

Food Safety Compliance training

Internal audits and annual QA reports



With our Food Safety Compliance for QA managers training we go back to the basics, the foundation to properly fulfill the complex function of a QA manager, now and in the future.

Contents

1. Food Management
2. Real-time Food Safety Compliance
3. iMIS Food 2020



A decorative graphic consisting of multiple overlapping, wavy lines in a light blue color, creating a sense of motion and depth across the middle of the slide.

Food Management

Food Management

- Dynamic playing field
- 2000 quality requirements
- 100 suppliers
- 100 customers
- 100 employees
- 400 legislative changes



Standards

- Quality:
 - BRC
 - IFS
 - FSSC22000
 - SQF
 - Dutch HACCP
 - Quality marks such as HALAL, SKAL, UTZ
- Environment: ISO14001
- Occupational health and safety: ISO45001
- Corporate Social Responsibility:
 - CSR Performance Ladder (ISO26000)



Standards

- Food Production parameters
 - Product
 - Process
 - Person
 - Production area
- Food Defense
- Food Fraud
- Not just for production: traders too
 - HACCP of the entire chain
- Retail customer? 2 CI's and 2 Certificates!
- ZZP auditors...
- SKAL <-> NVWA <-> EDP audit

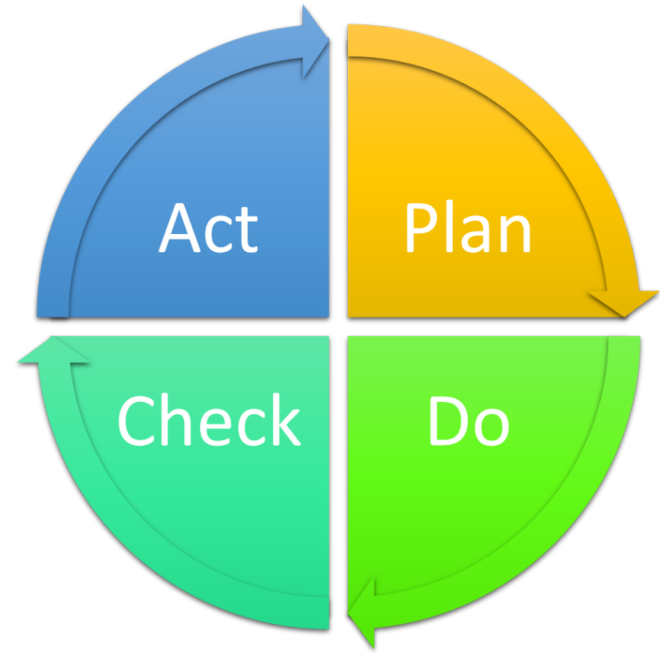


Food Safety Compliance management

Management of business performance, demand and supply relations, legislation and certification with regard to Food Safety, taking into specifications, quality activities, traceability and assessment.

	Specifications	Quality activities	Traceability	Assessment
	Requesting, drawing up, issuing and securing specifications regarding raw materials, semi-finished products, processes and end products, with which legislation, quality standards and customer requirements are met.	Drawing up, complying with and guaranteeing product and process parameters through procedures, job descriptions and responsibilities with which legislation, quality standards and customer requirements are met.	Registering all information flows and related actions regarding raw materials, semi-finished products, processes and end products, with which legislation, quality standards and customer requirements are met (transparency and consumer intimacy).	Testing whether the product and process parameters and the related procedures, job descriptions and responsibilities meet legislation, the quality standards and customer requirements that are set.
<h3>Quality Standards</h3>				
Certification	Standard requirements	Operational framework	Test, certification body informed	HACCP, TACCP, VACCP, standard based practice
<h3>Customers & Consumers</h3>				
Demand Relationships	Product, process requirements	Demand Information Center	Products, specifications	Customer satisfaction, consumer needs
<h3>Food Company</h3>				
Food Company	Product, process and people requirements	Training, support, procedures, quality documents and database	Ingredients, semi-products, final products	Business System
<h3>Suppliers</h3>				
Supply Relationships	Product, process and people requirements	Supply Information Center	Raw materials, services, specifications	Supplier selection and performance
<h3>Legislation</h3>				
Legislation	Legal requirements	HACCP and prerequisite program	Food Safety Authority informed	HACCP, legal based practice

