Introduction

The company has planned, established, documented and implemented a food safety and quality management system for the site, which is maintained in order to continually improve its effectiveness in accordance with legislation, international standards and best industry practice. The company has planned and developed the processes that contribute to meeting the requirements of these standards and producing safe products.

Scope

The scope of the Quality Management System includes all product categories, processes and activities conducted on site. These requirements are aligned with the policies and objectives of the site and include those of international food safety standard IFS Food.

Due diligence

The Food Safety Quality Manual demonstrates due diligence of the company in the effective development and implementation of the food safety management system. These documents are fully supported by the completion of the records specified in this manual for the monitoring of planned activities, maintenance and verification of control measures and by taking effective actions when non-conformity is encountered.

Food Safety

The company is committed to supplying safe products for consumption. As part of this commitment, all products and processes used in the manufacture of food products are subject to food safety hazard analysis based on the Codex Alimentarius guidelines to the application of a HACCP system. All food safety hazards, that may reasonably be expected to occur, are identified by this process and are then fully evaluated and controlled so that our products do not represent a direct or indirect risk to the consumer. New information regarding food safety hazards is continually reviewed by the Food Safety team to ensure that the Food Safety and Quality Management system is continually updated and complies with the latest food safety requirements.
Should the company be required to outsource any process that may affect product conformity to the defined standards of the Food Safety Quality Management System then the site will assume control over this process. This is fully defined in all Sub-Contract Agreements.

Communication

The company has established and documented clear levels of communication for suppliers, contractors, customers, food authorities and staff within the food safety quality management system. Detailed communication arrangements and food safety communication responsibilities for all levels of management are contained in the food safety and quality manual.

The IFS Representative (Food Safety and Quality) is the Technical 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.

Procedure

These processes and their interaction are documented within this manual and its procedures. The top level procedures of the Food Safety Quality Management System Procedures are divided into 6 sections and pre-fixed QM as follows:

Section 1
QM 1.1 Corporate Policies
QM 1.1.2 Food Safety and Quality Objectives
QM 1.2 Corporate Structure
QM 1.2 Corporate Structure - Job Descriptions
QM 1.2 Corporate Structure - Organisational Chart
QM 1.3 Customer Focus
QM 1.4 Management Review
QM 1.5 Communication
Section 2
QM 2.1 Food Safety and Quality Management System
QM 2.1.1 Document Control
QM 2.1.2 Record Keeping
QM 2.2 Food Safety Management - HACCP System

Section 3
QM 3.1 Resource Management
QM 3.2.2 Protective Clothing
QM 3.2.3 Medical Screening
QM 3.3 Training and Instruction
QM 3.4 Staff Facilities

Section 4
QM 4 Control of Operations
QM 4.1 Contract Agreement
QM 4.2 Specifications
QM 4.3 Product Development
QM 4.4 Purchasing
QM 4.5 Product Packaging
QM 4.6 - 4.9 Site Standards
QM 4.10 Cleaning and Disinfection
QM 4.11 Waste Disposal
QM 4.12 Control of Foreign Matter Contamination
QM 4.12 A Glass Policy
QM 4.12 B Control of Brittle Materials
QM 4.12 C Glass & Brittle Material Breakage Procedure
QM 4.12 D Detection of Foreign Objects
QM 4.13 Pest Control & Monitoring
QM 4.14 Receipt and Storage
QM 4.15 Transport
QM 4.16 Maintenance and Repair
QM 4.17 Equipment
QM 4.18 A Product Identification
QM 4.18 B Product Identification & Traceability Appendix
Food Safety and Quality Management System

QM 4.18 C Traceability System
QM 4.19 Identity Preserved Foods
QM 4.20 Allergen Management

Section 5
QM 5.1 Internal Audits
QM 5.2 Site Factory Inspections
QM 5.3 Process Validation
QM 5.4 Calibration
QM 5.5 Quantity Control
QM 5.6 Laboratory Quality Manual
QM 5.7 Product Quarantine & Release
QM 5.8 Management of Complaints
QM 5.9.1 Management of Incidents
QM 5.9.2 Product Recall & Withdrawal
QM 5.10 Management of Non-conformities & Non-conforming Product
QM 5.11 Corrective Action and Preventative Action

Section 6
QM 6.1 Defence Assessment
QM 6.2 Site Security
QM 6.3 Personnel and Visitor Security
QM 6.4 External Inspections

The HACCP documents of the Food Safety Quality Management System Procedures are supplemented by HACCP Manual documents as follows:

