

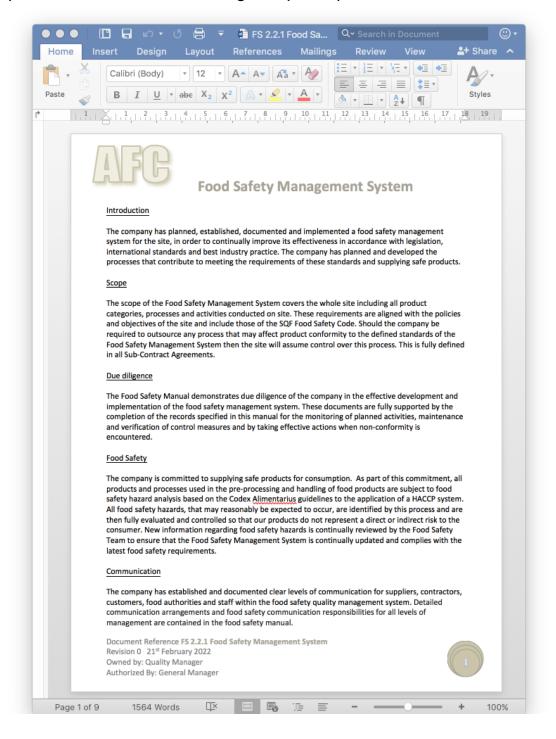
The IFSQN are pleased to announce the launch of the latest SQF Food Implementation Package. This IFSQN SQF Food Safety Management System Implementation Package is an ideal package for organizations looking to meet the requirements of the SQF Food Safety Code: Primary Plant Production (Pre-processing of Plant Products)

This IFSQN SQF Food Safety Management System Implementation Package includes:

- Food Safety Management System Procedures A comprehensive set of editable Food Safety Management System Procedures written in Microsoft Word (US English) format that are compliant with the SQF Food Safety Code: Primary Plant Production – System Elements
- <u>Good Operating Practice Template Procedures</u> A comprehensive set of editable Good Operating Practice Templates written in Microsoft Word (US English) format that are compliant with the SQF Food Safety Code Module 10: Good Operating Practices for Preprocessing of Plant Products (Pack houses)</u>
- ✓ Food Safety Record Templates A wide range of easy to use Record Templates written in Microsoft Word (US English) format
- Implementation Assistance A range of tools including instructions, training presentations, guidance and technical support

Food Safety Management System Templates

These Food Safety Management System Templates match the clauses of the SQF Code and comply with the System Elements section. The Food Safety Management System procedure templates form the foundations of your Food Safety Management System so you don't have to spend 1,000's of hours writing compliant procedures.



88 🔳	Food Safety Management System Templates	Q Search
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lame		Date Modified
	A SQF Food Safety Management System Document List.docx	27 February 2022 at 13:08
	FS 2.1 Management Commitment.docx	17 February 2022 at 10:39
	FS 2.1.1.1 Food Safety Policy.docx FS 2.1.1.1A Appendix Food Safety Objectives.docx	17 February 2022 at 10:40 17 February 2022 at 10:42
	FS 2.1.1.2 Food Safety Culture.docx	17 February 2022 at 10:42
(and)	FS 2.1.1.2 Food Safety Culture Planning Matrix.xlsx	17 February 2022 at 10:43 17 February 2022 at 10:45
	FS 2.1.1.3 Responsibility and Authority.docx	17 February 2022 at 10:43
(and)	FS 2.1.1.3A Appendix Organizational Chart.xlsx	17 February 2022 at 10.51
	FS 2.1.1.3B Appendix Job Descriptions.docx	17 February 2022 at 11:17
	FS 2.1.2 Management Review.docx	17 February 2022 at 11:27
	FS 2.1.2R Management Review Record.docx	17 February 2022 at 11:29
	FS 2.1.3 Complaint Management.docx	17 February 2022 at 11:31
	FS 2.1.3 Note - How to reduce your Complaint levels.docx	17 February 2022 at 11:31
×	FS 2.1.3A Annual Complaints Analyzer.xlsx	27 June 2020 at 11:49
	FS 2.1.3B Annual Complaints Analyzer Instruction	27 June 2020 at 11:59
	FS 2.2.1 Food Safety Management System.docx	27 February 2022 at 13:08
	FS 2.2.2 Document Control.docx	17 February 2022 at 11:43
	FS 2.2.3 Record Control.docx	19 February 2022 at 11:03
	FS 2.3.1 Product Development.docx	17 February 2022 at 12:11
	FS 2.3.1A Development Supplementary Documents	19 February 2022 at 11:06
	FS 2.3.2 Specifications.docx	19 February 2022 at 11:08
×	FS 2.3.2A Material & Produce Acceptance Record.xlsx	17 February 2022 at 13:06
	FS 2.3.3 Appendix - Contracted Arrangements.docx	20 February 2022 at 11:22
×	FS 2.3.3A Supplier & Material Risk Assessment.xlsx	20 February 2022 at 12:12
	FS 2.3.3B Supplier Assessment Form.docx	27 February 2022 at 11:51
	FS 2.3.4 Approved Supplier Program.docx	27 February 2022 at 11:50
2	FS 2.4.1 Food Legislation Compliance.docx	20 February 2022 at 12:23
~	FS 2.4.2 Good Operating Practices.docx	27 February 2022 at 11:44
	FS 2.4.3 Food Safety Plans.docx	Today at 09:42
	FS 2.4.3A Additional HACCP Tools	Today at 09:29
	FS 2.4.4 Product Sampling, Inspection and Analysis.docx	22 February 2022 at 11:28
2	FS 2.4.4A Laboratory Quality Manual.docx	22 February 2022 at 11:29
	FS 2.4.4B Product Sampling Supplementary Documents	22 February 2022 at 11:33
	FS 2.4.5 Control of Non-Conforming Materials and Product.docx	22 February 2022 at 11:53
	FS 2.4.5A Product Hold Label.docx	9 November 2020 at 17:55
	FS 2.4.6 Product Rework.docx	22 February 2022 at 11:55
	FS 2.4.7 Product Release.docx	22 February 2022 at 11:59
	FS 2.4.8 Environmental Monitoring.docx	22 February 2022 at 12:02
_	FS 2.4.8A Appendix Environmental Monitoring.pptx	22 February 2022 at 12:14
	FS 2.5.1 Validation and Effectiveness.docx	22 February 2022 at 12:23
	FS 2.5.2 Verification Activities.docx	22 February 2022 at 12:24
	FS 2.5.3 Corrective Action and Preventative Action.docx	22 February 2022 at 12:25
(and)	FS 2.5.3A Root Cause Analysis.docx	22 February 2022 at 12:25
	FS 2.5.3B Corrective Action Request	22 February 2022 at 12:26
	FS 2.5.3C Preventative Action Request	22 February 2022 at 12:26
Landh	FS 2.5.4 Internal Audits and Inspections.docx	27 February 2022 at 13:09
	FS 2.5.4A Audit and Inspection Schedule.xlsx	3 March 2022 at 12:09
-	FS 2.6.1 Appendix Batch Identification System.docx	27 February 2022 at 13:05
	FS 2.6.1 Appendix Label Retention and Check.docx	27 February 2022 at 13:06
	FS 2.6.1 Product Identification.docx	22 February 2022 at 12:51
	FS 2.6.1 Product Trace.docx FS 2.6.2 Product Withdrawal and Recall.docx	27 February 2022 at 13:06
-	FS 2.6.2 Product withdrawal and Recall.docx FS 2.6.2A Recall Template.docx	27 February 2022 at 13:06 24 February 2022 at 10:33
-	FS 2.6.3 Crisis Management Planning.docx	27 February 2022 at 10:33 27 February 2022 at 13:07
-	FS 2.7.1 Food Defense Plan.docx	
	FS 2.7.1 Food Defense Flan.docx FS 2.7.1A Food Defense Threat Assessment.xlsx	24 February 2022 at 10:40 24 February 2022 at 10:43
	FS 2.7.2 Food Fraud.docx	24 February 2022 at 10:45 24 February 2022 at 10:45
	FS 2.7.2 Food Fraud Assessment Template.xlsx	24 February 2022 at 10:45
	FS 2.8.1 Allergen Management.docx	24 February 2022 at 10:50 24 February 2022 at 12:22
	FS 2.8.1 A Allergen Management Tool.xlsx	24 February 2022 at 12:22 24 February 2022 at 12:50
	FS 2.8.1B Allergen Clean Validation.docx	24 February 2022 at 12:50 24 February 2022 at 13:11
-	FS 2.8.1C Allergen Clean Verification.docx	24 February 2022 at 13:11 24 February 2022 at 13:10
	FS 2.8.1D Color Coding Material & Produce Allergens USA.docx	24 February 2022 at 13:10 24 February 2022 at 13:10
-	FS 2.8.1D Colour Coding Material & Produce Allergens EU.docx	24 February 2022 at 13:07 24 February 2022 at 13:04
	FS 2.8.1E Allergens.docx	24 February 2022 at 13:04 24 February 2022 at 12:51
	FS 2.8.1F Allergen Management Records	25 February 2022 at 12:31
-	FS 2.9 Training.docx	25 February 2022 at 10:39
	FS 2.9A Sample Work Instruction.docx	25 February 2022 at 10:39

