resistant, impervious and non-absorbent, washable and easily cleaned, non-contaminating and non-tainting.
2	Floors are constructed with gradients to allow adequate drainage and cleaning.
3	Drains are constructed and located so they can be easily cleaned and do not present a hazard.
4	Waste trap systems are located away from any food handling area.
Internal Walls	
1	All internal walls are solid and not hollow
2	All internal walls, wall junctions and their finishes are durable, impervious, non-absorbent, washable, light colored, easily cleaned, non-contaminating and non-tainting.
3	All coving is designed to prevent damage and to be easy to clean.
4	Any windows that can be opened are protected by removable washable insect screens.
5	Wall junctions are rounded and designed to be easily cleaned and sealed to prevent the accumulation of food debris.
6	Window when made of glass are shatterproof and protected.
7	Doors, hatches and windows and their frames in food processing, handing or storage areas are

Document Reference PRP 2.2 Premises and Workspace
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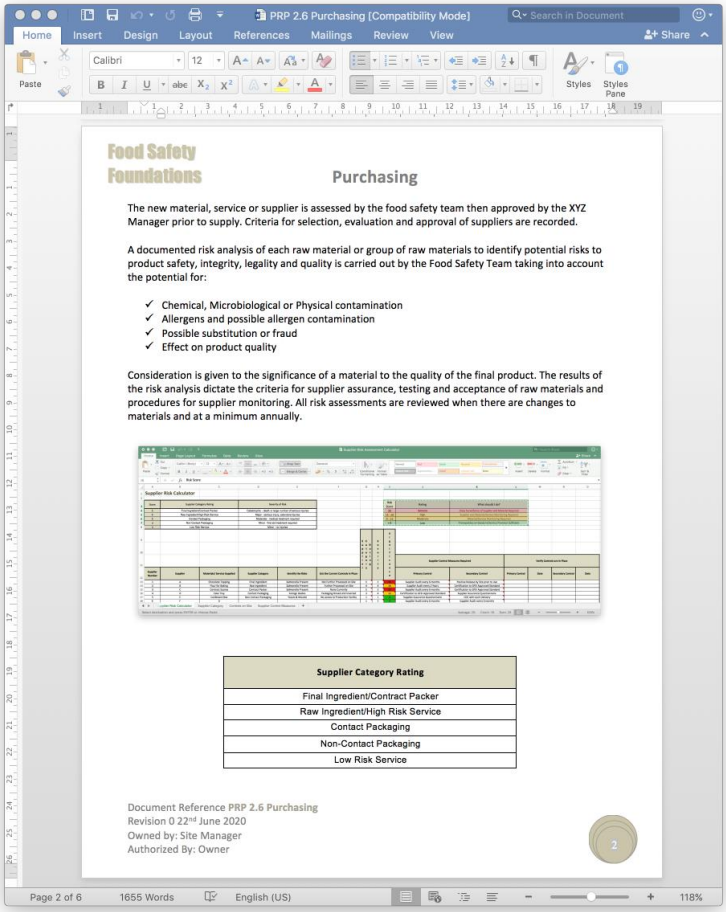
PRP 2.6 Purchasing



Food Safety Foundations

Purchasing

The new material, service or supplier is assessed by the food safety team then approved by the XYZ Manager prior to supply. Criteria for selection, evaluation and approval of suppliers are recorded.

A documented risk analysis of each raw material or group of raw materials to identify potential risks to product safety, integrity, legality and quality is carried out by the Food Safety Team taking into account the potential for:

- ✓ Chemical, Microbiological or Physical contamination
- ✓ Allergens and possible allergen contamination
- ✓ Possible substitution or fraud
- ✓ Effect on product quality

Consideration is given to the significance of a material to the quality of the final product. The results of the risk analysis dictate the criteria for supplier assurance, testing and acceptance of raw materials and procedures for supplier monitoring. All risk assessments are reviewed when there are changes to materials and at a minimum annually.

Supplier Category Rating
Final Ingredient/Contract Packer
Raw Ingredient/High Risk Service
Contact Packaging
Non-Contact Packaging
Low Risk Service

Document Reference PRP 2.6 Purchasing
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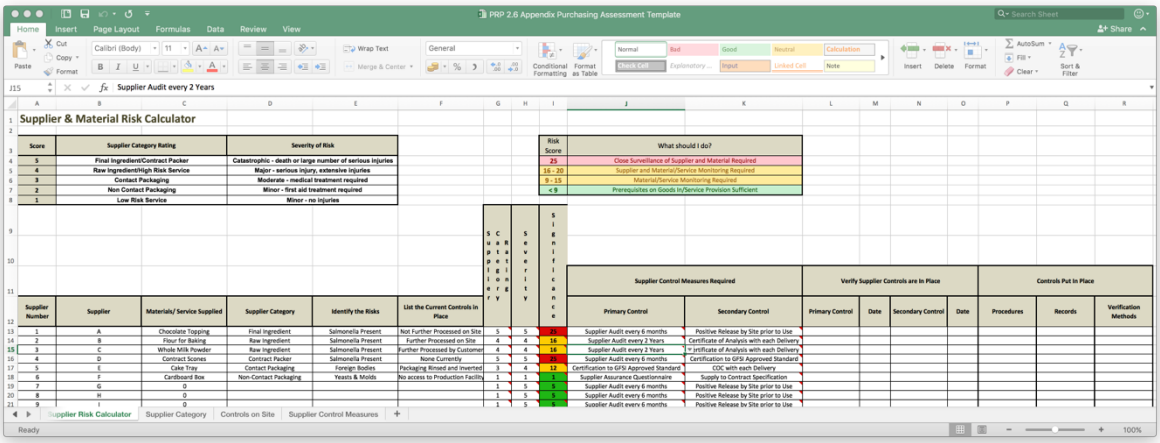
PRP 2.6 Appendix Purchasing Assessment Template

A risk assessment template is provided in Microsoft Excel format with the purchasing procedure to help with assessing suppliers and materials:



Supplier & Material Risk Calculator

Score	Supplier Category Rating	Severity of Risk
5	Final Ingredient/Contract Packer	Catastrophic - death or large number of serious injuries
4	Raw Ingredient/High Risk Service	Major - serious injury, extensive injuries
3	Contact Packaging	Moderate - medical treatment required
2	Non Contact Packaging	Minor - first aid treatment required
1	Low Risk Service	Minor - no injuries

Risk Score	What should I do?
25	Close Surveillance of Supplier and Material Required
16 - 20	Supplier and Material/Service Monitoring Required
9 - 15	Material/Service Monitoring Required
< 9	Prerequisites on Goods In/Service Provision Sufficient

Supplier Number	Supplier	Materials/ Service Supplied	Supplier Category	Identify the Risks	List the Current Controls in Place	Certainty of Conformity	Severity	Significance	Supplier Control Measures Required: Primary Control	Supplier Control Measures Required: Secondary Control	Verify Supplier Controls are In Place: Primary Control	Verify Supplier Controls are In Place: Date	Verify Supplier Controls are In Place: Secondary Control	Verify Supplier Controls are In Place: Date	Controls Put In Place: Procedures	Controls Put In Place: Records	Controls Put In Place: Verification Methods
1	A	Chocolate Topping	Final Ingredient	Salmonella Present	Not Further Processed on Site	5	5	25	Supplier Audit every 6 months	Positive Release by Site prior to Use							
2	B	Flour for Baking	Raw Ingredient	Salmonella Present	Further Processed on Site	4	4	16	Supplier Audit every 2 Years	Certificate of Analysis with each Delivery							
3	C	Whole Milk Powder	Raw Ingredient	Salmonella Present	Further Processed by Customer	4	4	16	Supplier Audit every 2 Years	Certificate of Analysis with each Delivery							
4	D	Contract Scones	Contract Packer	Salmonella Present	None Currently	5	5	25	Supplier Audit every 6 months	Certification to GFSI Approved Standard							
5	E	Cake Tray	Contact Packaging	Foreign Bodies	Packaging Rinsed and Inverted	3	4	12	Certification to GFSI Approved Standard	COC with each Delivery							
6	F	Cardboard Box	Non-Contact Packaging	Yeasts & Molds	No access to Production Facility	1	1	1	Supplier Assurance Questionnaire	Supply to Contract Specification							
7	G	0				1	5	5	Supplier Audit every 6 months	Positive Release by Site prior to Use							
8	H	0				1	5	5	Supplier Audit every 6 months	Positive Release by Site prior to Use							
9	I	0				1	5	5	Supplier Audit every 6 months	Positive Release by Site prior to Use							

Supplier Risk Calculator | Supplier Category | Controls on Site | Supplier Control Measures

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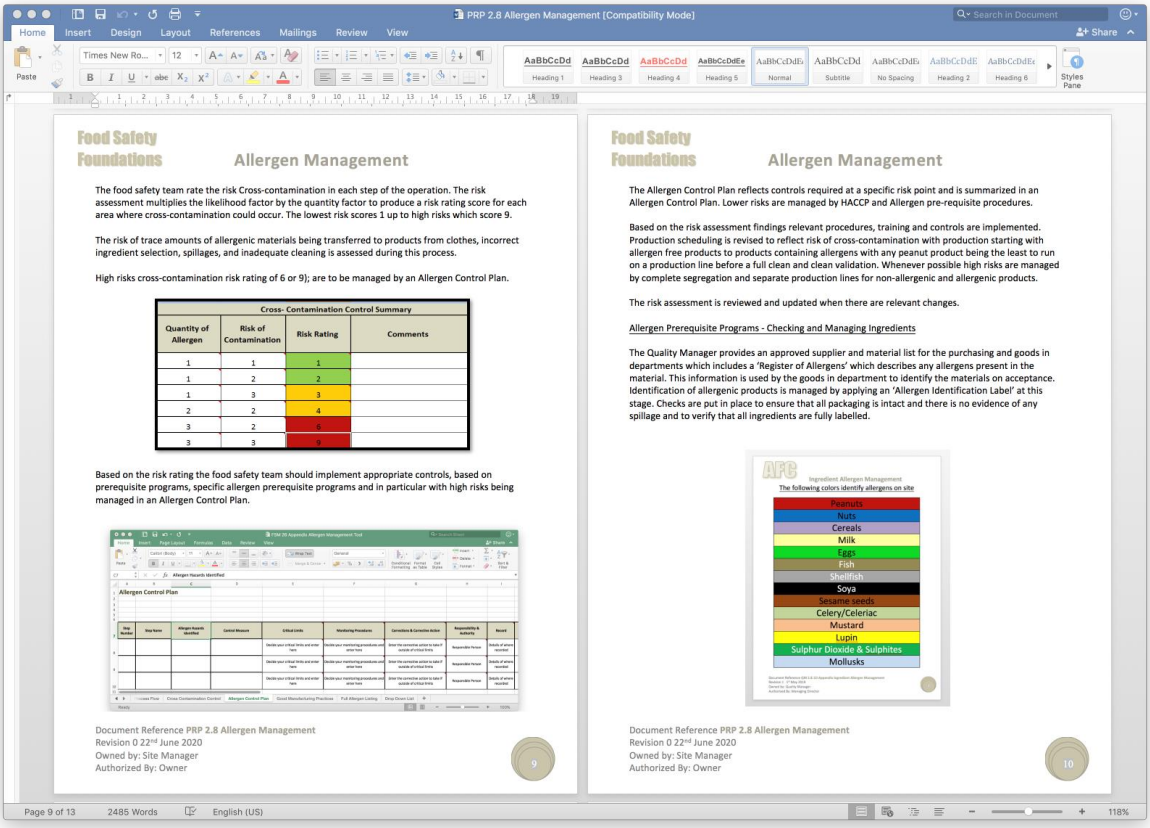

Food Safety Foundations — Allergen Management

The food safety team rate the risk Cross-contamination in each step of the operation. The risk assessment multiplies the likelihood factor by the quantity factor to produce a risk rating score for each area where cross-contamination could occur. The lowest risk scores 1 up to high risks which score 9.

The risk of trace amounts of allergenic materials being transferred to products from clothes, incorrect ingredient selection, spillages, and inadequate cleaning is assessed during this process.

High risks cross-contamination risk rating of 6 or 9); are to be managed by an Allergen Control Plan.

Cross- Contamination Control Summary			
Quantity of Allergen	Risk of Contamination	Risk Rating	Comments
1	1	1	
1	2	2	
1	3	3	
2	2	4	
3	2	6	
3	3	9	

Based on the risk rating the food safety team should implement appropriate controls, based on prerequisite programs, specific allergen prerequisite programs and in particular with high risks being managed in an Allergen Control Plan.

Document Reference PRP 2.8 Allergen Management
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Food Safety Foundations — Allergen Management

The Allergen Control Plan reflects controls required at a specific risk point and is summarized in an Allergen Control Plan. Lower risks are managed by HACCP and Allergen pre-requisite procedures.

