Product Safety & Quality Management System

Introduction

The company has planned, established, documented and implemented a product safety and quality management system, which is maintained in order to continually improve its effectiveness in complying with legislation, international food safety standards, best industry practice and the BRC Global Standard for Agents and Brokers.

Scope

The scope of the Product Safety Quality Management System includes all product categories and all processes and activities conducted by the business. These requirements are aligned with company policies and objectives.

Due diligence

The Product Safety Quality Manual demonstrates due diligence of the company in the effective development and implementation of the product 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. As part of this commitment, all 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 Product Safety and Quality Management system is continually updated and complies with the latest food safety requirements. Should the company outsource any process that may affect product conformity to the defined standards of the Product Safety Quality Management System then the company will assume control over this process. This is fully defined in all Contract Agreements.

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Communication

The company has established and documented clear levels of communication for suppliers, contractors, customers, food authorities and staff within the product 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 Management Representative for Food Safety and Quality is the Technical Manager, who retains responsibility and authority for external communication and liaison regarding the product 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 Product Safety Quality Management System Procedures are divided into 5 sections and pre-fixed QM as follows:

Section 1 Senior Management Commitment

QM 1.1 Senior Management Commitment
QM 1.1.1 Food Safety and Quality Policy
QM 1.1.2 Food Safety and Quality Objectives
QM 1.1.3 Senior Management Review
QM 1.1.4 Management Review
QM 1.1.5 Human and Financial Resources
QM 1.1.6 Communication
QM 1.2 Responsibility and Authority

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- Results of Internal audits
- Results of External Audits

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

- Skilled Personnel
- Suitable materials
- 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 Product Safety Quality Management System.

The Technical Manager is a member of the Senior Management team and has been appointed the Management Food Safety Representative.

The Technical Manager is responsible for ensuring the components of the product safety management system are readily available to key relevant staff.

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Customer, Statutory and Regulatory Requirements

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

- 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 Product 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
- the size of the business and organisational structure

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

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<u>Improvement</u>

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

- Implementing policies and objectives
- Auditing of systems and processes
- Corrective and preventive actions
- Analysis of data
- Management Review – Refer to Management Review Procedure
- 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

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Document Hierarchy

Legislation, Statutory and Customer Requirements

Company Product Safety Quality Manual Procedures and Policies

Supporting Documents and Records

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AFC Product Safety & Quality Management System

Product Safety Quality System Process Diagram

Plan & Document

Implement

Maintain, Measure, Audit

Review

Improve

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