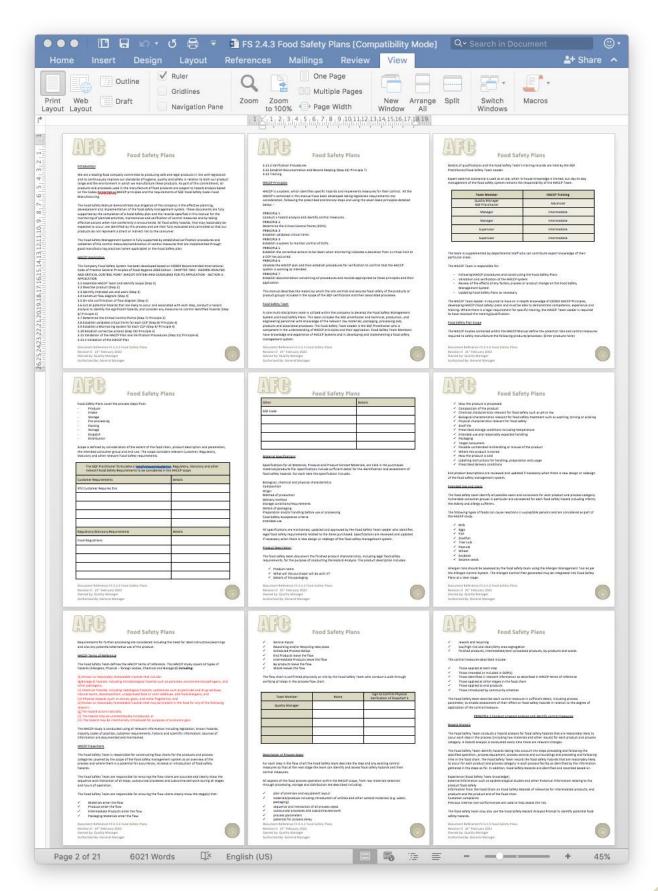
The documents are provided in Microsoft Word English (US) format and are easily edited to suit your organization.

Additional HACCP Tools

The main Food Safety Plan procedure is FS 2.4.3 Food Safety Plan (21 page HACCP procedural template).

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	Food Safety Plans
	Introduction
	We are a leading food company committed to producing safe and legal products in line with legislation
	and to continuously improve our standards of hygiene, quality and safety in relation to both our product
	range and the environment in which we manufacture these products. As part of this commitment, all products and processes used in the manufacture of food products are subject to hazard analysis based
	on the Codex Alimentarius HACCP principles and the requirements of SQF Food Safety Code: Food
	Manufacturing.
	The Food Safety Manual demonstrates due diligence of the company in the effective planning,
	development and implementation of the food safety management system. These documents are fully supported by the completion of a Food Safety plan and 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. 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.
	The Food Safety Management System is fully supported by established verification procedures and
	validation of the control measures/combination of control measures that are implemented through
	good manufacturing practices (when applicable) or the Food Safety plan.
	HACCP Application
	The Company Food Safety System has been developed based on CODEX Recommended International Code of Practice General Principles of Food Hygiene 2020 Edition - CHAPTER TWO - HAZARD ANALYSIS
	AND CRITICAL CONTROL POINT (HACCP) SYSTEM AND GUIDELINES FOR ITS APPLICATION - SECTION 3:
	APPLICATION
	3.1 Assemble HACCP Team and Identify Scope (Step 1)
	3.2 Describe product (Step 2) 3.3 Identify intended use and users (Step 3)
	3.4 Construct flow diagram (Step 4)
	3.5 On-site confirmation of flow diagram (Step 5)
	3.6 List all potential hazards that are likely to occur and associated with each step, conduct a hazard
	analysis to identify the significant hazards, and consider any measures to control identified hazards (Step
	6/ Principle 1)
	3.7 Determine the Critical Control Points (Step 7/ Principle 2)
	3.8 Establish validated critical limits for each CCP (Step 8/ Principle 3) 3.9 Establish a Monitoring System for Each CCP (Step 9/ Principle 4)
	3.10 Establish a Monitoring System for Each CCP (step 9/ Principle 4)
	3.11 Validation of the HACCP Plan and Verification Procedures (Step 11/ Principle 6)
	3.11.1 Validation of the HACCP Plan
	Document Reference FS 2.4.3 Food Safety Plans
	Revision 0 21 st February 2022
	Owned by: Quality Manager
	Authorized By: General Manager

This is complimented by the HACCP Calculator, HACCP Calculator Instructions, Supplementary HACCP Documents and a HACCP Training Presentation.



HACCP Calculator

The HACCP Calculator is a great management tool for developing Food Safety Plans.

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The HACCP Calculator demonstrates the logical decisions you have made in developing your Food Safety (HACCP) Plans.

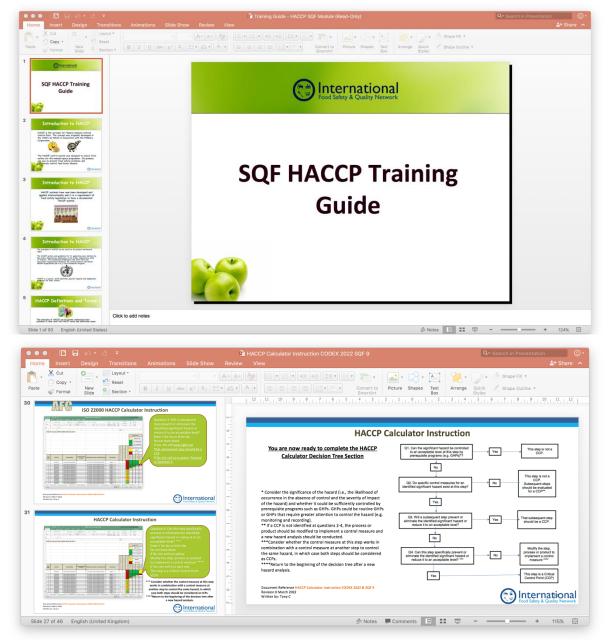
HACCP Calculator Instructions

The HACCP Calculator Instructions are a step by step guidance to developing your Food Safety (HACCP) Plans using the SQF HACCP Calculator.



HACCP Training

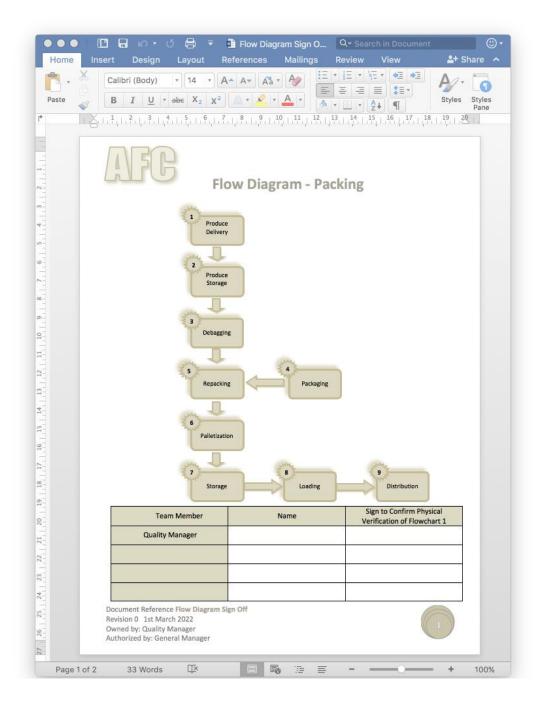
A HACCP Training PowerPoint Presentation which is supplied to train your food safety team in the preliminary steps to a Hazard analysis, and the principles of HACCP as per the requirements of CODEX Recommended International Code of Practice General Principles of Food Hygiene (2020) Chapter Two HAZARD ANALYSIS AND CRITICAL CONTROL POINT (HACCP) SYSTEM AND GUIDELINES FOR ITS APPLICATION.



The HACCP Calculator, Instructions and HACCP Training include the new Decision Tree agreed by the Codex Committee on Food Hygiene in March 2022.