Based on the risk assessment findings relevant procedures, training and controls are implemented. Production scheduling is revised to reflect risk of cross-contamination with production starting with allergen free products to products containing allergens with any peanut product being the least to run on a production line before a full clean and clean validation. Whenever possible high risks are managed by complete segregation and separate production lines for non-allergenic and allergenic products.

The risk assessment is reviewed and updated when there are relevant changes.

Allergen Prerequisite Programs - Checking and Managing Ingredients

The Quality Manager provides an approved supplier and material list for the purchasing and goods in departments which includes a 'Register of Allergens' which describes any allergens present in the material. This information is used by the goods in department to identify the materials on acceptance. Identification of allergenic products is managed by applying an 'Allergen Identification Label' at this stage. Checks are put in place to ensure that all packaging is intact and there is no evidence of any spillage and to verify that all ingredients are fully labelled.

Document Reference PRP 2.8 Allergen Management
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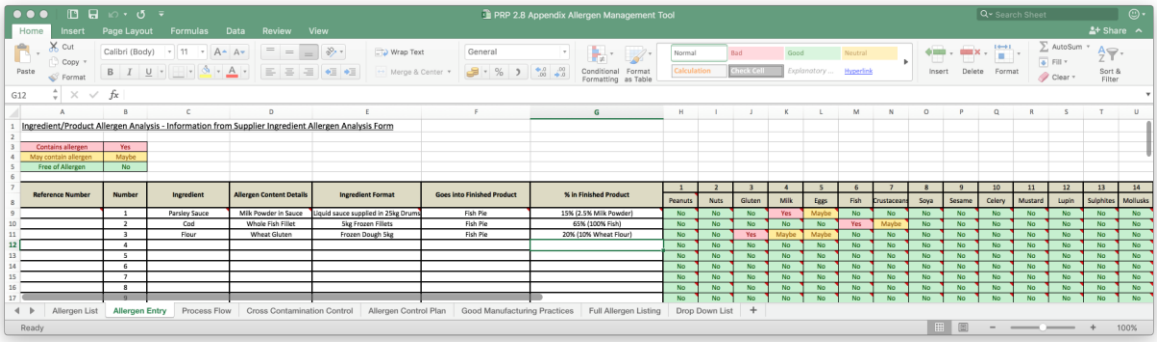
PRP 2.8 Appendix Allergen Management Tool



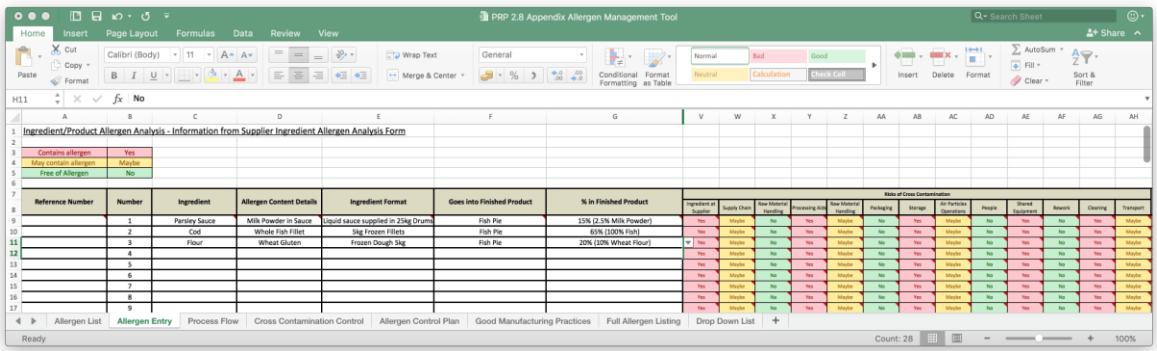
Ingredient/Product Allergen Analysis - Information from Supplier Ingredient Allergen Analysis Form

Contains allergen	Yes
May contain allergen	Maybe
Free of Allergen	No

Reference Number	Number	Ingredient	Allergen Content Details	Ingredient Format	Goes into Finished Product	% in Finished Product	1 Peanuts	2 Nuts	3 Gluten	4 Milk	5 Eggs	6 Fish	7 Crustaceans	8 Soya	9 Sesame	10 Celery	11 Mustard	12 Lupin	13 Sulphites	14 Molluscs
	1	Parsley Sauce	Milk Powder in Sauce	Liquid sauce supplied in 25kg Drums	Fish Pie	15% (2.5% Milk Powder)	No	No	No	Yes	Maybe	No	No	No	No	No	No	No	No	No
	2	Cod	Whole Fish Fillet	5kg Frozen Fillets	Fish Pie	65% (100% Fish)	No	No	No	No	No	Yes	Maybe	No	No	No	No	No	No	No
	3	Flour	Wheat Gluten	Frozen Dough 5kg	Fish Pie	20% (10% Wheat Flour)	No	No	Yes	Maybe	Maybe	No	No	No	No	No	No	No	No	No
	4						No	No	No	No	No	No	No	No	No	No	No	No	No	No
	5						No	No	No	No	No	No	No	No	No	No	No	No	No	No
	6						No	No	No	No	No	No	No	No	No	No	No	No	No	No
	7						No	No	No	No	No	No	No	No	No	No	No	No	No	No
	8						No	No	No	No	No	No	No	No	No	No	No	No	No	No
	9						No	No	No	No	No	No	No	No	No	No	No	No	No	No

Allergen List | Allergen Entry | Process Flow | Cross Contamination Control | Allergen Control Plan | Good Manufacturing Practices | Full Allergen Listing | Drop Down List

Ready 100%



Ingredient/Product Allergen Analysis - Information from Supplier Ingredient Allergen Analysis Form

Contains allergen	Yes
May contain allergen	Maybe
Free of Allergen	No

Reference Number	Number	Ingredient	Allergen Content Details	Ingredient Format	Goes into Finished Product	% in Finished Product	Risks of Cross Contamination													
	1	Parsley Sauce	Milk Powder in Sauce	Liquid sauce supplied in 25kg Drums	Fish Pie	15% (2.5% Milk Powder)	Yes	Maybe	No	Yes	Maybe	No	No	Yes	Maybe	No	Yes	No	Yes	Maybe
	2	Cod	Whole Fish Fillet	5kg Frozen Fillets	Fish Pie	65% (100% Fish)	Yes	Maybe	No	Yes	Maybe	No	No	Yes	Maybe	No	Yes	No	Yes	Maybe
	3	Flour	Wheat Gluten	Frozen Dough 5kg	Fish Pie	20% (10% Wheat Flour)	Yes	Maybe	No	Yes	Maybe	No	No	Yes	Maybe	No	Yes	No	Yes	Maybe
	4						Yes	Maybe	No	Yes	Maybe	No	No	Yes	Maybe	No	Yes	No	Yes	Maybe
	5						Yes	Maybe	No	Yes	Maybe	No	No	Yes	Maybe	No	Yes	No	Yes	Maybe
	6						Yes	Maybe	No	Yes	Maybe	No	No	Yes	Maybe	No	Yes	No	Yes	Maybe
	7						Yes	Maybe	No	Yes	Maybe	No	No	Yes	Maybe	No	Yes	No	Yes	Maybe
	8						Yes	Maybe	No	Yes	Maybe	No	No	Yes	Maybe	No	Yes	No	Yes	Maybe
	9						Yes	Maybe	No	Yes	Maybe	No	No	Yes	Maybe	No	Yes	No	Yes	Maybe

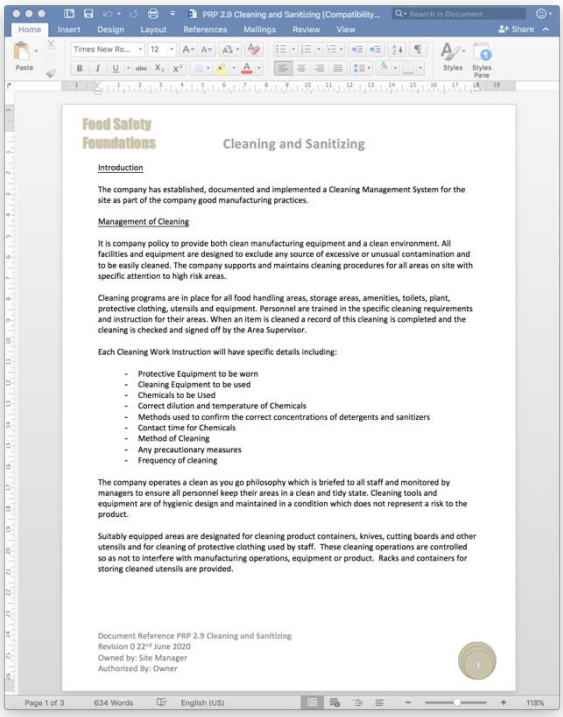
Allergen List | Allergen Entry | Process Flow | Cross Contamination Control | Allergen Control Plan | Good Manufacturing Practices | Full Allergen Listing | Drop Down List

Ready Count: 28 100%

International Food Safety & Quality Network

IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

PRP 2.9 Cleaning and Sanitizing



Food Safety Foundations

Cleaning and Sanitizing

Introduction

The company has established, documented and implemented a Cleaning Management System for the site as part of the company good manufacturing practices.

Management of Cleaning

It is company policy to provide both clean manufacturing equipment and a clean environment. All facilities and equipment are designed to exclude any source of excessive or unusual contamination and to be easily cleaned. The company supports and maintains cleaning procedures for all areas on site with specific attention to high risk areas.

Cleaning programs are in place for all food handling areas, storage areas, amenities, toilets, plant, protective clothing, utensils and equipment. Personnel are trained in the specific cleaning requirements and instruction for their areas. When an item is cleaned a record of this cleaning is completed and the cleaning is checked and signed off by the Area Supervisor.

Each Cleaning Work Instruction will have specific details including:

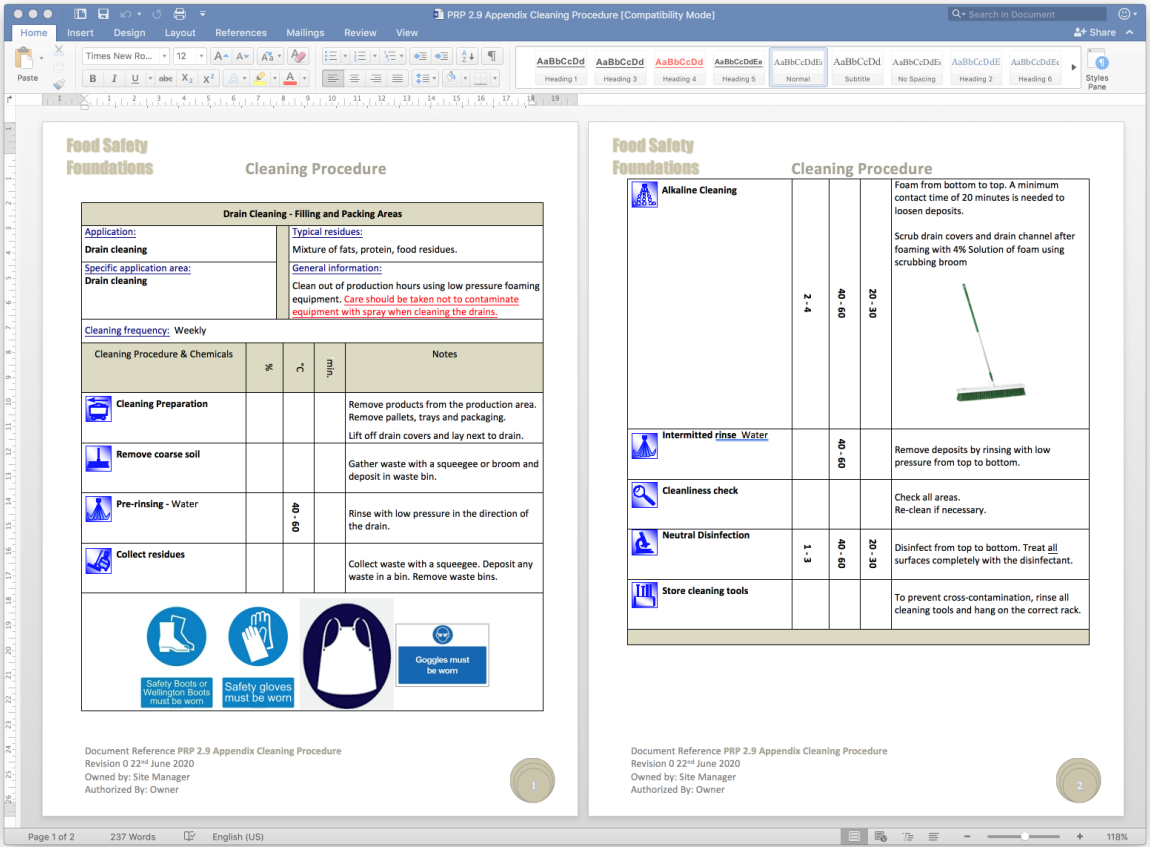
- Protective Equipment to be worn
- Cleaning Equipment to be used
- Chemicals to be Used
- Correct dilution and temperature of Chemicals
- Methods used to confirm the correct concentrations of detergents and sanitizers
- Contact time for Chemicals
- Method of Cleaning
- Any precautionary measures
- Frequency of cleaning

The company operates a clean as you go philosophy which is briefed to all staff and monitored by managers to ensure all personnel keep their areas in a clean and tidy state. Cleaning tools and equipment are of hygienic design and maintained in a condition which does not represent a risk to the product.