Continuous
improvement!



iMIS Food Helpdesk: the support

- Content
 - Legislation & hazard study
 - Quality standards
 - Control rounds
 - Labeling & Specifications
 - Available 24 hours a day for recalls
- Software
 - Support in using the software
 - Remote takeover of PCs
 - Import and export of data
 - Company-specific reports
 - Handheld use, scanning and labeling



In which field do we operate?

- Dynamic playing field
- 2000 quality requirements
- 100 suppliers
- 100 customers
- 100 employees
- 400 legislative changes



Goals for Food Management:

- Brand protection
 - Legal compliance (license to operate)
 - Quality standard compliance (license to sell)
 - Peace of mind (license to chill)
- Quality
 - Real-time Food Quality Assurance
 - Building Food Quality history
 - Improving in-house Food Quality capabilities
- Efficiency
 - Opportunities for integral cost-saving
 - Flexibility: Organised for Food Quality dynamics
- Effectiveness
 - Real-time management of
 - Specifications
 - Quality activity
 - Traceability
 - Assessment



Quality Standards



Certification Management

IFS Standard requirements

- 1. Quality system
- 1.2 HACCP system
- 2. Management responsibility
- 3. Resource Management
- 4. Product control
- 5. Measurements, analysis, improvements



BRC Standard requirements

- 1. HACCP system
- 2. Quality system
- 3. Standards for the factory environment
- 4. Product control
- 5. Process control
- 6. Staff

QUALITY STANDARDS

EFQM INK ISO9001:2000 ISO17025	SQF Europpgap GMP Animal Feed AIB	HACCP BRC IFS EFSIS
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ACCREDITATIONAL BODIES

CERTIFICATION BODIES

CUSTOMERS

CONSUMERS

- Retail Organisations
- Food Service
- Wholesalers and Trade
- Food Manufacturers
- Out of Home Outlets
- Hospitals

- Habits, Attitudes
- Preferences
- Allergens
- Quality Needs
- Information Needs

FOOD AND DRINK FACTORY

FOOD & DRINK MANAGEMENT

LABORATORIES

PRODUCT SUPPLIERS

SERVICE SUPPLIERS

- Microbiological
- Analytical

- Raw materials
- Equipment
- Packaging
- Machines

- Cleaning and Hygiene
- Pest Control
- Measurements
- Cooling Systems

GOVERNMENT CONTROL BODIES

- Global
- International
- National
- Where appropriate

- General Food Law
- Codex Alimentarius

LEGISLATIONS

Customers & Consumers



Demand Relationship Management (DRM)



QUALITY STANDARDS

EFQM	SQF	HACCP
INK	Eurepgap	BRC
ISO9001:2000	GMP Animal Feed	IFS
ISO17025	AIB	EFSA

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LEGISLATIONS

Food and Drink Management



Business Performance Management (BPM)



QUALITY STANDARDS

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ISO17025	AIB	EFSA

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LEGISLATIONS

Suppliers



Supply Relationship Management (SRM)



QUALITY STANDARDS

EFQM	SQF	HACCP
INK	Eurepgap	BRC
ISO9001:2000	GMP Animal Feed	IFS
ISO 17025	AIB	EFSA

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CONSUMERS

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LEGISLATIONS

Government and Legislation



Legislation Management



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LEGISLATIONS

4 aspects recur in all groups:

- Specifications
- Traceability
- Quality activities
- Assessment

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Food Manufacturers	Quality Needs
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FOOD AND DRINK FACTORY