Additional HACCP Documents

There are also supplementary documents and examples that you might find useful when implementing your Food Safety Plans



Allergen Management Assistance

The package contains comprehensive allergen management documentation to supplement FS 2.8.1 Allergen Management Procedure and the Allergen Management Tool:

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Allergen Management	Allergen Management
Identification of Produce and Materials with Allergen Content/Possible Allergen Content	Identification of Products Containing Allergens and Possibly Containing Allergens
Suppliers are required to supply detailed specifications which are used to determine which produce and	The food safety team using authorized product recipes copy across the produce and material
materials are allergenic or may be allergenic. The Quality Manager is responsible for maintaining a file of	information to summarize the finished product allergen content list based on information provided by
all the relevant documents including produce and material specifications. The food safety team analyze the information given and summarize the produce and material allergen content list.	suppliers.
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	Generating a Finished Product Allergen Summary
Identifications of Suppliers where Produce and materials Supplied are at Risk from Allergen Cross- Contamination	The finished product allergen content list is summarized to show the allergen content in finished
Possible allergen content and/or the presence of unintentional allergen content by cross-contamination	products, possible allergen content in finished products and finished products which are meant to be allergen free and are therefore high risk.
must be determined and reported by all Suppliers.	
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Document Reference FS 2.8.1 Allergen Management	Document Reference FS 2.8.1 Allergen Management
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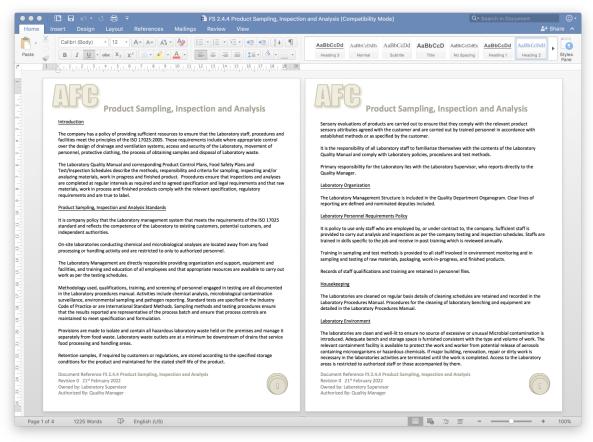
Laboratory Management Assistance

The package contains a supplementary comprehensive <u>Laboratory</u> <u>Quality Manual</u> compliant with the requirements of ISO/IEC 17025 to compliment FS 2.4.4 Product Sampling, Inspection and Analysis.

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In Edition 9, the SQF Code requires internal laboratories that are used to conduct input, environmental, or product analyses, sampling and testing methods to be in accordance with the applicable requirements of ISO/IEC 17025.

The <u>Laboratory Quality Manual</u> will prove very useful to Laboratories that are new to the requirements of ISO/IEC 17025.

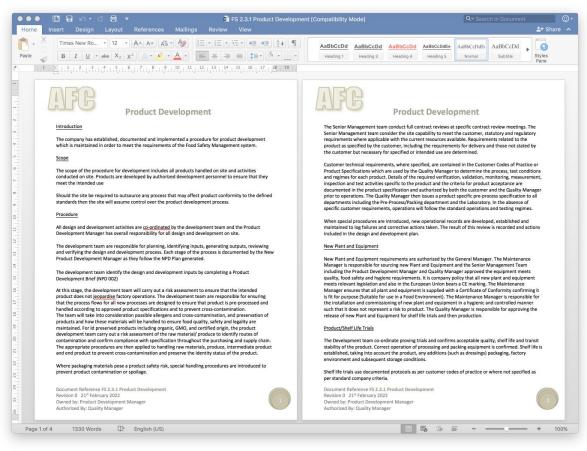


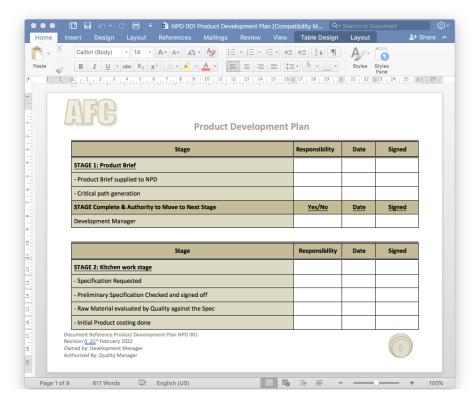
There are also supplementary Laboratory Documents included:

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Enumeration of Total Viable Counts Micro 001.docx	
LABR 001 Laboratory Audit Form.docx	
LABR 002 Laboratory Training Form.docx	
LABR 003 Laboratory Autoclave Record.docx	
LABR 004 Microbiological Sample Plan.docx	
LABR 005 Packer Sample Plan.docx	
LABR 006 QA Sample Plan.docx	
LABR 007 Factory Sample Plan.docx	
LABR 007 Factory Sample Plan.xlsx	
LABR 008 Daily Balance Calibration Sheet.docx	
LABR 009 Laboratory Exception Report.docx	
LABR 010 QC Online Check Sheet.docx	
LPOL 001 Laboratory Quality Policy.docx	
LPPRO 001 Laboratory Operating Procedure for the Autoclave.docx	

Product Development Assistance

The package contains documentation and tools that supplement FS 2.3.1 Product Development:

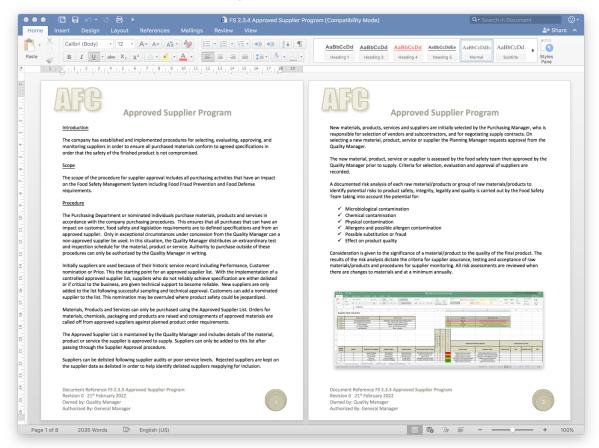




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Assistance with Supplier Risk Assessment

The package contains documentation and tools that supplement FS 2.3.3 Approved Supplier Program:



Including FS 2.3.4A Supplier & Material Risk Assessment Template:

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S	upplie	er & Material/Pro	duct Risk Calculat	or									
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	Score	Supplier Cat	egory Rating	Severit	ty of Risk				Risk Score	Rating	What sh	ould I do?	
	5	RTE Produce/Cont	ract Pre-processing	Catastrophic - death or larg	e number of serious injurie	5			25	Extreme	Close Surveillance of Supp	plier and Material Required	
	4	Treated Produce			ry, extensive injuries				16 - 20	High		rvice Monitoring Required	
	3		Contact Packaging		I treatment required				9 - 15	Moderate		Monitoring Required	
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	Supplier Number	Supplier	Materials/Product Service Supplied	Supplier Category	Identify the Risks	List the Current Controls in Place	, x	Ŷ	c e	Program Required?	Primary Control	Secondary Control	
	1	A	Lettuce	RTE Produce	Salmonella Present	Not Further Processed on Site	5	5	25	Yes	Supplier Audit every 6 months	Positive Release by Site prior to Use	
	2	в	Tomatoes	Produce to be Treated	Salmonella Present	Further Processed on Site	4	4	16	No - On Site Process Control - Cooking	Supplier Audit every 12 months	Certification to GFSI Approved Stands	
	3	С	Diced carrots for cooking	Contract Pre-processing	Salmonella Present	Further Processed by Custome	4	4	16		Supplier Audit every 12 months	Certificate of Analysis with each Deliv	
L	4	D	Prepared salad	Produce to be Treated	Salmonella Present	Further Processed on Site	4	5	20	Yes	Supplier Audit every 6 months	Certification to GFSI Approved Stands	
	5	E	Packing of RTE Lettuce	High Risk Service	Foreign Bodies	None Currently	3	4	12	No	Certification to GFSI Approved Standard	Supplier Audit every 12 months	
⊢	6	F	Plastic Wrap	Contact Packaging	Yeasts & Molds	None Currently	1	1	1	No	Supplier Assurance Questionnaire	Supply to Contract Specification	
⊢	7	G	Cardboard Box	Non-Contact Packaging	Foreign Bodies	None Currently	1	5	5	No	Supply to Contract Specification	Supplier Assurance Questionnaire	
-	8	H Ipplier Assessment List	Pest Control Supplier Risk Calculato	r Supplier Category	Foreign Bodies	No access to Production Facility Supplier Control Measures	+	5	1 5	No	Supply to Contract Specification	Supplier Assurance Questionnaire	
	adv su	ipplier Assessment List	Supplier hisk Calculato	Supplier Category	Controis on Site	supplier control Measures							

Assistance with Food Defense Assessment

The package contains a Food Defense Threat Assessment Template to supplement FS 2.7.1 Food Defense Plan procedure.