Suitably equipped areas are designated for cleaning product containers, knives, cutting boards and other utensils and for cleaning of protective clothing used by staff. These cleaning operations are controlled so as not to interfere with manufacturing operations, equipment or product. Racks and containers for storing cleaned utensils are provided.

Document Reference PRP 2.9 Cleaning and Sanitizing
Revision 0 22nd June 2020
Owned by: Site Manager
Authorized By: Owner

PRP 2.9 Appendix Cleaning Procedure



Food Safety Foundations

Cleaning Procedure

Drain Cleaning - Filling and Packing Areas	
Application: **Drain cleaning**	Typical residues: Mixture of fats, protein, food residues.
Specific application area: **Drain cleaning**	General information: Clean out of production hours using low pressure foaming equipment. Care should be taken not to contaminate equipment with spray when cleaning the drains.
Cleaning frequency: Weekly	

Cleaning Procedure & Chemicals	%	°C	min.	Notes
Cleaning Preparation				Remove products from the production area. Remove pallets, trays and packaging. Lift off drain covers and lay next to drain.
Remove coarse soil				Gather waste with a squeegee or broom and deposit in waste bin.
Pre-rinsing - Water		40 - 60		Rinse with low pressure in the direction of the drain.
Collect residues				Collect waste with a squeegee. Deposit any waste in a bin. Remove waste bins.

Document Reference PRP 2.9 Appendix Cleaning Procedure
Revision 0 22nd June 2020
Owned by: Site Manager
Authorized By: Owner

Food Safety Foundations

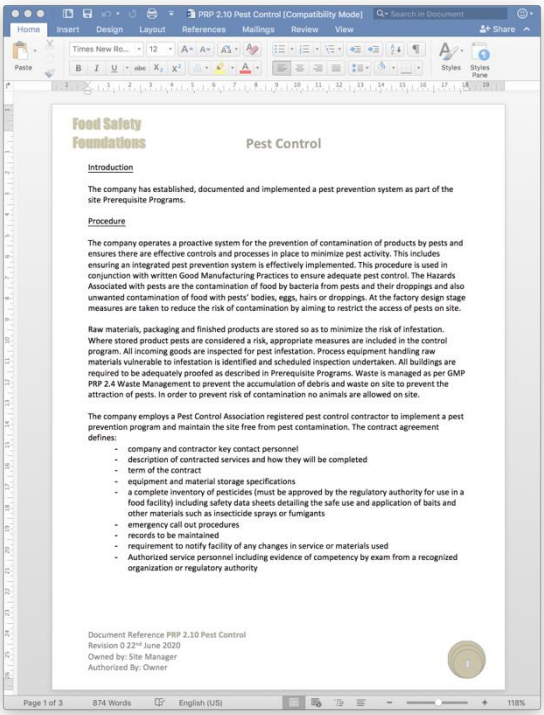
Cleaning Procedure

Alkaline Cleaning	2 - 4	40 - 60	20 - 30	Foam from bottom to top. A minimum contact time of 20 minutes is needed to loosen deposits. Scrub drain covers and drain channel after foaming with 4% Solution of foam using scrubbing broom
Intermitted rinse Water		40 - 60		Remove deposits by rinsing with low pressure from top to bottom.
Cleanliness check				Check all areas. Re-clean if necessary.
Neutral Disinfection	1 - 3	40 - 60	20 - 30	Disinfect from top to bottom. Treat all surfaces completely with the disinfectant.
Store cleaning tools				To prevent cross-contamination, rinse all cleaning tools and hang on the correct rack.

Document Reference PRP 2.9 Appendix Cleaning Procedure
Revision 0 22nd June 2020
Owned by: Site Manager
Authorized By: Owner

IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

PRP 2.10 Pest Control



Food Safety Foundations

Pest Control

Introduction

The company has established, documented and implemented a pest prevention system as part of the site Prerequisite Programs.

Procedure

The company operates a proactive system for the prevention of contamination of products by pests and ensures there are effective controls and processes in place to minimize pest activity. This includes ensuring an integrated pest prevention system is effectively implemented. This procedure is used in conjunction with written Good Manufacturing Practices to ensure adequate pest control. The Hazards Associated with pests are the contamination of food by bacteria from pests and their droppings and also unwanted contamination of food with pests' bodies, eggs, hairs or droppings. At the factory design stage measures are taken to reduce the risk of contamination by aiming to restrict the access of pests on site.

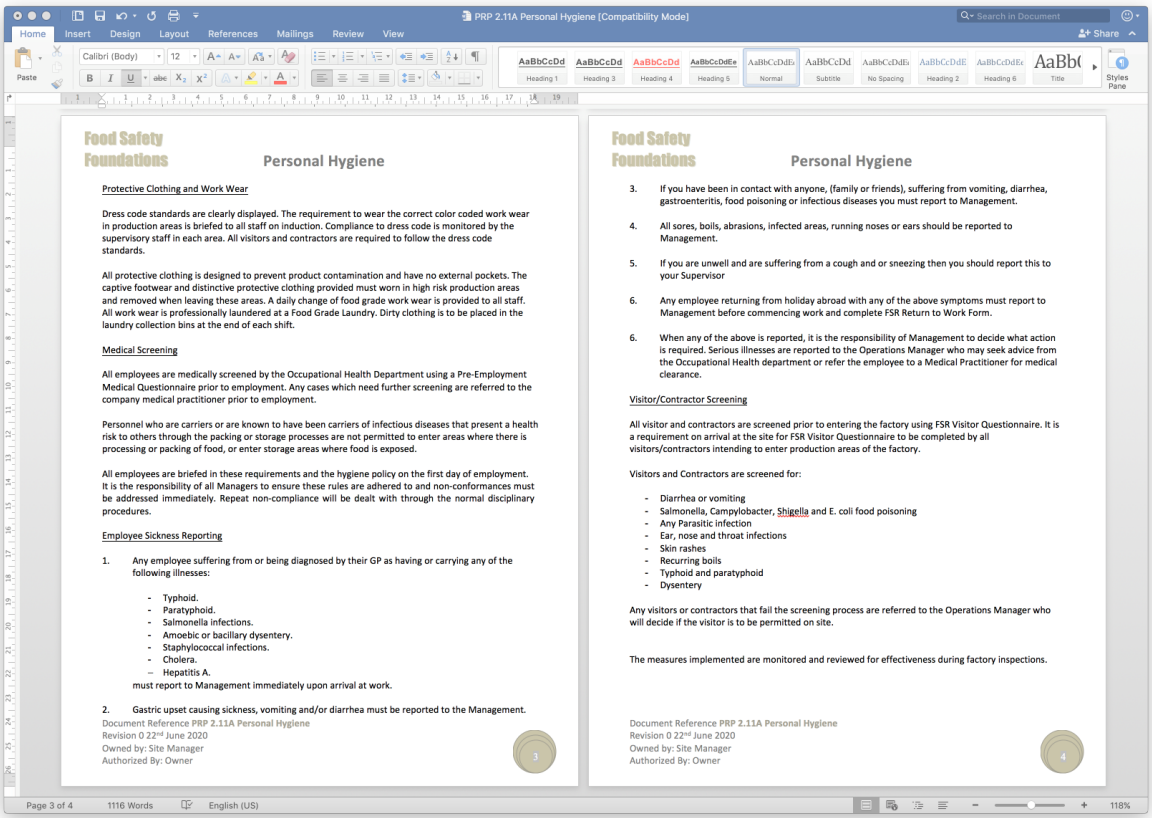
Raw materials, packaging and finished products are stored so as to minimize the risk of infestation. Where stored product pests are considered a risk, appropriate measures are included in the control program. All incoming goods are inspected for pest infestation. Process equipment handling raw materials vulnerable to infestation is identified and scheduled inspection undertaken. All buildings are required to be adequately proofed as described in Prerequisite Programs. Waste is managed as per GMP PRP 2.4 Waste Management to prevent the accumulation of debris and waste on site to prevent the attraction of pests. In order to prevent risk of contamination no animals are allowed on site.

The company employs a Pest Control Association registered pest control contractor to implement a pest prevention program and maintain the site free from pest contamination. The contract agreement defines:

- company and contractor key contact personnel
- description of contracted services and how they will be completed
- term of the contract
- equipment and material storage specifications
- a complete inventory of pesticides (must be approved by the regulatory authority for use in a food facility) including safety data sheets detailing the safe use and application of baits and other materials such as insecticide sprays or fumigants
- emergency call out procedures
- records to be maintained
- requirement to notify facility of any changes in service or materials used
- Authorized service personnel including evidence of competency by exam from a recognized organization or regulatory authority

Document Reference PRP 2.10 Pest Control
Revision 0 22nd June 2020
Owned by: Site Manager
Authorized By: Owner

PRP 2.11A Personal Hygiene



Food Safety Foundations

Personal Hygiene

Protective Clothing and Work Wear

Dress code standards are clearly displayed. The requirement to wear the correct color coded work wear in production areas is briefed to all staff on induction. Compliance to dress code is monitored by the supervisory staff in each area. All visitors and contractors are required to follow the dress code standards.

All protective clothing is designed to prevent product contamination and have no external pockets. The captive footwear and distinctive protective clothing provided must worn in high risk production areas and removed when leaving these areas. A daily change of food grade work wear is provided to all staff. All work wear is professionally laundered at a Food Grade Laundry. Dirty clothing is to be placed in the laundry collection bins at the end of each shift.

Medical Screening

All employees are medically screened by the Occupational Health Department using a Pre-Employment Medical Questionnaire prior to employment. Any cases which need further screening are referred to the company medical practitioner prior to employment.

Personnel who are carriers or are known to have been carriers of infectious diseases that present a health risk to others through the packing or storage processes are not permitted to enter areas where there is processing or packing of food, or enter storage areas where food is exposed.

All employees are briefed in these requirements and the hygiene policy on the first day of employment. It is the responsibility of all Managers to ensure these rules are adhered to and non-conformances must be addressed immediately. Repeat non-compliance will be dealt with through the normal disciplinary procedures.

Employee Sickness Reporting

1. Any employee suffering from or being diagnosed by their GP as having or carrying any of the following illnesses:

   - Typhoid.
   - Paratyphoid.
   - Salmonella infections.
   - Amoebic or bacillary dysentery.
   - Staphylococcal infections.
   - Cholera.
   - Hepatitis A.

   must report to Management immediately upon arrival at work.

2. Gastric upset causing sickness, vomiting and/or diarrhea must be reported to the Management.

Document Reference PRP 2.11A Personal Hygiene
Revision 0 22nd June 2020
Owned by: Site Manager
Authorized By: Owner

Food Safety Foundations

Personal Hygiene

3. If you have been in contact with anyone, (family or friends), suffering from vomiting, diarrhea, gastroenteritis, food poisoning or infectious diseases you must report to Management.

4. All sores, boils, abrasions, infected areas, running noses or ears should be reported to Management.

5. If you are unwell and are suffering from a cough and or sneezing then you should report this to your Supervisor

6. Any employee returning from holiday abroad with any of the above symptoms must report to Management before commencing work and complete FSR Return to Work Form.

6. When any of the above is reported, it is the responsibility of Management to decide what action is required. Serious illnesses are reported to the Operations Manager who may seek advice from the Occupational Health department or refer the employee to a Medical Practitioner for medical clearance.

Visitor/Contractor Screening

All visitor and contractors are screened prior to entering the factory using FSR Visitor Questionnaire. It is a requirement on arrival at the site for FSR Visitor Questionnaire to be completed by all visitors/contractors intending to enter production areas of the factory.

Visitors and Contractors are screened for:

- Diarrhea or vomiting
- Salmonella, Campylobacter, Shigella and E. coli food poisoning
- Any Parasitic infection
- Ear, nose and throat infections
- Skin rashes
- Recurring boils
- Typhoid and paratyphoid
- Dysentery

Any visitors or contractors that fail the screening process are referred to the Operations Manager who will decide if the visitor is to be permitted on site.

The measures implemented are monitored and reviewed for effectiveness during factory inspections.