FOOD & DRINK MANAGEMENT

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Analytical	Equipment	Pest Control
	Packaging	Measurements
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GOVERNMENT CONTROL BODIES

Global	General Food Law
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Where appropriate	

LEGISLATIONS

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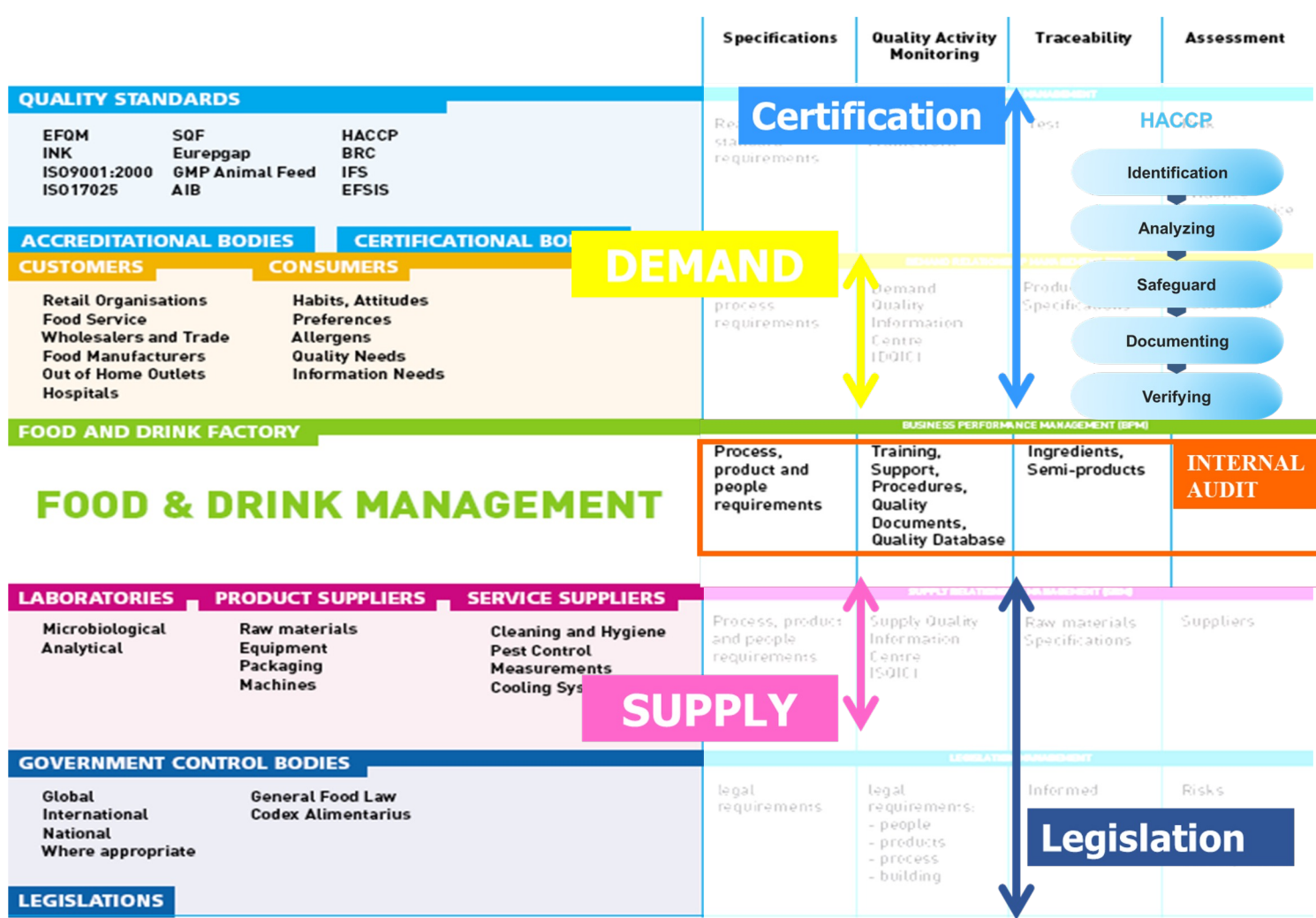
GOVERNMENT CONTROL BODIES