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The Vulnerability Assessment and subsequent Food Defense Plans are documented in FS 2.7 Defense Threat Assessment:	resulting in a Threat Risk Rating:
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FS 2.7.1A Food Defense Threat Assessment Template:

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							Risk Assessment			Control Measures Required
	Assessment Number	Threat Category	Details	Potential Risk	Current Controls in Place	Likelihood/ Vulnerability to Threat	Impact	Threat Risk Rating	Primary Control	Secondary Control
Ī	1	Material/Produce Supply			Supplier Assurance/Secure Deliveries	3	3	9	Entrances are secured, security personnel, locks and/or alarms are installed	Ingredients are examined for possible tampering
Ī	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 protect from unauthorized access
Ī	3	Storage			Storage Security	3	3	9	Access to storage areas is restricted	Regularly check the inventory of finishe products for unexplained additions and withdrawals from existing stock.
Ī	4	Transport			Transport Security	3	3	9	Incoming and outgoing vehicles are examined for suspicious activity	Control access to loading docks
	▶ Fo Ready	od Defence Summary	Assessment Category Ex	isting Controls Strat	tegies Checklist	+				+ 100%

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Assistance with Food Fraud Assessment

The package contains a Food Fraud Assessment Template to supplement FS 2.7.2 Food Fraud procedure.

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Introduction						tate University (MSU) http://foodfraud.msu.edu. provides free on - d fraud called Massive Open On-line Courses or MOOCs. Other
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FS 2.7.2A Food Fraud Assessment Template:

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		d historical issues, Historica tion, Sophistication of routi likel		terants (if testi	ing within the	supply chain is	comprehens										
Score				Product or Mater				1			1						
5 4		a high profile product or material w high profile product or material that								_							
3	Figh - a	Medium	a product or material that may b	e adulterated - act	ion is required to	ensure only genuin	e materials are po	rchased.									
2			unlikely to be a target for substitu gible - no further action required						nes available.	_							
1		Negi	pole - no sunner action required	as the product or a	material & extrem	ery uninely to be a	target for food to	100.		-							
					Available	Information and D	ata Review						Risk Assessment		Ris	Rating	
essment umber	Assessment Category	Details of Product or Material or Service	Details	Historical evidence of substitution or adulteration	Economic factors which may make adulteration or	Ease of access to raw materials through the supply chain	Sophistication o routine testing to identify adulterants	Nature of the Raw Material	Potential Risk	Potential for Food Fraud Rating	Current Controls in Place	Likelihood	Economic Consequence	Public Health Consequence	Economic Risk Rating	Public Health Risk Rating	Primary Control
1	Purchased Produce	Organic Carrots	Supplier Barry C - India						Counterfeiting	5	Supplier Audit every 6 months	5	3	5	15	25	Raw material testing
2	Purchased Produce	Lettuce	Supplier Larry B - USA						Stolen goods	3	Supplier Audit every 12 months	4	3	3	12	12	Certificates of analysis from raw mat suppliers
3	Purchased Material	Salad Dressing	Supplier A Mills - USA						Unapproved enhancements	4	Certification to GFSI Approved Standard	5	3	4	15	20	Use of tamper evidence or seals on inco raw materials
4	Contract Packer	Contract Mixed Vegetables	Contract Pack Inc USA			1			Grey market	5	Supplier Audit every 6 months	5	3	5	15	25	Mass balance exercises at the suppl
5	Purchased Contact Packaging	Salad Tray	FoodPac - Germany						Stolen goods	3	Supply to Contract Specification	3	3	2		6	Supply chain audits
6	Contact Material	Detergent	Chemico Inc USA						No Risk	1	Supply to Contract Specification	1	з	2	3	2	Supply chain audits
7	Purchased Non-Contact Packaging	Cardboard Box	BoxForm Inc USA						No Risk	1	Supply to Contract Specification	1	1	1	1	1	Certificates of analysis from raw mat suppliers
8	On-site In-Process Product	Chopped Carrots							Stolen goods	3	Site Security	з	4	3	12	9	Certificates of analysis from raw mate suppliers
9	On site Finished Product	Mixed Vegetables Frozen							Stolen goods	з	Mass Balance exercises on site weekly	3	4	з	12	9	Certificates of analysis from raw mat suppliers
10	On-site Contact Packaging	Salad Mix Bags							Counterfeiting	3	Site Security	а	5	3	15	9	Certificates of analysis from raw mate suppliers
11	Warehouse Finished Product								Stalen goods	1	Mass Balance exercises on site weekly				٥	0	Certificates of analysis from raw mat suppliers
	Market- place Finished Product								Mislabeling/Misbranding		Monitoring of Product						Certificates of analysis from raw mat

Good Operating Practice Templates

Editable Good Operating Practice Templates are provided. They comply with and match the clauses of the SQF Food Safety Code Module 10: Good Operating Practices for Pre-processing of Plant Products. The Templates match the clauses of the SQF Code and are as follows:

GOP 10.1 Premises - Exterior Buildings and Interior

GOP 10.1A Site Premises Plan

GOP 10.2.1 Equipment and Utensils

GOP 10.2.2 Maintenance and Repairs

GOP 10.2.3 Maintenance Staff and Contractors

GOP 10.2.4 Calibration

GOP 10.3.1 Pest Prevention

GOP 10.3.2 Cleaning and Sanitation

GOP 10.4 Hygiene Policy

GOP 10.4 Personnel Practices and Welfare

GOP 10.4.3A Protective Clothing Risk Assessment

GOP 10.5.1 Product Handling Practices

GOP 10.5.1 High-Risk High-Care Processes - Optional Extra

GOP 10.5.1A Personnel High Risk Hygiene Barrier - Optional Extra

GOP 10.5.2 Control of Foreign Matter Contamination

GOP 10.5.2A Glass Policy

GOP 10.5.2B Control of Brittle Materials

GOP 10.5.2C Glass & Brittle Material Breakage Procedure

GOP 10.5.2D Control of Knives

GOP 10.5.3 Detection of Foreign Objects

GOP 10.5.4 Unloading, Loading and Transport Practices

GOP 10.6 Water, Ice and Air Supply including:

GOP 10.7 Storage

GOP 10.8 Chemical Control

GOP 10.9 Waste Disposal

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Pest Prevention	AFG Pest Prevention	AFG Pest Prevention
Introduction	The contracted service provides:	Produce/naterials warehouse
The company has established, documented and implemented a Pest Prevention System, which is	 Monthly site visits and inspections including service records describing current levels of pest. 	Maintenance workshop Finished product warnhouse
maintained as part of the company Good Operating Practices.	activity and recommendations for taking Corrective Actions.	 Areas with the potential for rodent access due to traffic
Procedure	 Inspections including the periphery and internal and external buildings The provision of a plan/diagram of the site showing the identification, location, number and 	 Overhead areas when roof rat activity is evident. High traffic areas
The company operates a proactive writem for the prevention of contamination of the facility, materials	type of all pest control monitoring and prevention measures Evine insect controls including fly killing units 	 Doors that open to the exterior of the facility
and products by pests and ensures that there are effective controls and processes in place to minimize	Emergency 24-hour call-out service	Interior rodent monitoring devices identify and capture rodents that gain access to the facility. Toxic
pest activity. This includes ensuring an integrated peak prevention system is effectively implemented. This procedure is used in conjunction with written Good Operatine Practices and HACCP plans to ensure	Cuarterly biologist inspection reports, visit and trend reports with recommendations A record of pest slattings and a trend analysis of the frequency of pest activity to target.	beits are not used for interior monitoring. Bait are not used inside ingredient or food storage areas or processing areas, indicator baits that conform to local regulations are used inside processing areas.
adequate pest control. The Hazards Associated with pests are the contamination of food by bacteria	pesticide applications A current open of the certificate of insurance that specifies the liability openage 	Interior monitoring devices are placed along perimeter walls at a distance of IDm and secured in position. Spacing is reduced and the number of traps is increased when there are increased pest act?
from pests and their droppings and also unwanted contamination of food with pests' bodies, eggs, hairs or droppings. At the facility design stage measures are taken to reduce the risk of contamination by	A current copy of the centricate of insurance that specifies the fusionly coverage Disposal of unused pest control chemicals and empty containers in accordance with	position, spacing is reduced and the number of traps is increased when there are increased pest activities, interior monitoring devices are inspected at least weekly.
aiming to restrict the access of pests on site.	regulatory requirements - Spil control materials and procedures -	Interior monitoring devices include:
Produce, materials, packaging and finished products are stored so as to minimize the risk of infestation.	 Sperioperior materials and procedures Safety Data Sheet information to ensure proper usage of pesticide chemicals. 	
Where stored product pests are considered a risk, appropriate measures are included in the control	Both the contract and service agreement information are held in the Pest Control File which is managed	Mechanical traps Clue boards
program. All incoming goods are inspected for pest infestation. Process equipment handling raw materials witherable to infestation is identified and scheduled inspection undertaken. All buildings are	by the Quality Manager who has overall responsibility for pest control on site.	- Cassing traps
required to be adequately proofed as described in GOP 10.1 Premises - Exterior Buildings and letterior.	Before agreeing to a contract, the Quality Manager verifies that the pest control contractor is qualified.	Dive cage traps See saw takes
Waste is managed as per procedures GOP 10.9 Waste Disposal to prevent the accumulation of debris and waste on site to prevent the attraction of pests, in order to prevent risk of contamination no	Copies of training records and qualifications are held in the pest control file for each person who	 Electrocution traps
animals are allowed on site.	performs pest management services on site. At the start of the contract a detailed survey of the entire facility is completed by a gualified Field biologist and the results are documented and used to determine	 Extended trigger traps that send alert e-mails or text messages.
The company employs a Pest Control Association registered pest control contractor to implement a pest	placement of monitoring devices.	Electronic Flying insect Killing Units (EFKs)
prevention program and maintain the site free from pest contamination. The contract agreement defines:	Exterior Bail Stations	EFKs assist in the identification and monitoring of fiving insects. For food safety reasons, all EFKs have
	Exterior rodent bait stations are set up to deter rodents from enterine the facility. Based on the detailed	shutter-resistant tubes and are positioned at least 3 m from food contact surfaces, exposed products peckasine, and new materials in food handline areas. UFRs are installed away from entrance areas in .
 Company and contractor key contact personnel Description of contracted services and how they will be completed 	facility survey, exterior balt stations are placed along the foundation walls on the exterior of the facility	way that does not attract insects to the facility. EFKs are used to monitor flying insect activity at
- Term of the contract	and along the site boundaries. Exterior balt stations containing rodenticides are tamper resistant, anchored in place, locked, and labelled. All exterior balt stations are inspected at least monthly. The balt	locations that are likely to allow access to the facility. All units are checked weekly to ensure they are working. Each unit is serviced guarterly by the pest control contractor, the service includes:
 Equipment and material storage specifications A complete inventory of pesticides (must be approved by the regulatory authority for use in a 	stations are checked more often when activity levels increase. Baits are secured inside bait stations, in	
food facility) including safety data sheets detailing the safe use and application of baits and other materials such as insecticide servey or fumigants.	good condition, and replaced as needed. Bait stations are placed at intervals of 15 m although areas of high rodent activity may have a higher concentration of bait stations.	 Emptying collection trays and analysis of contents Cleaning the units
Emergence call out procedures	-	- Repairs
Records and documents to be maintained Requirement to notify facility of any changes in service or materials used	Interior Monitoring	 Reporting volume and type of insects caught including trends Annually tude change at the beginning of the active season.
 andputement to notify facinity of any changes in service or materials used Authorized service personnel including evidence of competency by exam from a recognized organization or regulatory authority 	Based on the detailed Field Biologist survey, interior monitoring devices are placed in strategic sensitive areas specific to the redent species, and other areas of pest activity, including:	 renowy doe brange is on indemning or one score reason.
Document Reference GOP 18.3.1 Pest Prevention	Document Reference GOP 10.3.3 Pest Prevention	Document Reference GOP 10.3.1 Post Prevention
Revision 0: 11" March 2022 Owned by: Quality Menager	Revision 0 1º March 2022 Owned by Quality Manazer	Revision 0 1" March 2022 Owned by Quality Manager
Authorized By: General Manager	Authorized By: General Manager	Authorized By: General Manager

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FSMS Record Templates

A range of easy to use food safety record templates are included:

Sample FSMS Record	l Templates		
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ame ^	Date Modified	Size	Kind
FSR Glass and Brittle Plastic Register.docx	19/05/2021	33 KB	Microsoft Worcument (.docx)
FSR Goods In Inspection Record.docx	19/05/2021	26 KB	Microsoft Worcument (.docx
FSR Goods In QA Clearance Label.docx	19/05/2021	16 KB	Microsoft Worcument (.docx
FSR GOP Audit Checklist.docx	27/02/2022	41 KB	Microsoft Worcument (.docx
FSR Hygiene Policy Stf Training Record.docx	19/05/2021	26 KB	Microsoft Worcument (.docx
FSR Internal Audit CorrAction Summary.docx	19/05/2021	29 KB	Microsoft Worcument (.docx
FSR Knife Control Record.docx	19/05/2021	28 KB	Microsoft Worcument (.docx
FSR Metal Detection Record.docx	19/05/2021	29 KB	Microsoft Worcument (.docx)
FSR Non Approved Supplier Sample Plan.docx	19/05/2021	28 KB	Microsoft Worcument (.docx)
FSR Non Conformance Notification.docx	19/05/2021	26 KB	Microsoft Worcument (.docx
FSR Non-Conformance Record.docx	19/05/2021	26 KB	Microsoft Worcument (.docx
FSR Outgoing Vehicle Inspection Record.docx	19/05/2021	28 KB	Microsoft Worcument (.docx
FSR Packing Traceability Record.docx	19/05/2021	29 KB	Microsoft Worcument (.docx
FSR Preventative Action Request	07/12/2021	105 KB	Microsoft Worcument (.docx
FSR Process Change Approval Record.docx	19/05/2021	29 KB	Microsoft Worcument (.docx
FSR Product Recall Record.docx	19/05/2021	28 KB	Microsoft Worcument (.docx
FSR Product Recall Test Record.docx	19/05/2021	31 KB	Microsoft Worcument (.docx
FSR Product Recall Trace.docx	19/05/2021	28 KB	Microsoft Worcument (.docx
FSR Product Release Record.docx	19/05/2021	29 KB	Microsoft Worcument (.docx
FSR PRP Cleaning Verification Record.docx	19/05/2021	32 KB	Microsoft Worcument (.docx
FSR QA Online Check Sheet.docx	19/05/2021	32 KB	Microsoft Worcument (.docx
FSR Return to Work Form.docx	19/05/2021	28 KB	Microsoft Worcument (.docx
FSR Root Cause Analysis.docx	07/12/2021	130 KB	Microsoft Worcument (.docx
FSR Sample Cleaning Record.docx	19/05/2021	29 KB	Microsoft Worcument (.docx
FSR Sample Equipment Cleaning Record.docx	19/05/2021	28 KB	Microsoft Worcument (.docx
FSR Site Audit Checklist.docx	19/05/2021	40 KB	Microsoft Worcument (.docx
FSR Supplier Evaluation Form.docx	19/05/2021	25 KB	Microsoft Worcument (.docx
FSR Supplier Register.xlsx	19/05/2021	13 KB	Microsoft Excorkbook (.xlsx)
FSR Supplier Self Assessment Form.docx	19/05/2021	37 KB	Microsoft Worcument (.docx
FSR Traceability Record.docx	19/05/2021	120 KB	Microsoft Worcument (.docx
FSR Training Record.docx	19/05/2021	31 KB	Microsoft Worcument (.docx
FSR Vehicle Hygiene Inspection Record.docx	19/05/2021	28 KB	Microsoft Worcument (.docx
FSR Visitor Questionnaire.docx	19/05/2021	28 KB	Microsoft Worcument (.docx
Product Hold Label.docx	19/05/2021	16 KB	Microsoft Worcument (.docx
QMR 007 Identificatioraceability Form.docx	04/11/2020	29 KB	Microsoft Worcument (.docx)
QMR 015 Equipmentsioning Checklist.docx	04/11/2020	32 KB	Microsoft Worcument (.docx)
QMR 016 Return to Work Form.docx	04/11/2020	28 KB	Microsoft Worcument (.docx)
MR 017 Hygiene Polf Training Record.docx	04/11/2020	28 KB	Microsoft Worcument (.docx
QMR 018 Complaint Investigation Form.docx	04/11/2020	29 KB	Microsoft Worcument (.docx)
QMR 019 Audit Checklist.docx	04/11/2020	42 KB	Microsoft Worcument (.docx)
QMR 023 Equipmentedure and Record.docx	04/11/2020	30 KB	Microsoft Worcument (.docx
QMR 024 Glass Breakage Record.docx	04/11/2020	27 KB	Microsoft Worcument (.docx
QMR 025 Metal Detection Record.docx	04/11/2020	29 KB	Microsoft Worcument (.docx
QMR 026 First Aid Drsing Issue Record.docx	04/11/2020	29 KB	Microsoft Worcument (.docx
QMR 029 Engineeringlearance Record.docx	04/11/2020	30 KB	Microsoft Worcument (.docx)
QMR 030 Glass and BPlastic Register.docx	04/11/2020	33 KB	Microsoft Worcument (.docx
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QMR 033 Outgoing Vnspection Record.docx	04/11/2020	28 KB	Microsoft Worcument (.docx
QMR 034 Pre Employcal Questionnaire.docx	04/11/2020	32 KB	Microsoft Worcument (.docx
QMR 035 Visitor Questionnaire.docx	04/11/2020	28 KB	Microsoft Worcument (.docx
QMR 036 Product Recall Record.docx	04/11/2020	28 KB	Microsoft Worcument (.docx
QMR 037 Shelf Life Cfirmation Record.docx	04/11/2020	29 KB	Microsoft Worcument (.docx
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QMR 040 MaintenancClearance Form.docx	04/11/2020	27 KB	Microsoft Worcument (.docx
QMR 041 Changing RCleaning Record.docx	04/11/2020	30 KB	Microsoft Worcument (.docx
QMR 042 Cleaning Eqolour Coding Sample	10/07/2019	223 KB	Portable Document Format
QMR 043 Daily Cleanihanging Rooms.docx	04/11/2020	30 KB	Microsoft Worcument (.docx
QMR 044 Drain Cleandure Filler Areas.docx	04/11/2020	196 KB	Microsoft Worcument (.docx
QMR 045 General Cleaning Procedure.docx	04/11/2020	142 KB	Microsoft Worcument (.docx
QMR 046 Product QA Clearance Label.docx	04/11/2020	16 KB	Microsoft Worcument (.docx)
QMR 050 QC Online Check Sheet.docx	04/11/2020	32 KB	Microsoft Worcument (.docx)
QMR 051 Non Conformance Notification.docx	04/11/2020	28 KB	Microsoft Worcument (.docx)
OMP 052 Double Held Label deex	04/11/2020	12 KB	Microsoft Worcument (.docx)
QMR 053 Double Hold Label.docx			
QMR 055 Double Hold Label.docx QMR 054 Supplier Register.xlsx QMR 055 Chemical Register.docx	04/11/2020 04/11/2020	13 KB 28 KB	Microsoft Excorkbook (.xlsx) Microsoft Worcument (.docx)