Document Reference PRP 2.11A Personal Hygiene
Revision 0 22nd June 2020
Owned by: Site Manager
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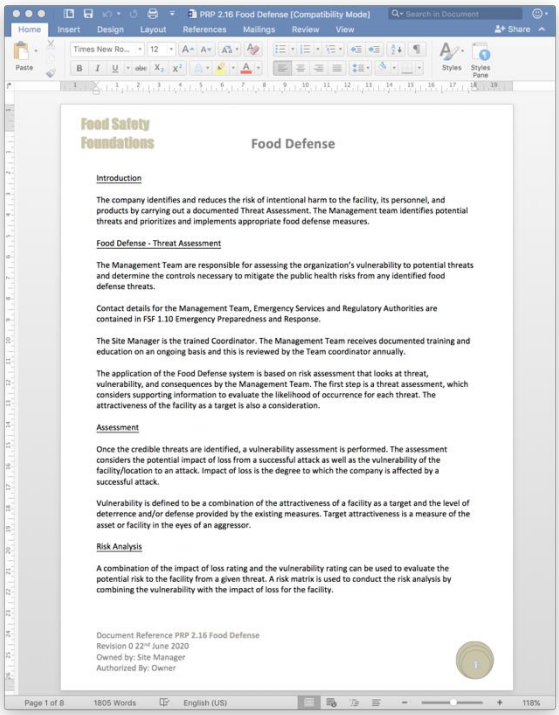
IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

PRP 2.16 Food Defense



Food Safety Foundations

Food Defense

Introduction

The company identifies and reduces the risk of intentional harm to the facility, its personnel, and products by carrying out a documented Threat Assessment. The Management team identifies potential threats and prioritizes and implements appropriate food defense measures.

Food Defense - Threat Assessment

The Management Team are responsible for assessing the organization's vulnerability to potential threats and determine the controls necessary to mitigate the public health risks from any identified food defense threats.

Contact details for the Management Team, Emergency Services and Regulatory Authorities are contained in FSF 1.10 Emergency Preparedness and Response.

The Site Manager is the trained Coordinator. The Management Team receives documented training and education on an ongoing basis and this is reviewed by the Team coordinator annually.

The application of the Food Defense system is based on risk assessment that looks at threat, vulnerability, and consequences by the Management Team. The first step is a threat assessment, which considers supporting information to evaluate the likelihood of occurrence for each threat. The attractiveness of the facility as a target is also a consideration.

Assessment

Once the credible threats are identified, a vulnerability assessment is performed. The assessment considers the potential impact of loss from a successful attack as well as the vulnerability of the facility/location to an attack. Impact of loss is the degree to which the company is affected by a successful attack.

Vulnerability is defined to be a combination of the attractiveness of a facility as a target and the level of deterrence and/or defense provided by the existing measures. Target attractiveness is a measure of the asset or facility in the eyes of an aggressor.

Risk Analysis

A combination of the impact of loss rating and the vulnerability rating can be used to evaluate the potential risk to the facility from a given threat. A risk matrix is used to conduct the risk analysis by combining the vulnerability with the impact of loss for the facility.

Document Reference PRP 2.16 Food Defense
Revision 0 22nd June 2020
Owned by: Site Manager
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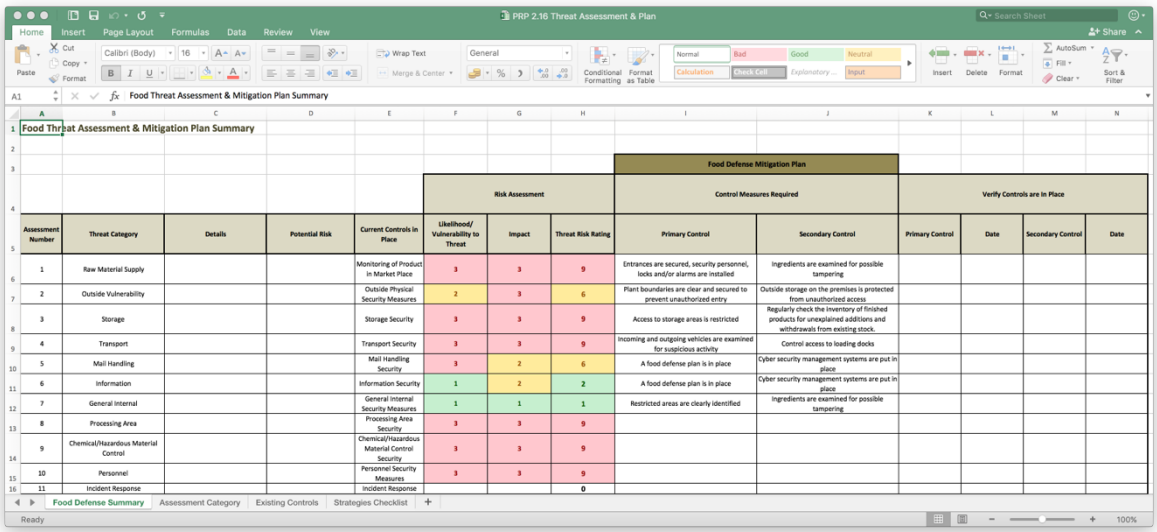
PRP 2.16 Threat Assessment & Plan

A risk assessment template is provided in Microsoft Excel format with the procedure to help with carrying out a Threat Assessment & formulating a Food Defense Plan



Food Threat Assessment & Mitigation Plan Summary

					Risk Assessment			Food Defense Mitigation Plan: Control Measures Required		Verify Controls are In Place			
Assessment Number	Threat Category	Details	Potential Risk	Current Controls in Place	Likelihood/ Vulnerability to Threat	Impact	Threat Risk Rating	Primary Control	Secondary Control	Primary Control	Date	Secondary Control	Date
1	Raw Material Supply			Monitoring of Product in Market Place	3	3	9	Entrances are secured, security personnel, locks and/or alarms are installed	Ingredients are examined for possible tampering				
2	Outside Vulnerability			Outside Physical Security Measures	2	3	6	Plant boundaries are clear and secured to prevent unauthorized entry	Outside storage on the premises is protected from unauthorized access				
3	Storage			Storage Security	3	3	9	Access to storage areas is restricted	Regularly check the inventory of finished products for unexplained additions and withdrawals from existing stock.				
4	Transport			Transport Security	3	3	9	Incoming and outgoing vehicles are examined for suspicious activity	Control access to loading docks				
5	Mail Handling			Mail Handling Security	3	2	6	A food defense plan is in place	Cyber security management systems are put in place				
6	Information			Information Security	1	2	2	A food defense plan is in place	Cyber security management systems are put in place				
7	General Internal			General Internal Security Measures	1	1	1	Restricted areas are clearly identified	Ingredients are examined for possible tampering				
8	Processing Area			Processing Area Security	3	3	9						
9	Chemical/Hazardous Material Control			Chemical/Hazardous Material Control Security	3	3	9						
10	Personnel			Personnel Security Measures	3	3	9						
11	Incident Response			Incident Response			0						

Food Defense Summary | Assessment Category | Existing Controls | Strategies Checklist

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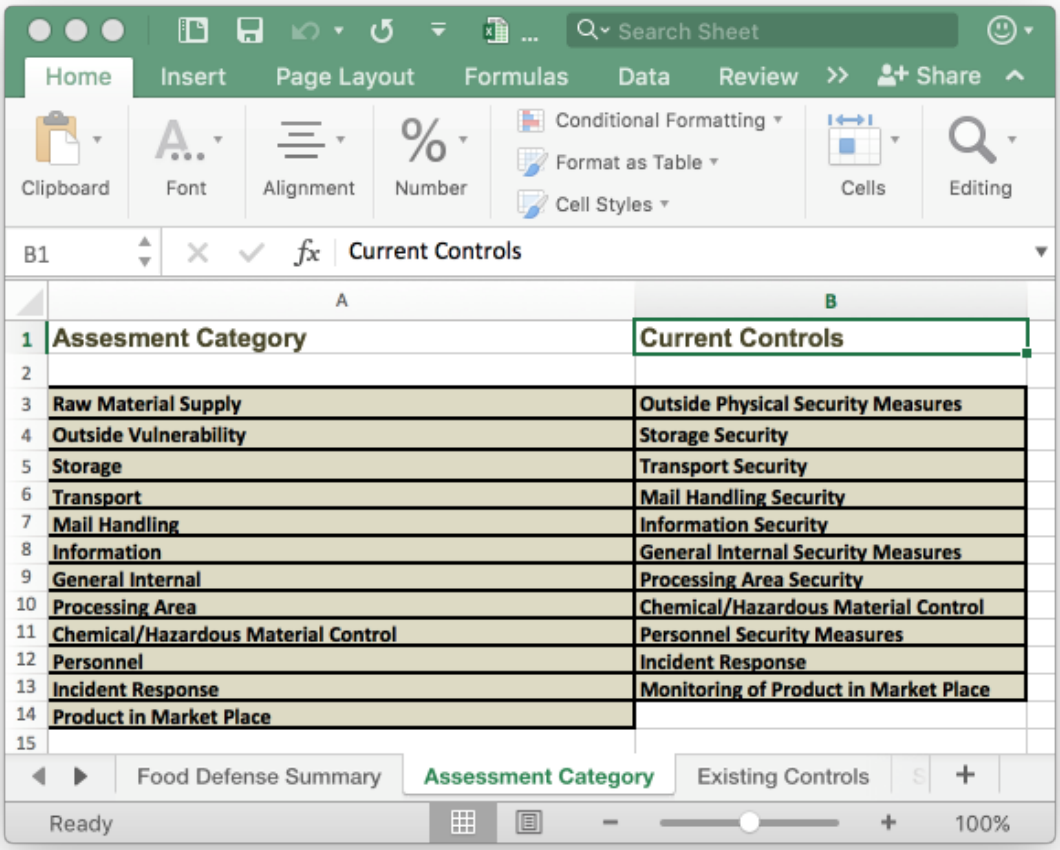
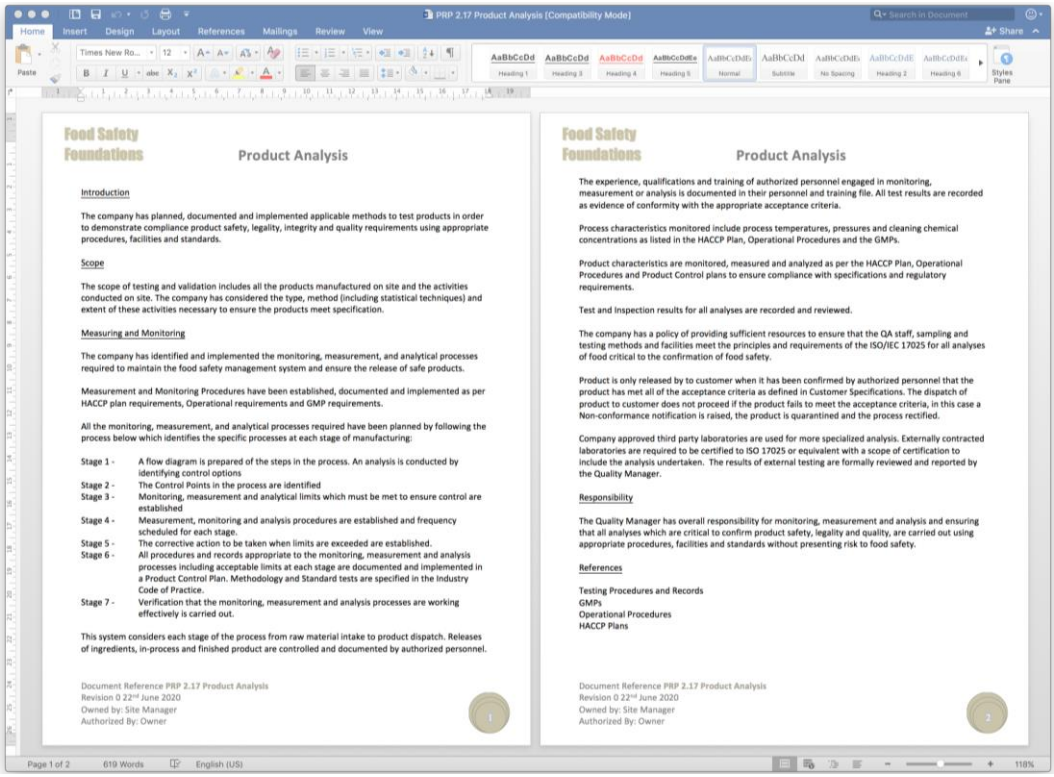


	A	B
1	Assesment Category	Current Controls
2		
3	Raw Material Supply	Outside Physical Security Measures
4	Outside Vulnerability	Storage Security
5	Storage	Transport Security
6	Transport	Mail Handling Security
7	Mail Handling	Information Security
8	Information	General Internal Security Measures
9	General Internal	Processing Area Security
10	Processing Area	Chemical/Hazardous Material Control
11	Chemical/Hazardous Material Control	Personnel Security Measures
12	Personnel	Incident Response
13	Incident Response	Monitoring of Product in Market Place
14	Product in Market Place	
15		

PRP 2.17 Product Analysis



Food Safety Foundations

Product Analysis

Introduction

The company has planned, documented and implemented applicable methods to test products in order to demonstrate compliance product safety, legality, integrity and quality requirements using appropriate procedures, facilities and standards.

Scope

The scope of testing and validation includes all the products manufactured on site and the activities conducted on site. The company has considered the type, method (including statistical techniques) and extent of these activities necessary to ensure the products meet specification.

Measuring and Monitoring

The company has identified and implemented the monitoring, measurement, and analytical processes required to maintain the food safety management system and ensure the release of safe products.