HM 1 HACCP System
HM 2 HACCP Team
HM 3 HACCP Prerequisites
HM 4 HACCP Scope and Product Information
HM 5 HACCP Intended Use
HM 6 HACCP Flowcharts
HM 7 HACCP Flowchart Verification
HM 8 Hazard Identification
HM 9 Hazard Assessment
HM 10 Identification and Assessment of Control Measures
HM 11 Identification of Critical Control Points (CCPs)
HM 12 Establishing Critical Limits for each CCP
HM 13 Establishing a Monitoring System for each CCP
HM 14 Establishing a Corrective Action Plan
HM 15 Establishing Verification Procedures
HM 16 Establishing HACCP Documents and Records
HM 17 Review of the HACCP Plan
HM 18 Flow Diagram
HM 19 Product Description
HM 20 Hazards
HM 21 HACCP Validation
HM 22 HACCP Plan
HM 23 HACCP Verification Audit Summary
HM 24 HACCP Instruction 1
HM 25 HACCP Instruction 2
HM 26 Hazard Instruction 3
HM 27 HACCP Definitions
HM 28 HACCP Verification Record
HM 29 HACCP Steering Group Review
HM 30 Raw Material Summary
HM 31 Finished Product Summary
HM 32 Decision Tree
HM 33 HACCP Planner

The controlled records of the Food Safety Quality Management System are pre-fixed FSR and are as follows:

FSR 001 Management Review Minutes
FSR 002 Training Record
FSR 003 Product Release Record
FSR 004 Design and Development Records
FSR 005 Supplier Assessment Record
FSR 006 Validation Record
FSR 007 Identification and Traceability Record
FSR 008 Register of Customer Property
FSR 009 Calibration Record
FSR 010 Internal Audit Record
FSR 011 Records of Non-conforming Product
FSR 012 Corrective Action Request Form
FSR 013 Preventative Action Request Form
FSR 014 Supplier Self Assessment and Approval Form
FSR 015 Equipment Commissioning Record
FSR 016 Return to Work Form
FSR 017 Hygiene Policy Staff Training Record
FSR 018 Complaint Investigation Form
FSR 019 Prerequisite Audit Checklist
FSR 020 Knife Control Record
FSR 021 Knife Breakage Report
FSR 022 Goods in Inspection Record
FSR 023 Equipment Cleaning Procedure
FSR 024 Glass and Brittle Plastic Breakage Record
FSR 025 Metal Detection Record
FSR 026 First Aid Dressing Issue Record
FSR 027 Cleaning Schedule
FSR 028 Cleaning Record
FSR 029 Engineering Hygiene Clearance Record
FSR 030 Glass and Brittle Plastic Register
FSR 031 GMP Audit Checklist
FSR 032 Vehicle Hygiene Inspection Record
FSR 033 Outgoing Vehicle Inspection Record
FSR 034 Pre Employment Medical Questionnaire
FSR 035 Visitor Questionnaire
FSR 036 Product Recall Record
FSR 037 Shelf Life Confirmation Record
FSR 038 Accelerated Keeping Quality Log
FSR 039 Goods In QA Clearance Label
FSR 040 Maintenance Work Hygiene Clearance Form
FSR 041 Changing Room Cleaning Record
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FSR 042  Colour Coding Red Process Areas
FSR 043  Daily Cleaning Record for Toilets and Changing Rooms
FSR 044  Drain Cleaning Procedure Filler Areas
FSR 045  General Cleaning Procedure
FSR 046  Product QA Clearance Label
FSR 047  CIP Programmes Log
FSR 048  Sample Filler Cleaning Record
FSR 049  Pipe Diameter Flow Rate Conversion Table
FSR 050  QC Online Check Sheet

The Criteria and Methods required to ensure that the operation and control of these processes are effective are documented in these procedures and records.

These procedures are supported by second tier documents specific to each area including:

- Work Instructions
- Specifications
- Testing schedules
- Risk assessments
- Job Descriptions
- HACCP Plans
- Critical Control Point Monitoring Procedures

Measurement, monitoring and review are carried out by analysis of data in key areas including:

- Critical Control Point monitoring
- Analytical testing
- Microbiological testing
- Complaints analysis
- Key Quality performance indicators
- Standard Exception Reporting
- Results of Inspections
- Results of Internal audits
Results of External Audits

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

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

Action is taken in response to results in order to correct and prevent deficiencies and to improve the probability of achieving company objectives.

Regular management reviews are conducted by the Senior Management team to ensure performance is monitored and analysed. Review outputs include site quality objectives which are published and communicated to all staff to ensure focus is maintained both on meeting these objectives and on continuous improvement.

Responsibility

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

Customer, Statutory and Regulatory Requirements

The scope of the Food Safety Quality Management System includes all customer, statutory and regulatory documents applicable to the business including:
Food Safety and Quality Management System

- Food Safety Act
- Food Regulations
- EEC 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. This information is used for reference and Hazard Analysis. Maintenance of these files is the responsibility of the Technical Manager who is responsible for circulating updates to relevant sections of the business. To ensure legal compliance authority and guidance for use of new labels is required from the Technical Manager prior to first production.

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

- the business environment, changes in that environment or risks associated with that environment
- varying needs of the business
- company objectives
- the processes employed on site
- the size and organisational structure of the site

This process is discussed during Management review and the outcome documented in the minutes.
Improvement

The company is committed to continual improvement of its management systems through:

- Food safety policy and objectives
- Quality policy and objectives
- Auditing of systems and processes
- Corrective and preventive actions
- Analysis of data
- The use of hazard analysis in developing schedules for quality and food safety control aids in defining preventive actions and in continual improvement of processes.
Food Safety Quality System Process Diagram

Plan & Document

Improve

Implement

Review

Maintain, Measure, Audit