Validation Record Samples

A range of easy to use validation records are included:

Validation Record Samples	
Name	^
CCP Validation - Cleaning After Nut Production.docx	
CCP Validation - Dispatch and Distribution Temperatures.docx	
CCP Validation - Glass Control.docx	
CCP Validation - Metal Detection.docx	
CCP Validation Cleaning and Sanitation.docx	
GMP Validation - Calibration.docx	
GMP Validation - Maintenance.docx	
Sample Control of Foreign Matter Contamination PRP Validation.docx	
Sample Ingredients Foreign Body Control Policy Validation.docx	
Sample Personnel Hygiene and Welfare PRP Validation.docx	

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	Meta	al Dete	ction	CCP V	alidatio	n	
	Metal Detection CCP Validation						
	Product Category	Freshly	Prepared	Salads			
	Step Number	8 Packin					
	Hazard	Presence	e of metal	objects			
	Control Measure	Metal De and Non		o a maximu	m sensitivity	of 5mm Ferrous	
		_	icable				_
	Validation Methods	Yes	No	1	Applical	ble	
	Third Party Scientific Validation		~				
	Historical Knowledge	1			dicates a sign using a metal	ificant reduction	י
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		Cor	clusion				
	Internal Validation Required?		~	[
	If so by which method?		-	-			
	CCP Confirmed	1					-
	Authorized by(Name):						-
	Signature:						-
	Date:						
	Document Reference CCP Validation	- Metal Det	ection				
	Revision 0 1st November 2020 Owned by: Quality Manager						
	owned by, Quality Manager						

Verification Record Examples

A range of easy to use verification records are included:

Verification Record Examples	
Name	^
Control of Brittle Materials Verification Record.docx	
Control of First Aid Dressings Verification.docx	
Control of Knives Verification Record.docx	
Control of Visitors and Sub-Contractors Verification Record.docx	
Despatch and Distribution Verification Record.docx	
💼 Glass & Brittle Material Breakage Procedure.docx	
Glass Policy Verification Record.docx	
Hygiene and Housekeeping Management Verification Record.docx	
Hygiene Code of Practice Verification Record.docx	
Hygiene Policy Verification Record.docx	
Ingredients Foreign Body Control Policy Verification Record.docx	
Maintenance Verification Record.docx	
Management of Cleaning Verification Record.docx	
Management of Pest Control Verification Record.docx	
Metal Detection Verification Record.docx	
Nut Handling Procedure Verification Record.docx	
💼 Sample H&H Audit Factory GMP Audit.docx	

[] 더 이· 이 용 ㅋ sert Design Layout References Mailings Review	Glass Policy Verification Record (Compatibility Mode) Q~ Search in Document
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B I U + abe X ₂ X ² + A + = = = =	- Normal Subtrite No Spacing 2 Heading 2 Heading 4 Heading 5 Normal Subtrite No Spacing Heading 2 Heading 6 Title Subtr Errorb, Errohasis Heans Error, Binorg
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Glass Policy Verification	GIBS POICY VERTICATION GIBS POICY VERTICATION GIBS POICY VERTICATION GIBS POICY VERTICATION
	immediately to maximum advance of the second se
Glass Policy Verification Audit	Does the film used have a minimum of 100-micron thickness resulting in the glass breakage procedure being followed and a
Auditor Name	Are all fluorescent light tubes and other forms of lighting fully guass breakage record being completed r
Date	protected against possible damage?
Site Standards Audit Find	Are fluorescent tubes either surface coated with a shatter- been applied to glass surfaces?
Are all employees including agency staff, visitors and	Are lighting fitments in production areas cleaned and changed Is any previous related as a glass here in the second seco
contractors familiar with and follow the Glass & Perspex Policy? Is the use of glass on the manufacturing site minimized?	during non-production hours? Do any broken glass components on processing equipment such
-	Are electronic Physiling units fitted with tubes which are protected against damage?
Wherever possible are alternative materials to glass used?	Are the EFK tubes either surface coated with a shatter-resistant evolution bains stranged immediately?
Are all personnel prevented from taking glass into production areas?	material or housed within a protective outer tube made of a keep and the state of t
is there a comprehensive list of all glass (and glass-like	Are EX this steel away from open food processing equipment? Under the steel of the sealage is not known, are
materials) in each department for all factory production areas? Are these items checked every day by the Supervisor	Are plass bottles or containers prohibited from being used for systems followed to ensure the tracing, isolation and holding of
Are these items checked every day by the Supervisor responsible for the department at the start of production and at	delivery of food ingredients? all products manufactured since the last satisfactory glass check
the end of production to ensure they are not damaged?	Where the use of glass containers is unavoidable, it each was recorded? Container careful execution for any sign of chopting or In the case of a breakage is the area and all equipment involved
Are the results of the inspection recorded on a Glass Register and sizeed off?	breakage and must be safely disposed of or rejected where in the breakage incident isolated immediately (cordoned off)
Is any breakage of glass occurring reported and dealt with	necessary? and thoroughly searched for any glass containers destined for use in production Are context of glass containers destined for use in production Are context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined for use in production Are a context of glass containers destined f
immediately using the glass breakage procedure and record? Is glass used on food vessels such as 'sight glass' in viewing ports	areas either sized or fittered in a separated area prior to safe disposal?
is glass used on tood vessels such as signt glass in viewing ports and vessel level indicators replaced where possible with suitable	transfer for production? Is dedicated color coded cleaning equipment provided for glass
alternative materials which are capable of withstanding the	Is this process recorded together with appropriate action taken where glass contamination is eviden? Is dedicated color coded cleaning equipment provided for glass
production process? Where glass cannot be replaced due to process pressures and	Is the location of all glass and glass-like (i.e. that which may breakages used on a once and disposed of after use?
temperatures, is it 'toughened' and conform to international	shatter like gissi materials within all production areas lidentified and recorded on a class Register?
standards? Are glass components which are present in equipment such as	Are brittle Because and elutile items are also biblished on these wells cheest? Are broken or cracked windows removed from the outside, with
temperature recorders and clocks replaced with suitable non-	Are instant or spectrum passe rections are anonygoing record or notest associated and the instant and and
brittle alternatives?	Are interctions carried out carry and an analysis of the second s
Are mirrors where permitted outside of production areas made of non-glass material or covered in a security film?	beginning and end of production with the time and date being When the area has been declared free of plass, is the Glass
Are internal or external glass windows present in production	recorded? Breakage Record completed and signed-off by relevant Serior
areas, raw materials, finished goods and packaging stores; engineering workshops replaced or made of toughened glass	Does the auditing of light fittings include inspection for Maragement to formally clear the area prior to damage or missing protective unit/clowers in addition to any recommencement of production?
and be covered by a protective film?	obvious signs of breakage of glass tubes?
Where replacement of glass is not possible or the cost of	Are all records signed and dated by the Manager of the Senior Management?
replacement is unreasonable, is a suitable shatter-resistant	by the Quality department? For glass breakages in areas remote from storage and
Document Reference Glass Policy Verification Revision 0 1st November 2020	Document Reference Glass Policy Verification Bervicino 1 stroember 2020 Ber
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Implementation Assistance

A range of tools including instructions, training presentations, guidance and technical support are included.