Measurement and Monitoring Procedures have been established, documented and implemented as per HACCP plan requirements, Operational requirements and GMP requirements.

All the monitoring, measurement, and analytical processes required have been planned by following the process below which identifies the specific processes at each stage of manufacturing:

Stage 1 - A flow diagram is prepared of the steps in the process. An analysis is conducted by identifying control options
Stage 2 - The Control Points in the process are identified
Stage 3 - Monitoring, measurement and analytical limits which must be met to ensure control are established
Stage 4 - Measurement, monitoring and analysis procedures are established and frequency scheduled for each stage.
Stage 5 - The corrective action to be taken when limits are exceeded are established.
Stage 6 - All procedures and records appropriate to the monitoring, measurement and analysis processes including acceptable limits at each stage are documented and implemented in a Product Control Plan. Methodology and Standard tests are specified in the Industry Code of Practice.
Stage 7 - Verification that the monitoring, measurement and analysis processes are working effectively is carried out.

This system considers each stage of the process from raw material intake to product dispatch. Releases of ingredients, in-process and finished product are controlled and documented by authorized personnel.

Document Reference PRP 2.17 Product Analysis
Revision 0 22nd June 2020
Owned by: Site Manager
Authorized By: Owner

Food Safety Foundations

Product Analysis

The experience, qualifications and training of authorized personnel engaged in monitoring, measurement or analysis is documented in their personnel and training file. All test results are recorded as evidence of conformity with the appropriate acceptance criteria.

Process characteristics monitored include process temperatures, pressures and cleaning chemical concentrations as listed in the HACCP Plan, Operational Procedures and the GMPs.

Product characteristics are monitored, measured and analyzed as per the HACCP Plan, Operational Procedures and Product Control plans to ensure compliance with specifications and regulatory requirements.

Test and Inspection results for all analyses are recorded and reviewed.

The company has a policy of providing sufficient resources to ensure that the QA staff, sampling and testing methods and facilities meet the principles and requirements of the ISO/IEC 17025 for all analyses of food critical to the confirmation of food safety.

Product is only released by to customer when it has been confirmed by authorized personnel that the product has met all of the acceptance criteria as defined in Customer Specifications. The dispatch of product to customer does not proceed if the product fails to meet the acceptance criteria, in this case a Non-conformance notification is raised, the product is quarantined and the process rectified.

Company approved third party laboratories are used for more specialized analysis. Externally contracted laboratories are required to be certified to ISO 17025 or equivalent with a scope of certification to include the analysis undertaken. The results of external testing are formally reviewed and reported by the Quality Manager.

Responsibility

The Quality Manager has overall responsibility for monitoring, measurement and analysis and ensuring that all analyses which are critical to confirm product safety, legality and quality, are carried out using appropriate procedures, facilities and standards without presenting risk to food safety.

References

Testing Procedures and Records
GMPs
Operational Procedures
HACCP Plans

Document Reference PRP 2.17 Product Analysis
Revision 0 22nd June 2020
Owned by: Site Manager
Authorized By: Owner

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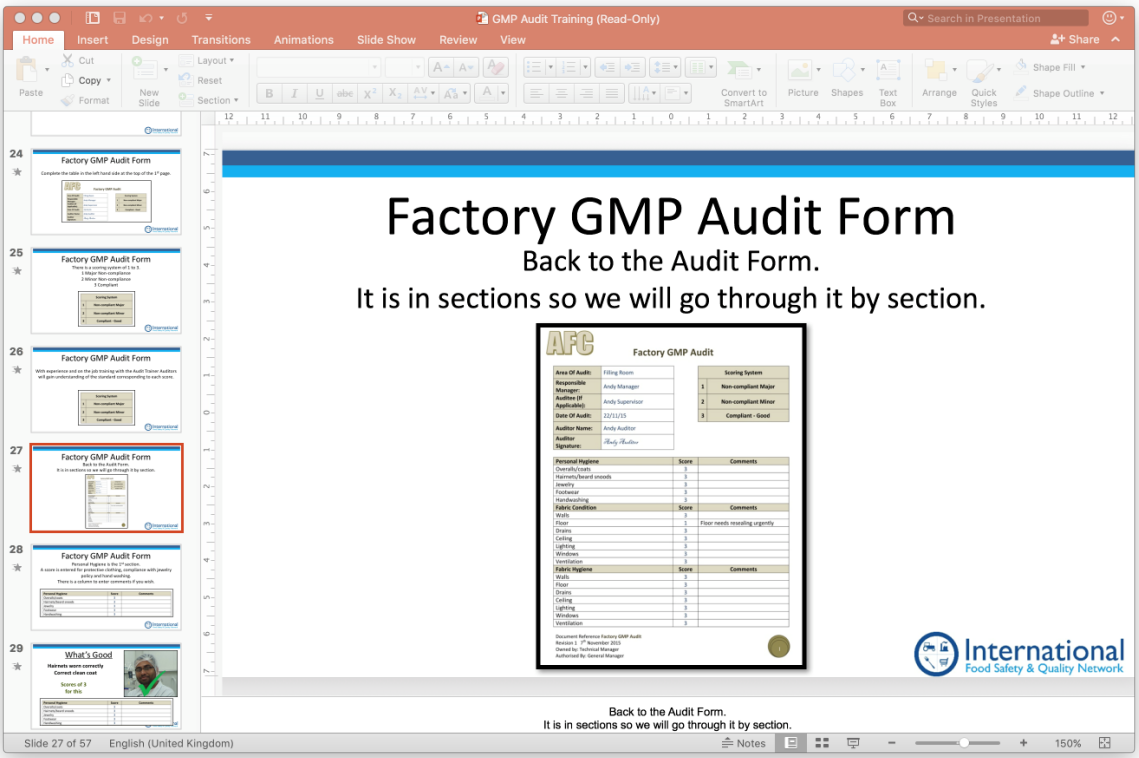
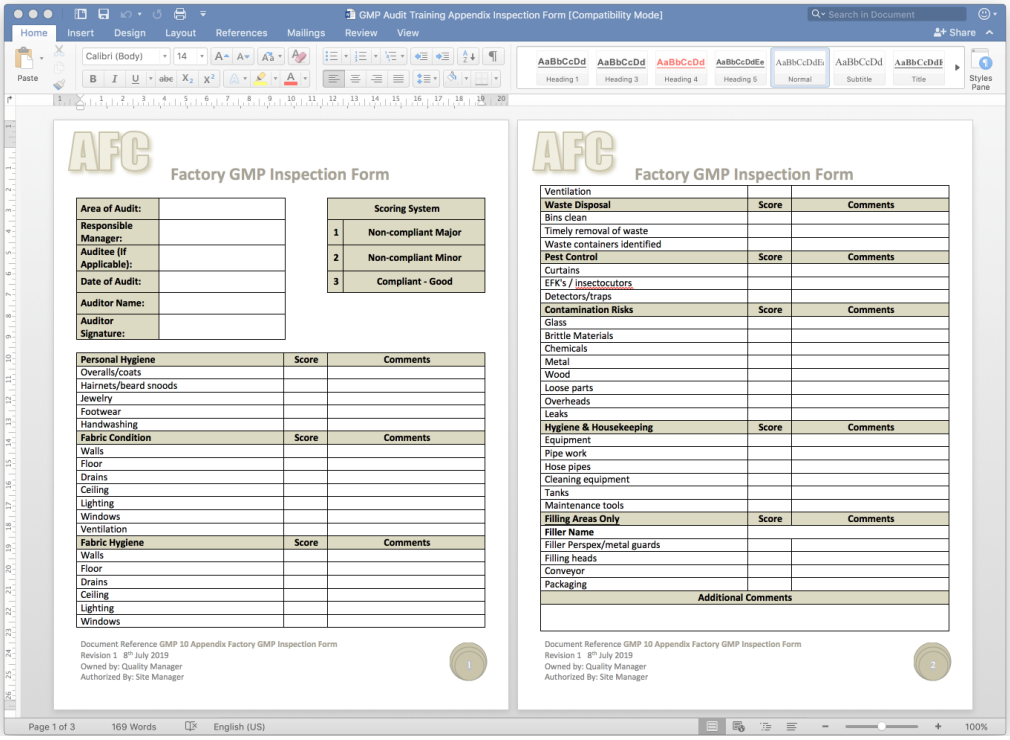
IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

GMP Audit Training Guide

A PowerPoint GMP Audit Training Guide Presentation is included so you can train your staff to carry out factory inspections.

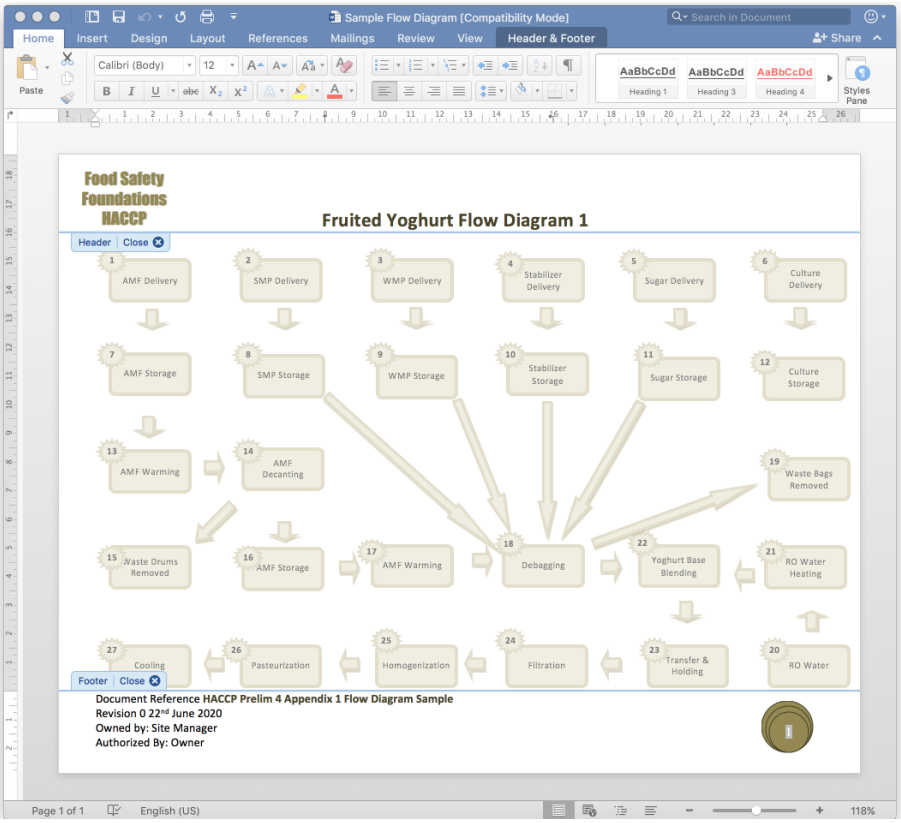


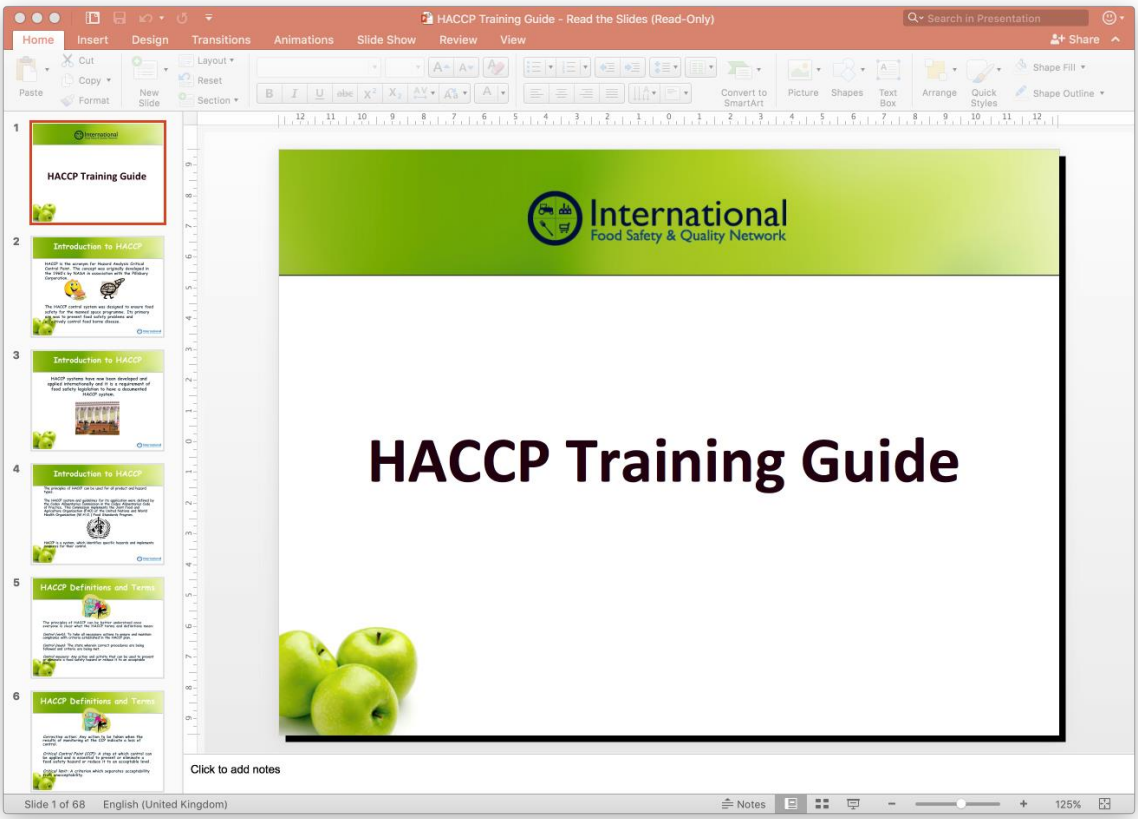
A Template Inspection Form is included.



IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

The folder also includes document samples and HACCP Training Guide.





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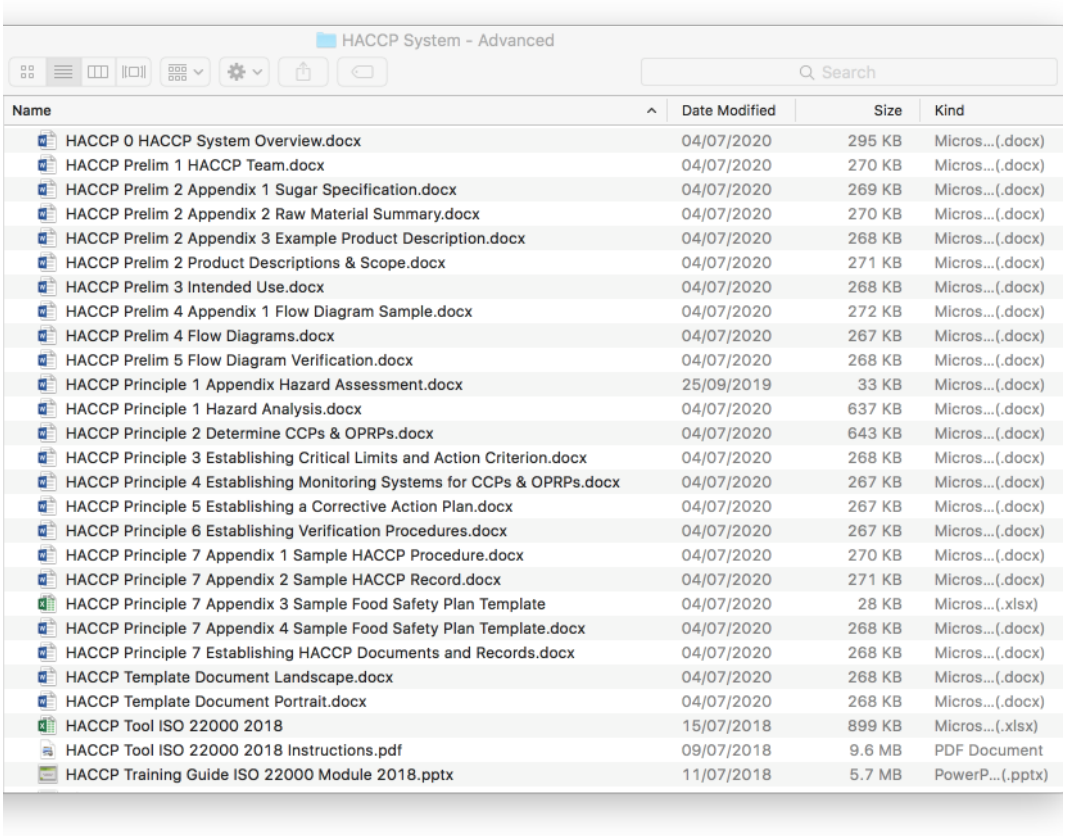
IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

Next open the HACCP System Advanced Folder



This folder is for organizations looking to achieve Level 2 of the Development Program or could be used to implement a HACCP System compliant with full FSSC 22000 Certification.

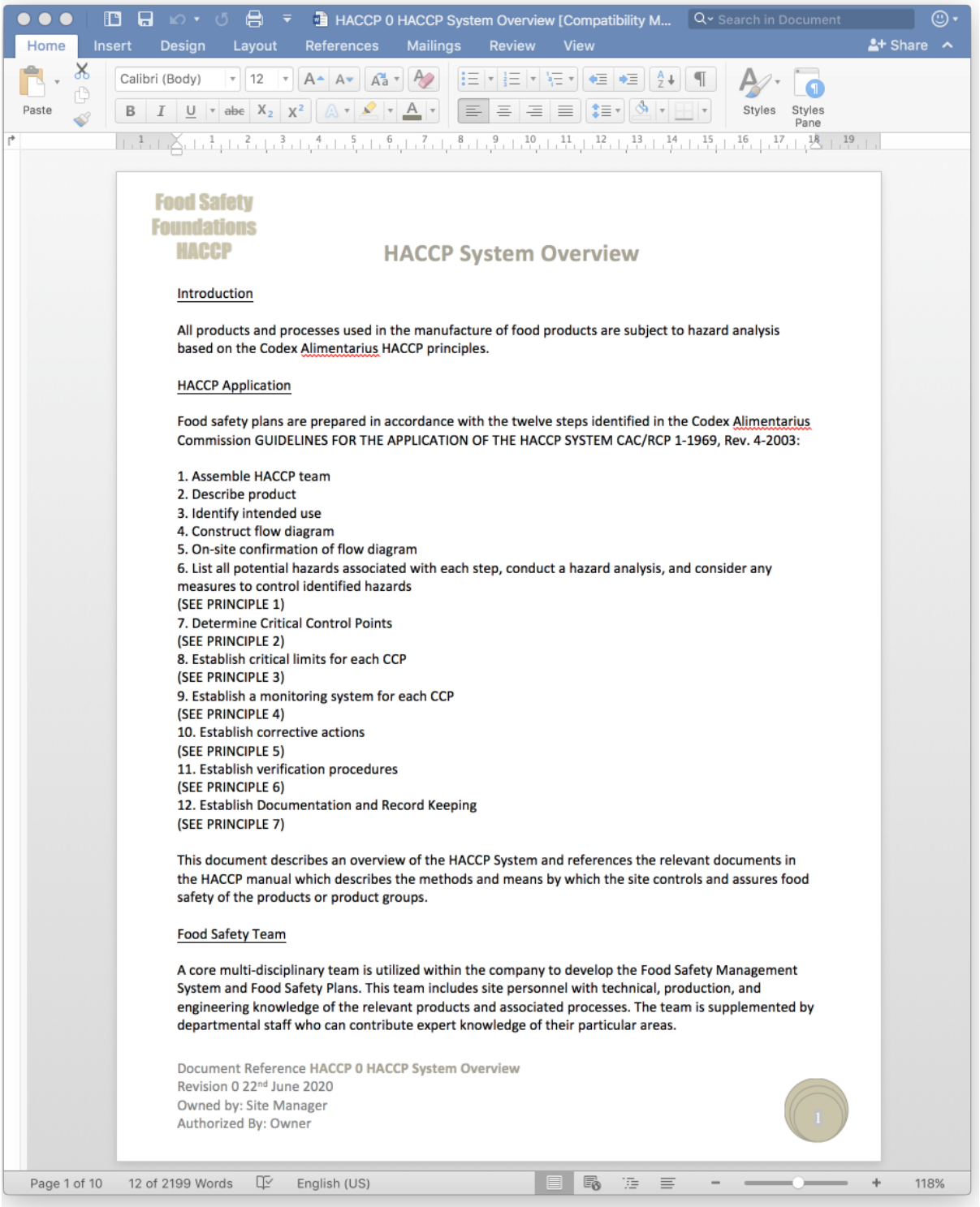
The folder includes:

HACCP 0 HACCP System Overview
HACCP Prelim 1 HACCP Team
HACCP Prelim 2 Product Descriptions & Scope
HACCP Prelim 3 Intended Use
HACCP Prelim 4 Flow Diagrams
HACCP Prelim 4 Appendix 1 Flow Diagram
HACCP Prelim 5 Flow Diagram Verification
HACCP Principle 1 Hazard Analysis
HACCP Principle 2 Determine CCPs & OPRPs
HACCP Principle 3 Establishing Critical Limits and Action Criterion
HACCP Principle 4 Establishing Monitoring Systems for CCPs & OPRPs
HACCP Principle 5 Establishing a Corrective Action Plan
HACCP Principle 6 Establishing Verification Procedures
HACCP Principle 7 Establishing HACCP Documents and Records

And document samples, HACCP Tool ISO 22000, HACCP Tool Instructions and HACCP Training Guide ISO 22000 Module 2018.

IFSQN FSSC Development Program Food Safety Management System Start-Up Guide

HACCP 0 HACCP System Overview



Food Safety Foundations HACCP

HACCP System Overview

Introduction

All products and processes used in the manufacture of food products are subject to hazard analysis based on the Codex Alimentarius HACCP principles.

HACCP Application

Food safety plans are prepared in accordance with the twelve steps identified in the Codex Alimentarius Commission GUIDELINES FOR THE APPLICATION OF THE HACCP SYSTEM CAC/RCP 1-1969, Rev. 4-2003:

1. Assemble HACCP team
2. Describe product
3. Identify intended use
4. Construct flow diagram
5. On-site confirmation of flow diagram
6. List all potential hazards associated with each step, conduct a hazard analysis, and consider any measures to control identified hazards
(SEE PRINCIPLE 1)
7. Determine Critical Control Points
(SEE PRINCIPLE 2)
8. Establish critical limits for each CCP
(SEE PRINCIPLE 3)
9. Establish a monitoring system for each CCP
(SEE PRINCIPLE 4)
10. Establish corrective actions
(SEE PRINCIPLE 5)
11. Establish verification procedures
(SEE PRINCIPLE 6)
12. Establish Documentation and Record Keeping
(SEE PRINCIPLE 7)

This document describes an overview of the HACCP System and references the relevant documents in the HACCP manual which describes the methods and means by which the site controls and assures food safety of the products or product groups.

Food Safety Team

A core multi-disciplinary team is utilized within the company to develop the Food Safety Management System and Food Safety Plans. This team includes site personnel with technical, production, and engineering knowledge of the relevant products and associated processes. The team is supplemented by departmental staff who can contribute expert knowledge of their particular areas.

Document Reference HACCP 0 HACCP System Overview
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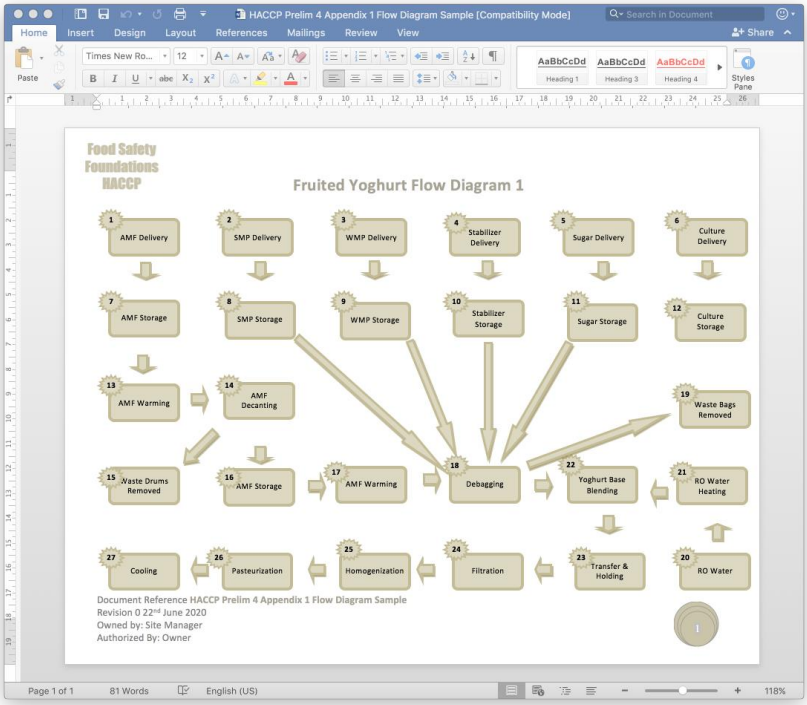
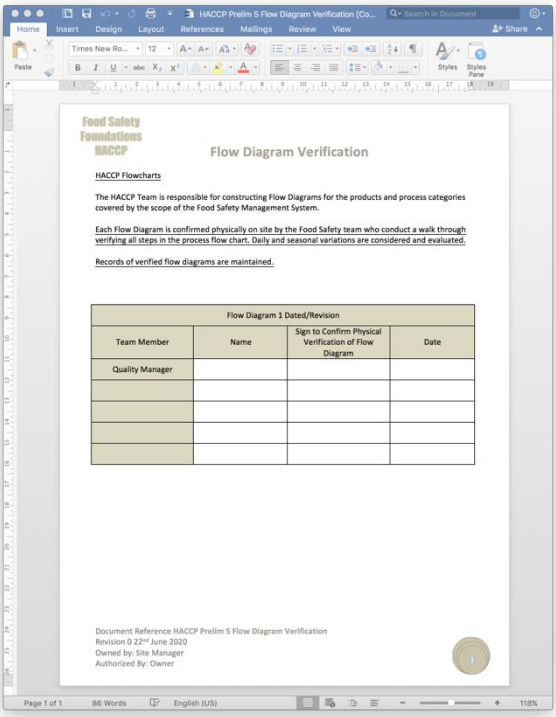
HACCP Prelim 4 Appendix 1 Flow Diagram