Global	General Food Law
International	Codex Alimentarius
National	
Where appropriate	

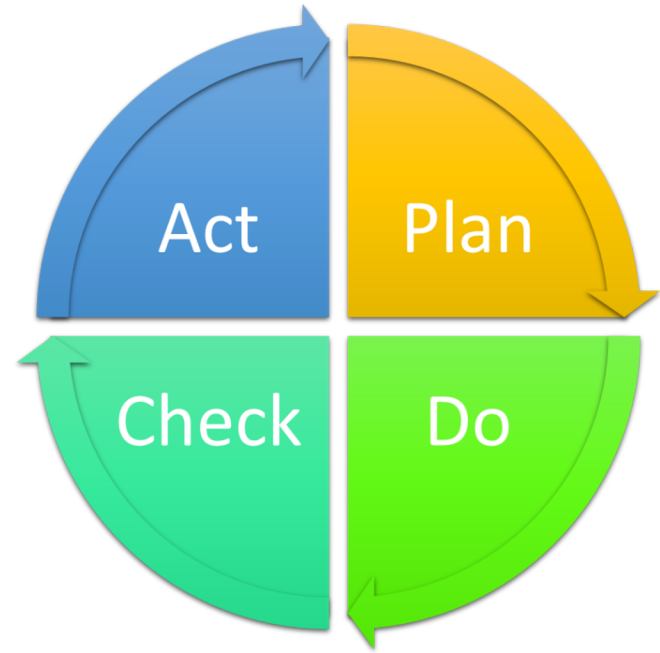
LEGISLATIONS

**INTERNAL
AUDIT**

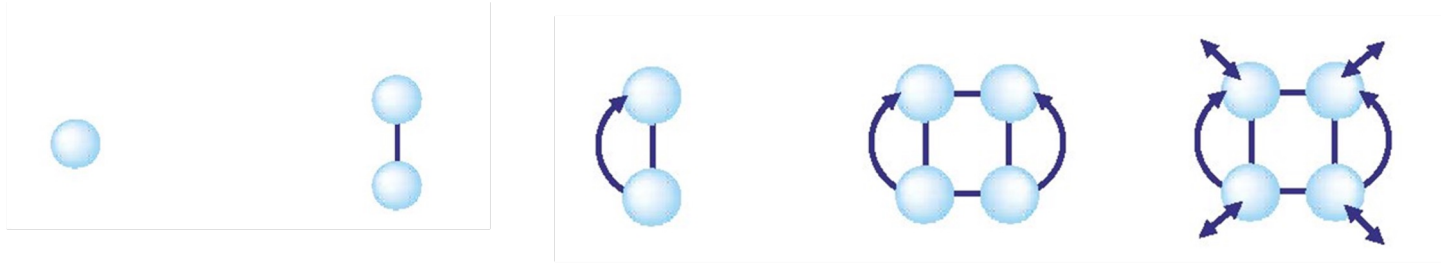
			Specifications	Quality Activity Monitoring	Traceability	Assessment
QUALITY STANDARDS			OPERATION MANAGEMENT			
EFQM INK ISO9001:2000 ISO17025	SQF Eurepgap GMP Animal Feed AIB	HACCP BRC IFS EFSIS	Real time standard requirements	Operational Framework	Test	Risk Quality Standard evidence based practice
ACCREDITATIONAL BODIES		CERTIFICATION BODIES				
CUSTOMERS			DEMAND RELATIONSHIP MANAGEMENT (DRM)			
Retail Organisations Food Service Wholesalers and Trade Food Manufacturers Out of Home Outlets Hospitals		Consumers Habits, Attitudes Preferences Allergens Quality Needs Information Needs		Product, process requirements	Demand Quality Information Centre (DQIC)	Products Specifications Customer Satisfaction Consumer Needs
FOOD AND DRINK FACTORY			BUSINESS PERFORMANCE MANAGEMENT (BPM)			
FOOD & DRINK MANAGEMENT			Process, product and people requirements	Training, Support, Procedures, Quality Documents, Quality Database	Ingredients, Semi-products	INTERNAL AUDIT
LABORATORIES			SUPPLY RELATIONSHIP MANAGEMENT (SRM)			
Microbiological Analytical	Raw materials Equipment Packaging Machines	Cleaning and Hygiene Pest Control Measurements Cooling Systems	Process, product and people requirements	Supply Quality Information Centre (SQIC)	Raw materials Specifications	Suppliers
GOVERNMENT CONTROL BODIES			LEGISLATION MANAGEMENT			
Global International National Where appropriate	General Food Law Codex Alimentarius		legal requirements	legal requirements: - people - products - process - building	Informed	Risks Legal evidence based practice
LEGISLATIONS						