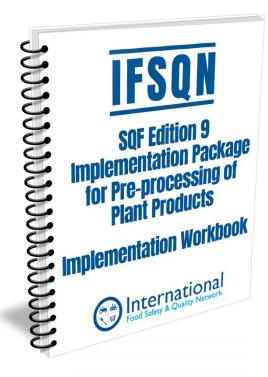


The IFSQN SQF Food Safety Management System Package Edition 9 includes a Start-Up Guide which will guide you through the contents of the package. When you download the package, you will find the Start-Up Guide and 4 folders containing the package documents and tools:

SQF 9 Pre-processing of Plant Products Implementation Pac	kage
	Q Sear
Name	^
Food Safety Management System Templates	
Good Operating Practice Templates	
Implementation Assistance	
Sample FSMS Record Templates	
SQF 9 Food Safety Management System Start Up Guide.pdf	

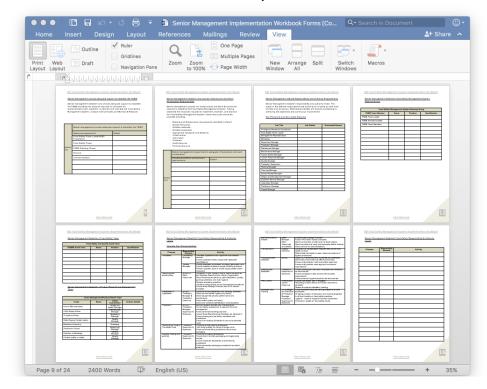
Brochure

SQF 9 Food Implementation Workbook



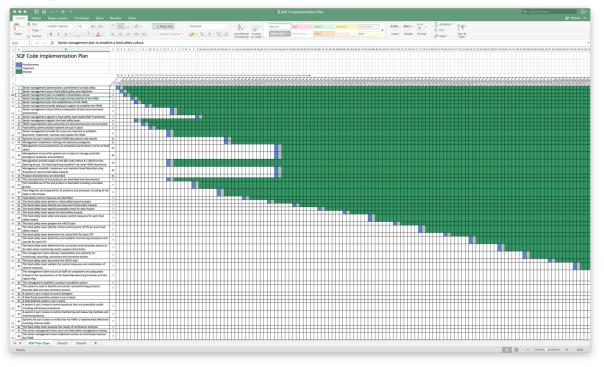
The IFSQN SQF Food Safety Management System Package includes an Implementation Workbook which provides guidance in developing your SQF Food Safety Management System.

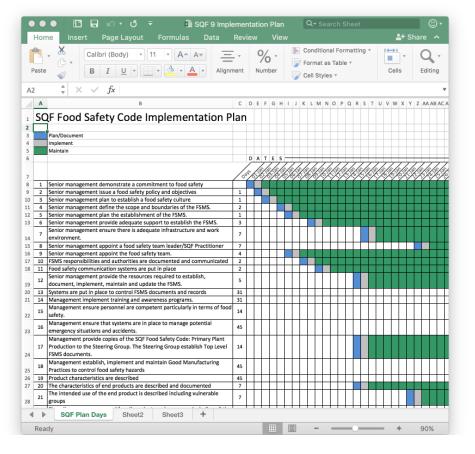
The Workbook checklists are now also provided in editable Microsoft Word format in the document SQF 9 Food Implementation Workbook Forms:



SQF 9 Implementation Plan

An SQF 9 Implementation Plan is included and can be used to by Senior Management to plan the development of your SQF Food Safety Management System.

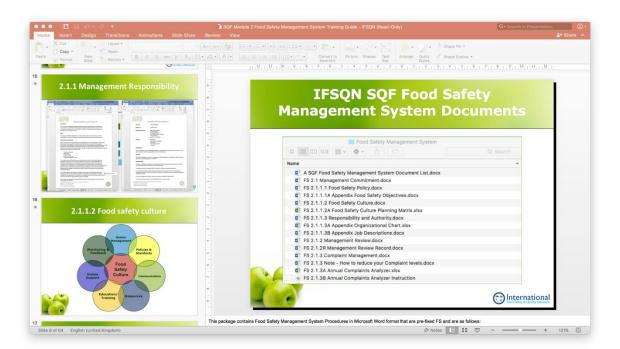




<u>Guidance</u>

The package includes Food Safety Management System Compliance PowerPoint Presentations. The presentations give an overview of the requirements of the SQF Code Edition 9 whilst showing how the procedures match the clauses of the standard and also the additional tools included in the package.

SQF Code System Elements Food Safety Management System for Preprocessing of Plant Products Guide



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<u>SQF Food Safety Code Module 10: Good Operating Practices for Pre-</u> processing of Plant Products Guide

There is a PowerPoint training presentation that explains how the Food Safety Management System Tools & Templates match and comply with SQF Food Safety Code Module 10: Good Operating Practices for Preprocessing of Plant Products.

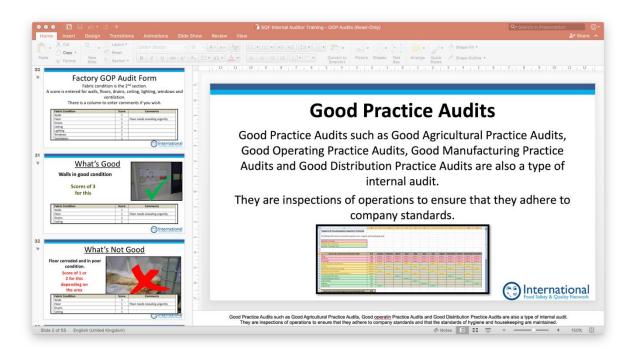


Training for Internal Auditors

There are two PowerPoint Presentations for training your Internal Auditors. The first presentation is for Internal Auditors of the Food Safety Management System in general.



The second training presentation is for carrying out inspections of the facility and corresponding good operating practices.

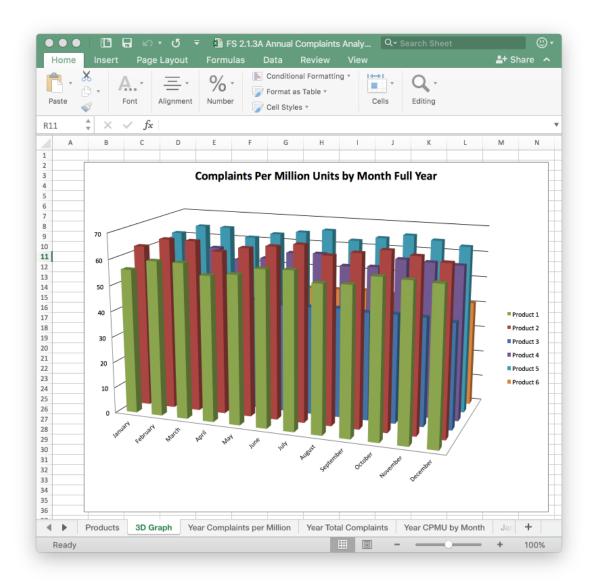


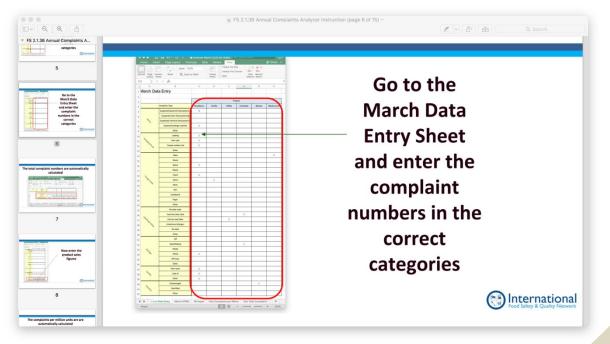
Other Management Tools

The package contains a Complaints Analyzer Template, Instructions and Guidance to supplement FS 2.1.3 Complaint Management.