HACCP Prelim 5 Flow Diagram Verification



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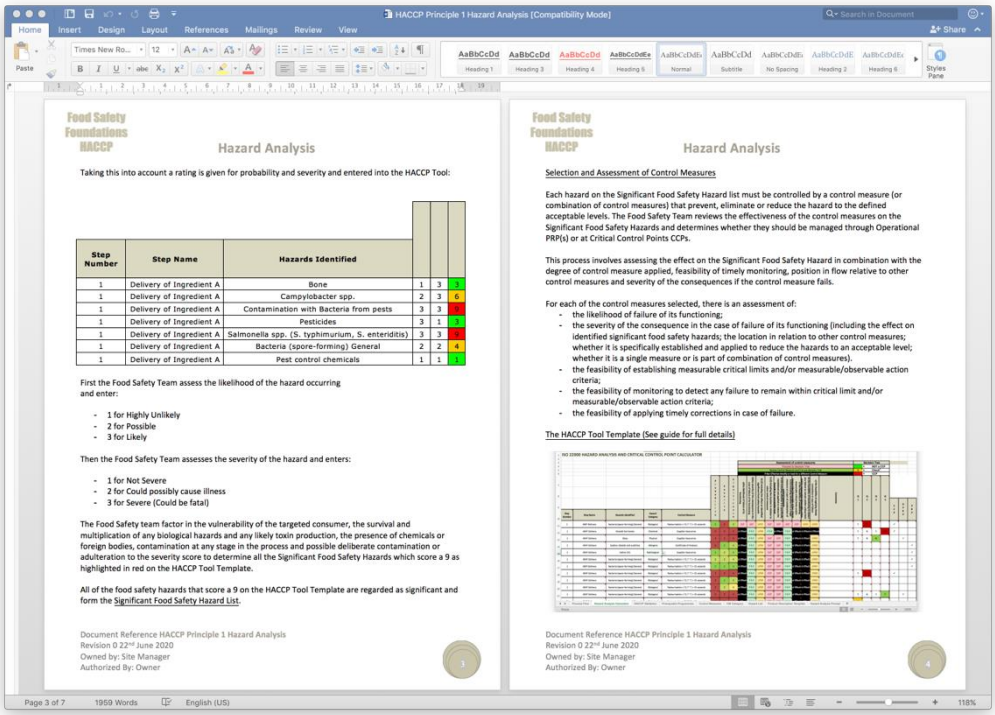
HACCP Principle 1 Hazard Analysis



Food Safety Foundations HACCP

Hazard Analysis

Taking this into account a rating is given for probability and severity and entered into the HACCP Tool:

Step Number	Step Name	Hazards Identified			
1	Delivery of Ingredient A	Bone	1	3	3
1	Delivery of Ingredient A	Campylobacter spp.	2	3	6
1	Delivery of Ingredient A	Contamination with Bacteria from pests	3	3	9
1	Delivery of Ingredient A	Pesticides	3	1	3
1	Delivery of Ingredient A	Salmonella spp. (S. typhimurium, S. enteriditis)	3	3	9
1	Delivery of Ingredient A	Bacteria (spore-forming) General	2	2	4
1	Delivery of Ingredient A	Pest control chemicals	1	1	1

First the Food Safety Team assess the likelihood of the hazard occurring and enter:

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

Then the Food Safety 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)

The Food Safety team factor in the vulnerability of the targeted consumer, the survival and multiplication of any biological hazards and any likely toxin production, the presence of chemicals or foreign bodies, contamination at any stage in the process and possible deliberate contamination or adulteration to the severity score to determine all the Significant Food Safety Hazards which score a 9 as highlighted in red on the HACCP Tool Template.

All of the food safety hazards that score a 9 on the HACCP Tool Template are regarded as significant and form the Significant Food Safety Hazard List.

Document Reference HACCP Principle 1 Hazard Analysis
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Food Safety Foundations HACCP

Hazard Analysis

Selection and Assessment of Control Measures

Each hazard on the Significant Food Safety 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 Food Safety Team reviews the effectiveness of the control measures on the Significant Food Safety Hazards and determines whether they should be managed through Operational PRP(s) or at Critical Control Points CCPs.

This process involves assessing the effect on the Significant Food Safety 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.

For each of the control measures selected, there is an assessment of:

- the likelihood of failure of its functioning;
- the severity of the consequence in the case of failure of its functioning (including the effect on identified significant food safety hazards; the location in relation to other control measures; whether it is specifically established and applied to reduce the hazards to an acceptable level; whether it is a single measure or is part of combination of control measures).
- the feasibility of establishing measurable critical limits and/or measurable/observable action criteria;
- the feasibility of monitoring to detect any failure to remain within critical limit and/or measurable/observable action criteria;
- the feasibility of applying timely corrections in case of failure.

The HACCP Tool Template (See guide for full details)

Document Reference HACCP Principle 1 Hazard Analysis
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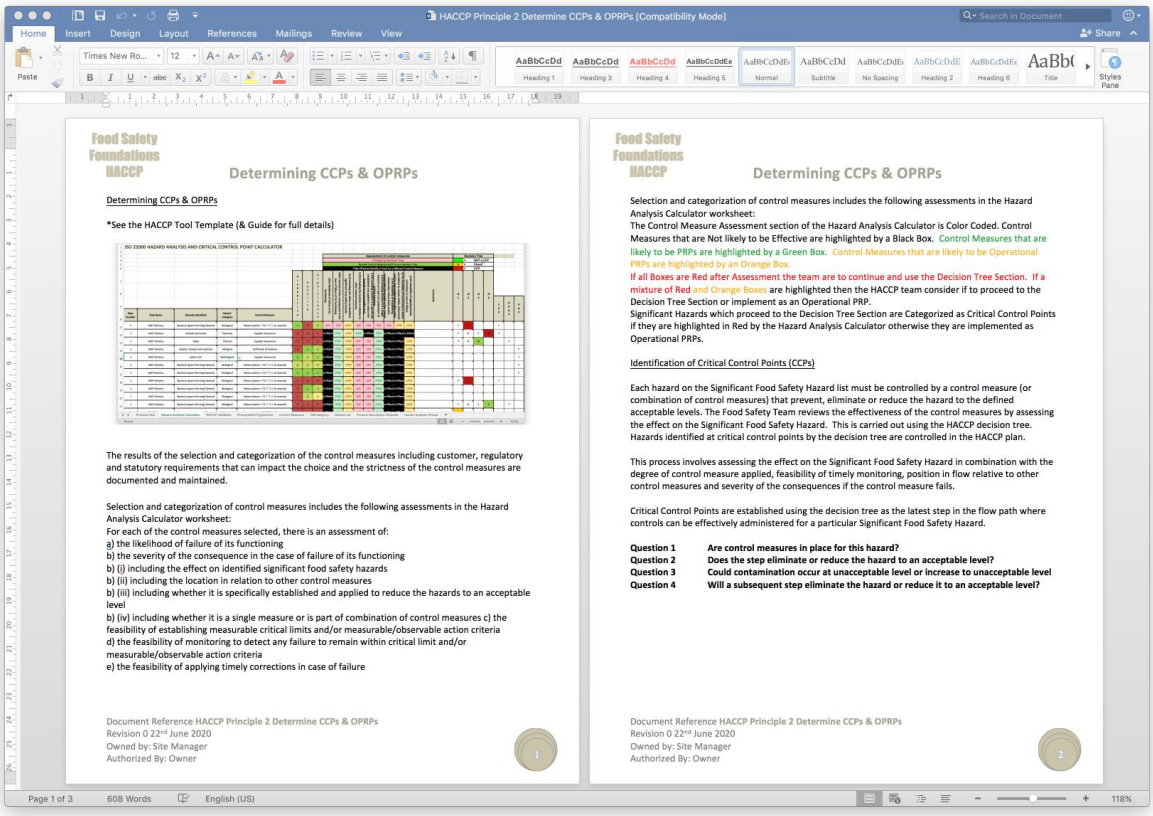
HACCP Principle 2 Determine CCPs & OPRPs



Food Safety Foundations HACCP

Determining CCPs & OPRPs

Determining CCPs & OPRPs

*See the HACCP Tool Template (& Guide for full details)

The results of the selection and categorization of the control measures including customer, regulatory and statutory requirements that can impact the choice and the strictness of the control measures are documented and maintained.

Selection and categorization of control measures includes the following assessments in the Hazard Analysis Calculator worksheet:
For each of the control measures selected, there is an assessment of:
a) the likelihood of failure of its functioning
b) the severity of the consequence in the case of failure of its functioning
b) (i) including the effect on identified significant food safety hazards
b) (ii) including the location in relation to other control measures
b) (iii) including whether it is specifically established and applied to reduce the hazards to an acceptable level
b) (iv) including whether it is a single measure or is part of combination of control measures c) the feasibility of establishing measurable critical limits and/or measurable/observable action criteria
d) the feasibility of monitoring to detect any failure to remain within critical limit and/or measurable/observable action criteria
e) the feasibility of applying timely corrections in case of failure

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Food Safety Foundations HACCP

Determining CCPs & OPRPs

Selection and categorization of control measures includes the following assessments in the Hazard Analysis Calculator worksheet:
The Control Measure Assessment section of the Hazard Analysis Calculator is Color Coded. Control Measures that are Not likely to be Effective are highlighted by a Black Box. Control Measures that are likely to be PRPs are highlighted by a Green Box. Control Measures that are likely to be Operational PRPs are highlighted by an Orange Box.
If all Boxes are Red after Assessment the team are to continue and use the Decision Tree Section. If a mixture of Red and Orange Boxes are highlighted then the HACCP team consider if to proceed to the Decision Tree Section or implement as an Operational PRP.
Significant Hazards which proceed to the Decision Tree Section are Categorized as Critical Control Points if they are highlighted in Red by the Hazard Analysis Calculator otherwise they are implemented as Operational PRPs.

Identification of Critical Control Points (CCPs)

Each hazard on the Significant Food Safety 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 Food Safety Team reviews the effectiveness of the control measures by assessing the effect on the Significant Food Safety Hazard. This is carried out using the HACCP decision tree. Hazards identified at critical control points by the decision tree are controlled in the HACCP plan.

This process involves assessing the effect on the Significant Food Safety 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.

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 Food Safety Hazard.

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 level**
Question 4 **Will a subsequent step eliminate the hazard or reduce it to an acceptable level?**