Continuous
improvement!



Phases of connectivity



Activity

Process

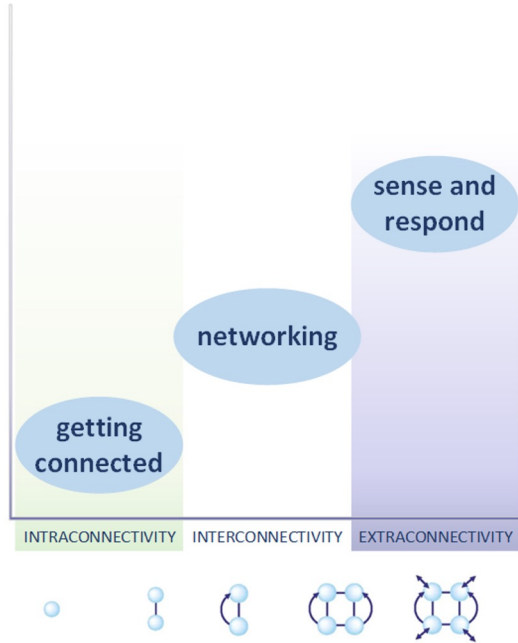
System

Chain

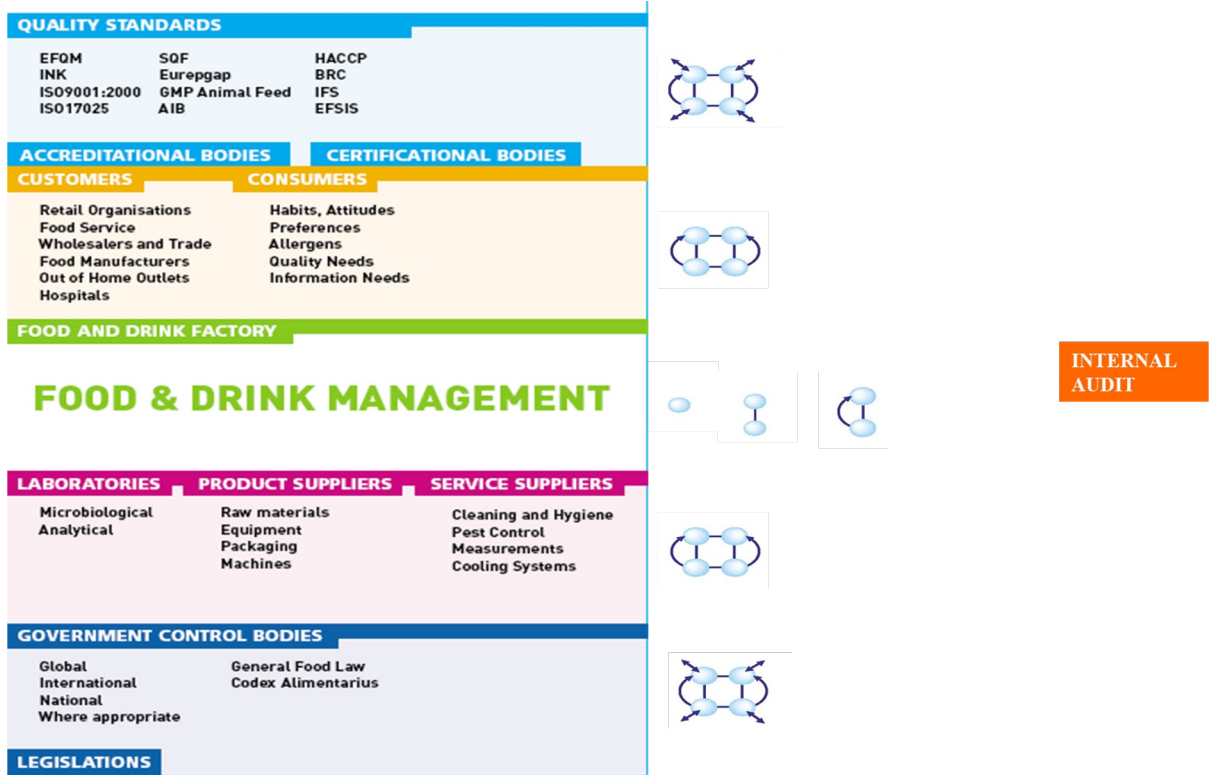
Holistic

Ad hoc or totally integrated?

- Knowing that something will happen.
- Knowing why something happens.
- Knowing that something is happening.
- Knowing that something has happened.



Phases of connectivity



Contents

1. Preface
2. Standards and Definitions
3. Auditors and audited
4. Audit execution
5. Reporting and follow-up



Why an internal audit?

- Part of the measurement system
- Check whether the company “does what it says”
- Verification of
 - Performance indicators
 - Demonstrable evidence
- Input for analysis
 - Reporting to management
 - Improvement actions
- Support continuous improvement
- Obligation from QA standards

Internal audit

- Yes
 - Measuring instrument
 - Organized and systematic
 - Snapshot
 - Open collaboration
- No
 - Looking for culprits, detecting mistakes
 - Examination
 - Stress exercise