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Complaint Management	Complaint Management
Introduction	5. Where found.
The company has established methods to capture, record and manage customer complaints.	Details of any action taken by complainant.
Scope	The information must be passed immediately to the Customer Services Manager who assesses if the
The scope of this procedure includes complaints from customers and authorities, arising from products	complaint is Critical or Non-Critical. Critical Complaints are immediately referred to the Quality Manager or in his nominated deputy who will complete a Product Incident Log. An accumulation of an unusual
manufactured or handled on site and co-manufactured products (where applicable).	number of Non-Critical Complaints within a short time period will also be referred to the Quality
Procedure	Manager.
The handling of customer complaints is categorized into non-critical and critical. Non-Critical Quality	Critical or Serious complaints such as a claim of alleged injury or serious product defect are notified to
complaints from customers are directed to the Customer Services Manager who co-ordinates the	the Quality Manager who will instigate an immediate investigation which may involve a product recall (Refer to Product Recall Procedure).
customer response with the Quality Manager.	Customer Complaints are recorded on a Complaint Investigation Form and any follow up is recorded as
Critical or Serious complaints such as a claim of alleged injury or poisoning are immediately notified to	customer complaints are recorded on a complaint investigation Form and any follow up is recorded as per the Corrective action procedure.
the Quality Manager who will instigate an immediate investigation which may involve crisis management and product recall.	The process of applying corrective action is as follows:
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	 There is an initial review of non-conformance to determine the root cause. The Department Manager conducts the initial review and determines the root cause and
contamination with food poisoning bacteria.	corrective action required to eliminate or reduce the cause of the non-conformance and prevent
Non-Critical Complaint - A Quality Defect is defined as any attribute that is not to the specification of the	a recurrence. 3. The Department Manager issues a Corrective Action Request form which details the non-
customer and includes such things as poor packaging, labelling or date coding.	conformance and defines the actions required.
Information may come from many sources including, an individual consumer, an enforcement agency or	The corrective action is completed by the relevant personnel and the Corrective Action Request form is returned with the action taken recorded in detail on the form.
retailer. The most important first action is to ensure as much information is gathered as accurately as possible.	The Department Manager confirms that the corrective action has been taken and eliminated the new conformance than sizes off the Corrective Action request form and encoust then to the
Receipt of External Information	non-conformance then signs off the Corrective Action request form and passes it on to the Quality Manager.
	The Quality Manager reviews effectiveness of the actions taken in eliminating or reducing the cause of the non-conformance and either signs off the corrective action or raises a further
Wherever the initial communication comes from, the following questions must be asked by the recipient to ascertain:	Corrective Action Request with the Department Manager.
	All non-conformances are documented and completed Root Cause Analysis and Corrective Action
 Product name, including pack size. 	Request Forms are held on file by the Quality Manager for a period not less than 3 years.
2. Batch code/number, date code and purchase/receipt date.	Customer complaints are analyzed by product and type to identify complaint trends. The annual
3. Name of person reporting fault - position, organization, telephone number, address.	complaint analyzer tool generates longer term trend analysis. Complaint KPIs and trends are reviewed at management review meetings.
4. Nature of fault.	menogement review incountys.
4. Nature of fault. Document Reference FS 2.1.3 Complaint Management	Document Reference FS 2.1.3 Complaint Management
Revision 0 1st November 2020	Revision 0 1st November 2020
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	A	Product 1		Cate	orv		Туре	
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2						Hair		
3						Cardboard		
1						Paper		
5						Other		
5						No date co	de	
4 b	Products	3D Graph	Year Complaint	s per Million	Year Tot	al Complaints	Year CPMU by M +	





Unannounced Audit Protocol

There is guidance on how to plan and prepare for an unannounced audit – Not normally required for first certification audit but useful info particularly after certification

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AFR	Inannounced Audi		AFG	Jnannounced Audit Protocol	AFG	Unannounced Audit	Protocol
Internal Communication			Planning Manager	Planning	Food Safety Team		
			Goods Receipt Manager	Goods In COA	Leader Ste Director		
		h SQF this is in a 60-day period, 30	Development Manager	Development Validat Verification	tion Site Director		
days either side of the recertification of the		responsible for ensuring that dit is communicated at least one week	Planning Manager	Schedules Planning	Production Manager		
prior to the first possible audit da			Customer Service Manager	Customer Complaint			
Communication processes includ			Laboratory Manager	Laboratory QA Produ			
	e.		Distribution Manager	Transport	Safety Manager		
 Team briefings Staff reviews 			our reader manager		HR Manager		
 Staff reviews Daily Management me 	eetings			rtant a 60-day plan should be in place so that everyone kno	ws their role Quality Manager		
 Shift Handover meeting 			on the day.		Production Supervisor		
 Newsletters Notice boards 			Arrangements		Packing Manager		
				sure that everything on the day of the audit is arranged and			
Preparation Prior to Audit			smoothly.	sure that everything on the day or the audit is arranged and	Planning Manager		
Prior to the unannounced audit.	it is important that routines are en	stablished to ensure all procedures			Goods Receipt Manager	(
and records are available, kept up			Responsible Person	Responsibility	Development Manager		
	1			Room Booking for Auditor for the day	Planning Manager		
Job Title	Job Holder	Record Responsibility		Arrange refreshments and lunch	Customer Service		
		Emergency response		Ensure protective clothing is available	Manager		
Emergency Coordinator							
Food Safety Team Leader		Recalls		Duty Rota for Day of Audit	Laboratory Manager		
Food Safety Team Leader Site Director		Policies and Objectives		Duty Rota for Day of Audit	Laboratory Manager Distribution Manager		
Food Safety Team Leader Site Director Operations Manager		Policies and Objectives Operations		Duty Rota for Day of Audit			
Food Safety Team Leader Site Director Operations Manager Production Manager		Policies and Objectives Operations Production		Duty Rota for Day of Audit		Irrival of the Auditor	
Food Safety Team Leader Site Director Operations Manager Production Manager Warehouse Manager		Policies and Objectives Operations Production Warehouse		Duty Rota for Day of Audit	Distribution Manager On Notification of the A		
Food Safety Team Leader Site Director Operations Manager Production Manager Warehouse Manager Maintenance Manager		Policies and Objectives Operations Production Warehouse Maintenance	Arrival of Auditor	Duty Rota for Day of Audit	Distribution Manager On Notification of the A	urival of the Auditor r all meetings should be cancelled and each p	terson take up the task allocated to
Food Safety Team Leader Site Director Operations Manager Production Manager Warehouse Manager Naintenance Manager Factory Safety Manager		Policies and Objectives Operations Production Warehouse Mainteenance Safety	On the day, it is important to cor	nmunicate the arrival of the auditor. The reception staff not	Distribution Manager On Notification of the A On arrival of the audito them.		terson take up the task allocated to
Food Safety Team Leader Ste Director Operations Manager Production Manager Warehouse Manager Maintenance Manager Factory Safety Manager Human Resource Manager		Polities and Objectives Operations Production Warehouse Maintenance Safety Traihing	On the day, it is important to cor Quality Manager and the Emerge	municate the arrival of the auditor. The reception staff not	Distribution Manager On Notification of the A On arrival of the audito them. Solality to the Tota		erson take up the task allocated to
Food Safety Team Leader Site Director Operations Manager Production Manager Waintenance Manager Maintenance Manager Factory Safety Manager Human Resource Manager Quality Manager		Policies and Objectives Operations Production Watchouse Maintenance Safety Training Pest Control CARs INChs Audits	On the day, it is important to cor Quality Manager and the Emerge	municate the arrival of the auditor. The reception staff not non-coordinator innesdately when the auditor arrives. The non-coordinator is to communicate the arrival of the Timespectry Coordinator is to communicate the arrival of the Timespectry of the auditor arrival of the a	Distribution Manager On Notification of the A On arrival of the audito them. Solality to the Tota	r all meetings should be cancelled and each p	
Food Safety Team Leader Site Director Operations Manager Production Manager Waterbouxe Manager Maintenance Manager Factory Safety Manager Human Resource Manager Quality Manager Production Supervision		Policies and Objectives Operations Production Warehouse Maintesance Safety Training Pest Control CARs NCNs Audits Production	On the day, it is important to co Quality Manager and the Emerge Manager is to greet the auditor i auditor to all relevant staff listed	municate the arrival of the auditor. The reception shalf not any Coordinates Intendiately when the auditor arrives. The of the Emergency Coordinator is to communicate the arriv	Distribution Manager On Notification of the A On avrival of the audito them. During of the Audito them. Loadiny Loading Loadin	r all meetings should be cancelied and each p Job Holder r	Responsibility Check Exterior Check 'live' CCP's and Product
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Free Online Technical Support

Finally, a reminder.

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