Document Reference HACCP Principle 2 Determine CCPs & OPRPs
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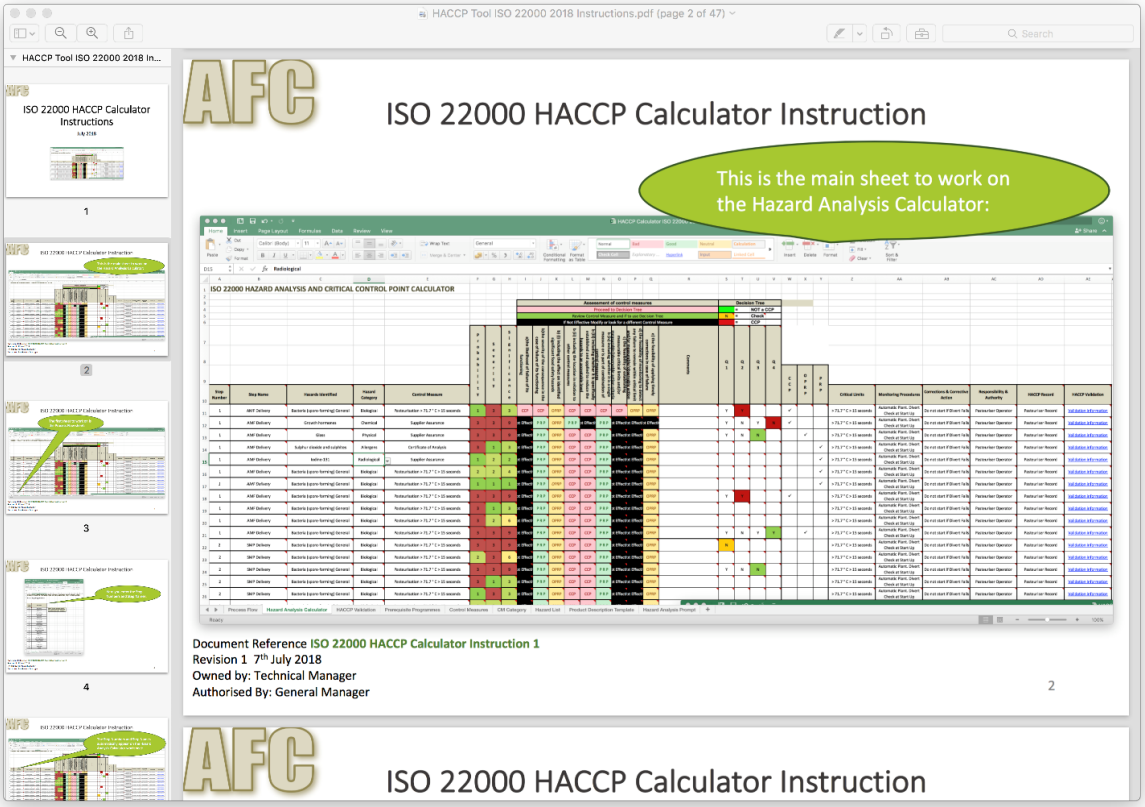
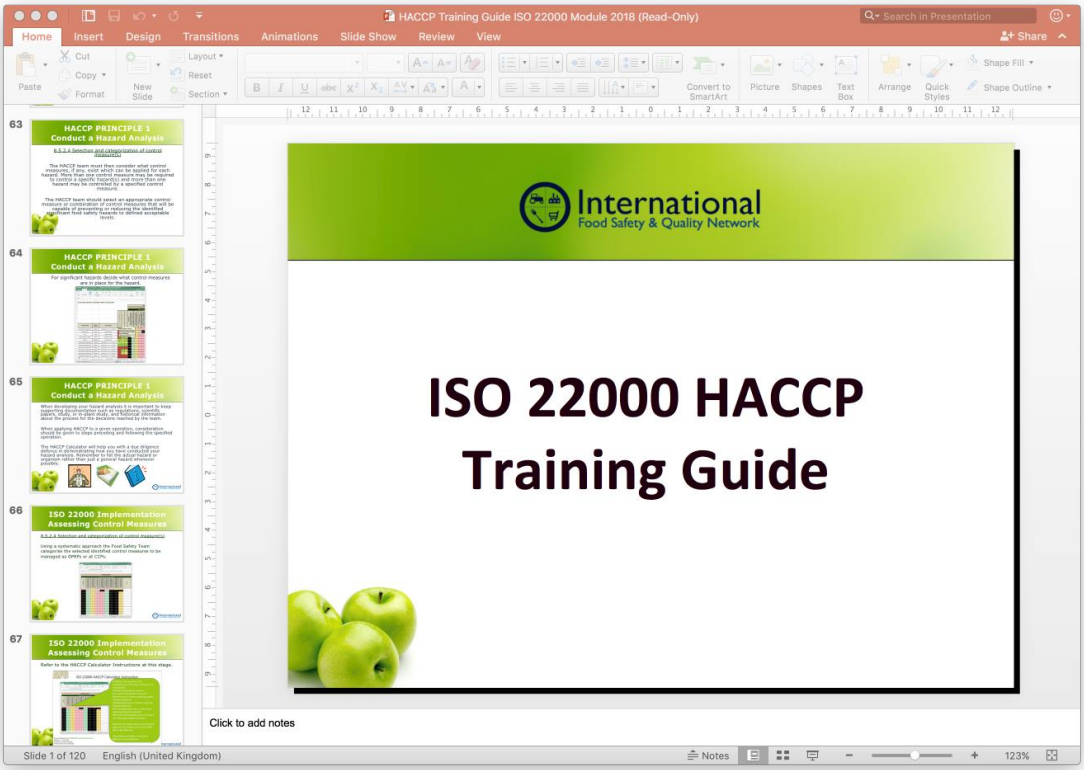


HACCP Training Guide ISO 22000 Module 2018

A HACCP Training Guide ISO 22000 Module 2018 Presentation is included



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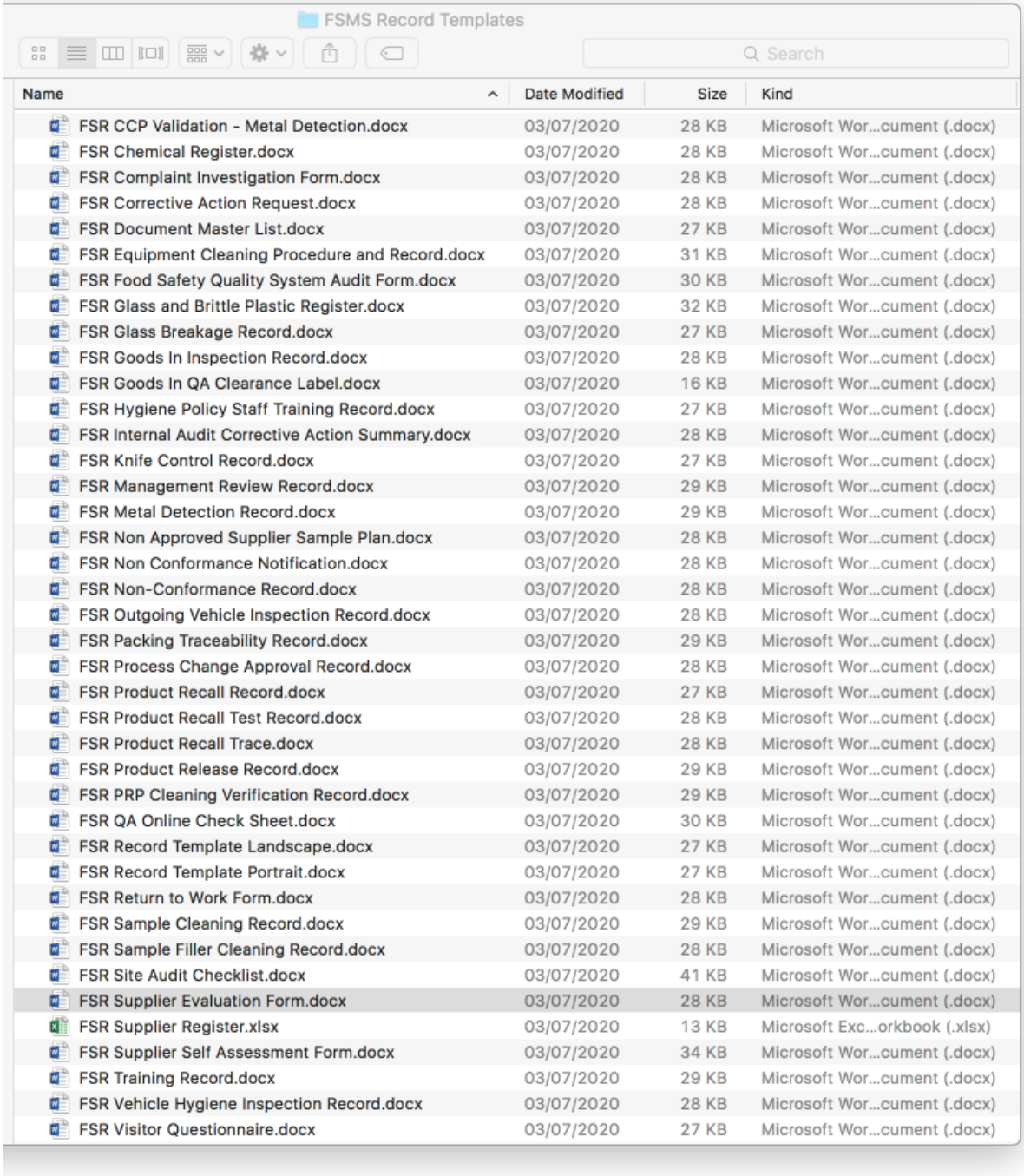
Food Safety Management System Records

A set of 40 sample record templates:



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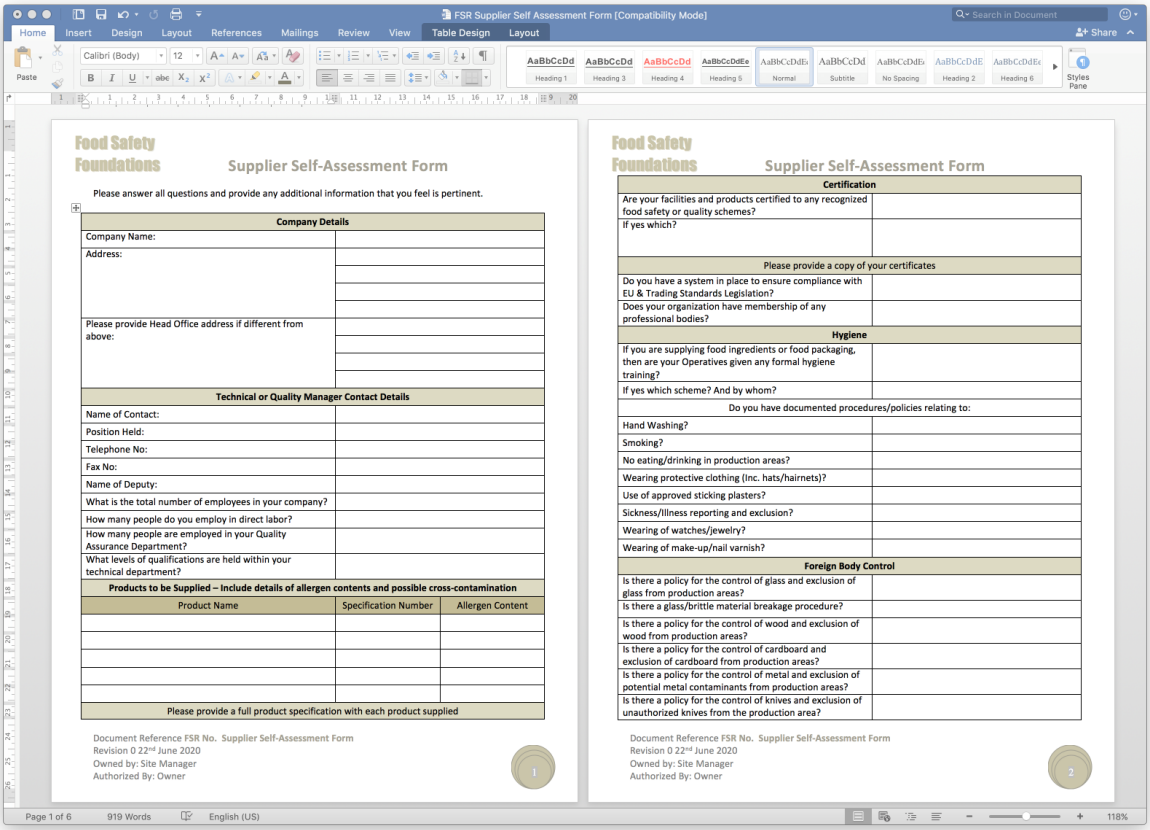

Food Safety Foundations

Supplier Self-Assessment Form

Please answer all questions and provide any additional information that you feel is pertinent.

Company Details	
Company Name:	
Address:	
Please provide Head Office address if different from above:	

Technical or Quality Manager Contact Details	
Name of Contact:	
Position Held:	
Telephone No:	
Fax No:	
Name of Deputy:	
What is the total number of employees in your company?	
How many people do you employ in direct labor?	
How many people are employed in your Quality Assurance Department?	
What levels of qualifications are held within your technical department?	

Products to be Supplied – Include details of allergen contents and possible cross-contamination

Product Name	Specification Number	Allergen Content

Please provide a full product specification with each product supplied

Document Reference FSR No. Supplier Self-Assessment Form
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Food Safety Foundations

Supplier Self-Assessment Form

Certification	
Are your facilities and products certified to any recognized food safety or quality schemes?	
If yes which?	
Please provide a copy of your certificates	
Do you have a system in place to ensure compliance with EU & Trading Standards Legislation?	
Does your organization have membership of any professional bodies?	
Hygiene	
If you are supplying food ingredients or food packaging, then are your Operatives given any formal hygiene training?	
If yes which scheme? And by whom?	
Do you have documented procedures/policies relating to:	
Hand Washing?	
Smoking?	
No eating/drinking in production areas?	
Wearing protective clothing (Inc. hats/hairnets)?	
Use of approved sticking plasters?	
Sickness/Illness reporting and exclusion?	
Wearing of watches/jewelry?	
Wearing of make-up/nail varnish?	
Foreign Body Control	
Is there a policy for the control of glass and exclusion of glass from production areas?	
Is there a glass/brittle material breakage procedure?	
Is there a policy for the control of wood and exclusion of wood from production areas?	
Is there a policy for the control of cardboard and exclusion of cardboard from production areas?	
Is there a policy for the control of metal and exclusion of potential metal contaminants from production areas?	
Is there a policy for the control of knives and exclusion of unauthorized knives from the production area?	

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Click here to order the IFSQN FSSC Development Program Food Safety Management System Implementation Package

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