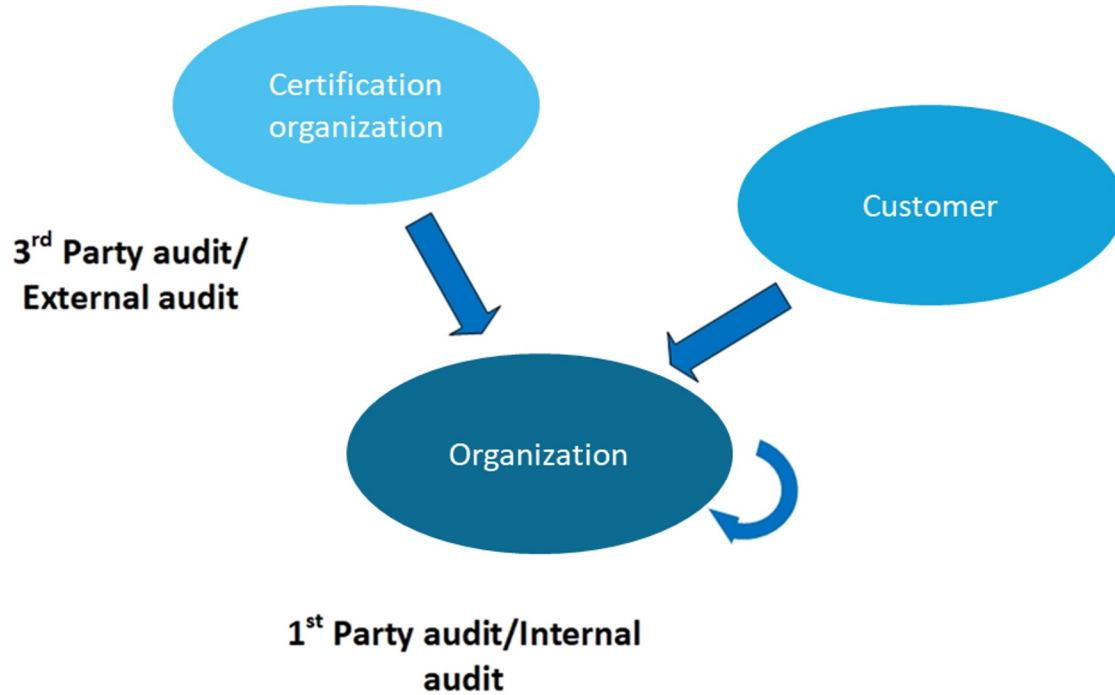
Standards and definitions



Standards and Definitions

- Audit
 - Systematic, independent and documented process for obtaining audit evidence and evaluating it objectively to determine the extent to which agreed audit criteria have been met
- Audit evidence
 - Records, statements based on facts or other information relevant to the audit criteria and verifiable
- Audit criteria
 - Set of policies, procedures or requirements used as a reference

