



Food Manufacture

# Policies and Procedures in Food Manufacture

## Lesson 3

This course identifies all the policies and procedures required in the personnel department, food safety department and quality management system.





A food safety and quality management system is used to:

- Makes sure the quality policy is adhered to.
- Ensures compliance with food safety systems.





**There is a printed/electronic version of the food safety and quality management system which contains all the sites procedures, working methods and practices. This is implemented and available for relevant staff.**

It is managed as part of the business quality system by:

- A list of control documents with the latest version number
- An individual reference and authorisation of control documents
- Record of the reason for any changes to documents
- A system to replace existing documents when updated



**The food safety and  
quality  
management  
system contains  
several categories  
which contain  
relevant policies,  
procedures and  
documents**





## 1. Sensor management commitment and continuous improvement

- Senior management commitment policy
- Food safety and quality management system review policy
- Food safety culture policy
- Food safety questionnaire
- Food safety and quality statement





**The senior management commitment policy outlines the sites intention to produce food which is safe, legal and authentic and achieved the standard of quality outlined by its customers**

It is signed by the person in charge of the site. It is communicated to all employees (temporary and contract):

- On notice boards
- Within the induction process
- Company intranet
- Use of languages to use to include all staff



## 2. Organisational structure, responsibilities and management authority

- Organisational structure policy
- Organisational chart – structure of key staff and their responsibilities and who their deputies are







### 3. Hazard analysis and critical control points (HACCP)

- HACCP policy
- HACCP manual







## 4. Food safety and quality manual

- Food safety and quality manual policy





## 5. Document control

- Document control policy
- Document control procedure





## 6. Record completion and maintenance

- Record completion and maintenance policy





## 7. Internal audit

- Internal audit policy
- Approved internal auditors
- Internal audit schedules







## 8. Purchasing

- Purchasing, supplier approval and performance monitoring policy
- Approval of new and verification of existing supplier procedures
- Goods-in inspection procedure
- Approval of new ingredients and specifications
- New ingredient check list
- New ingredient risk assessment and approval
- Approval and monitoring of contracted services
- Certificates of analysis
- Relevant approved food codes e.g. Meat EC Codes
- Goods inspection







## 9. Specifications

- Specifications policy
- Specifications control procedure
- Customer specifications new-change procedure
- Customer specifications review (annual)
- Packaging specifications review (annual)
- Raw materials specifications review (annual)





## 10. Corrective action

- Corrective action policy
- Corrective action procedure
- Root cause analysis procedure





## 11. Control of non-conforming product

- Control of non-conforming product policy
- Control and management of non-conformances
- Control of non-conforming materials procedure
- Concession procedure
- Quarantine product notice







## 12. Traceability

- Traceability policy
- Traceability procedure
- Traceability audit schedule





## 13. Complaint handling

- Complaint handling policy
- Customer complaint procedure
- Complaint investigation record





#### 14. Incidents, withdrawals and recalls

- Management of incidents, product withdrawal and product recall policy
- Product recall, withdrawal and incidents procedure
- Recall team
- Incident report form
- Customer contact list
- Customer depot contact list
- External agency contact list
- Business continuity plan
- Accidents and near misses procedure
- Emergency evacuation plan
- Liability insurance certificate
- Incident management checklist





## 15. Customer focus and communication

- Customer policy gap analysis review







## 16. External standards

- External standards policy





## 17. Security

- Site security and food defence policy
- Site security and food defence procedure
- Authorised recording devices list
- Site visitor log in sheet







## 18. layout, product flow and segregation

- Layout, product flow and segregation policy
- Site plans







## 19. Building fabric

- Building fabric policy
- Lighting survey





## 20. Utilities – water, ice, air and other gases

- Utilities policy
- Water supply and crisis action plan procedure
- Drain management procedure





## 21. Equipment

- Equipment policy
- New and stored equipment procedure
- New equipment acceptance certificate







## 22. Maintenance

- Maintenance policy
- Maintenance procedure
- Engineers breakdown document
- Approved contractor list





## 23. Staff facilities

- Staff facilities policy
- Locker control procedure





## 24. Chemical and physical contamination

- Chemical and physical product contamination control policy
- Plastic control procedure
- Chemical control procedure
- Chemical surveillance test procedure
- Knife, blade and cutting wire control procedure
- Glass, plastic, ceramic contamination control procedure
- Procedure for control of wood
- Non food chemicals approved list
- De-boxing and storage or raw materials and packaging procedure
- Glass breakage certificate







## 25. Foreign body detection and removal equipment

- Foreign body detection policy
- Metal detection procedure





## 26. Housekeeping and hygiene

- Housekeeping and hygiene policy
- Environmental monitoring procedure
- Cleaning validation (meat/vegetables/allergen)
- Procedure control and management of listeria
- Microbiological swabbing procedure
- Microbiological swabbing technique





## 27. Waste

- Waste and waste disposal policy
- Disposal of waste procedure
- Designated waste handlers







## 28. Management of surplus food and products for animal feed

- Management of surplus food policy
- Management of surplus food procedure





## 29. Pest control

- Pest control policy
- Pest control procedure





## 30. Storage facilities

- Storage policy







## 31. Despatch and transport

- Transport policy
- Transport and receipt procedure
- Vehicle breakdown procedure
- Vehicle maintenance and hygiene procedure
- Vehicle calibration documents





## 32. Product design

- Product design and development policy
- New product development procedure
- New product shelf life test procedure
- Reheating verification procedure
- Nutritional analysis for new products and verification of existing products





### 33. Product labelling

- Product labelling policy
- Product labelling procedure







### 34. Allergen management

- Management of allergens policy
- Procedure for the control of allergens
- Site allergen spillage procedure
- Customer allergen warning guideline
- New ingredient allergen approval form
- Allergen segregation materials in processing
- Gluten free procedure
- Gluten free policy





## 35. Product authenticity, claims and chain of custody

- Product authenticity, claims and chain of custody policy
- Procedure for control of product authenticity
- Specific products e.g., sustainable palm oil procedures





## 36. Product packaging

- Product packaging policy
- Procedure for the control of obsolete packaging
- Label reel orientation information
- Food control packaging regulations procedure
- Packaging waste regulations return procedure







### 37. Product inspection

- Product inspection and analysis policy
- Microbiological testing procedure
- Long life testing procedure
- Microbiological test limits
- Chemical testing procedure
- Procedure for quality assessment
- Finished product taste panel procedure
- Post launch test requirements





## 38. Product release

- Product release policy





### 39. Control of operations

- Control of operations policy
- Temperature control procedure
- Vegetarian segregation procedure
- Cooking procedure
- Freezing and defrosting procedure
- Procedure for the temperature validation of cooking and cooling processes
- Hot fill procedure
- Procedure for meat species and welfare standard segregation
- Rework procedure
- Vegan procedure
- Other processes procedure







## 40. Labelling and pack control

- Labelling and pack control policy
- Control of packaging and date coding procedure
- Procedure for the generation and checking of bar codes





## 41. Quantity – weight, volume and number

- Quantity control policy
- Weight control procedure
- Manual quantity control procedure
- Piece count control procedure





## 42. Calibration

- Calibration and control of measuring and monitoring devices policy
- Calibration and verification procedure







## 43. Training

- Training policy
- Staff training and development procedure/continuous professional development





## 44. Personal hygiene

- Personnel hygiene policy
- Personal hygiene/protective clothing rules





## 45. Medical screening

- Medical screening policy
- Bodily fluid spillage procedure
- Food handlers exclusion procedure
- Visitors questionnaire
- Return to work form
- Fitness to work guide
- Medical questionnaire







## 46. Protective clothing

- Protective clothing policy





## 47. High risk zones

- High risk production zone policy
- High risk – low risk segregation procedure
- Control of emergency services and re-entry to high risk procedure
- Air filtration risk assessment in high risk areas





## 48. Risk assessments

- Risk assessment policy
- Risk assessment documentation
- Risk assessment schedule







# Revision Activity 3

**Name 5 policies, procedures or documents in the food safety and quality management system?**