Audit types



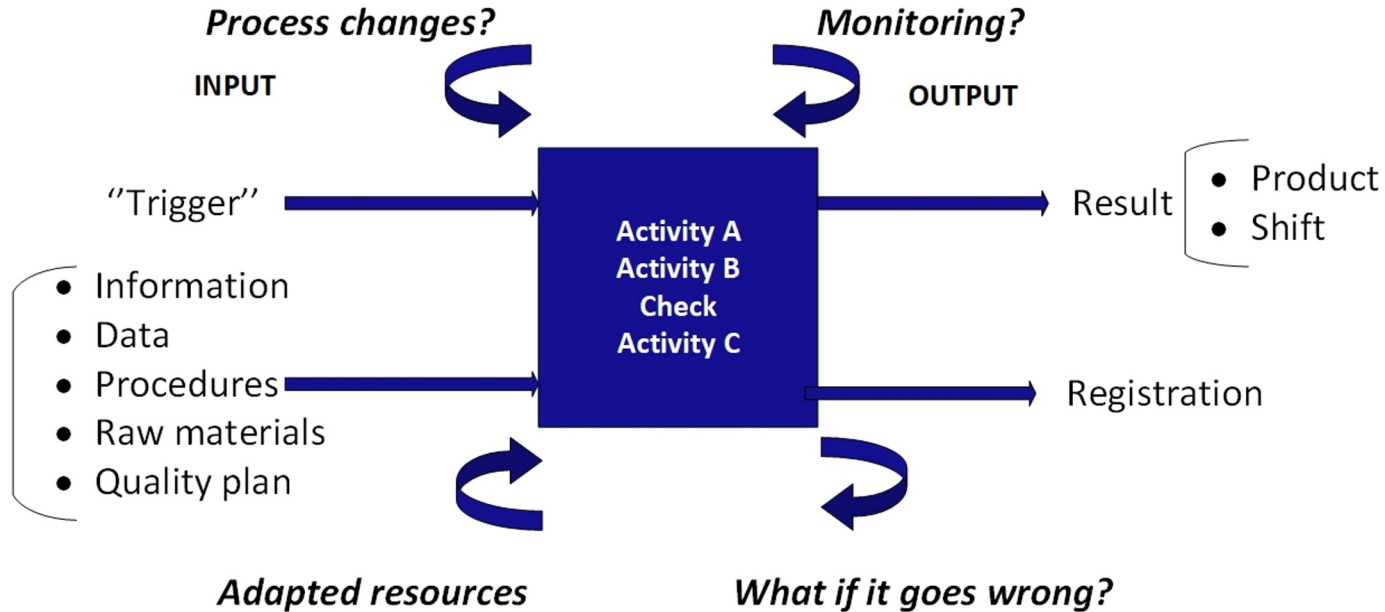
Audit methodologies

- Procedure targeted
- Process oriented
- Product- or service oriented
- Department-oriented
- Inspection rounds
- Document evaluation

Evaluation of the process

- Four basic questions:
 - Have the processes been identified and defined in a relevant way?
 - Have the responsibilities been assigned?
 - Have the procedures been implemented and kept up to date?
 - Are the procedures effective to achieve the stated results?

Auditing of processes





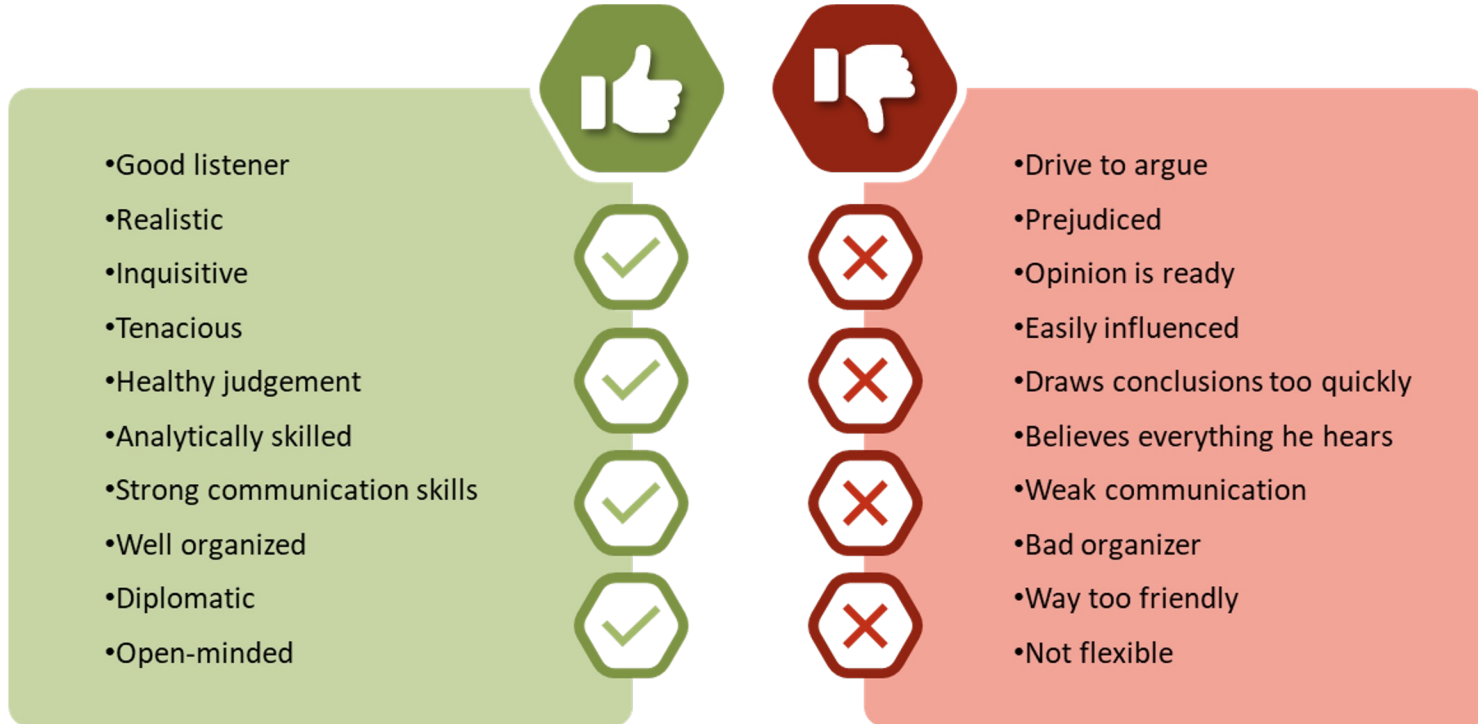
Auditors
and
audited



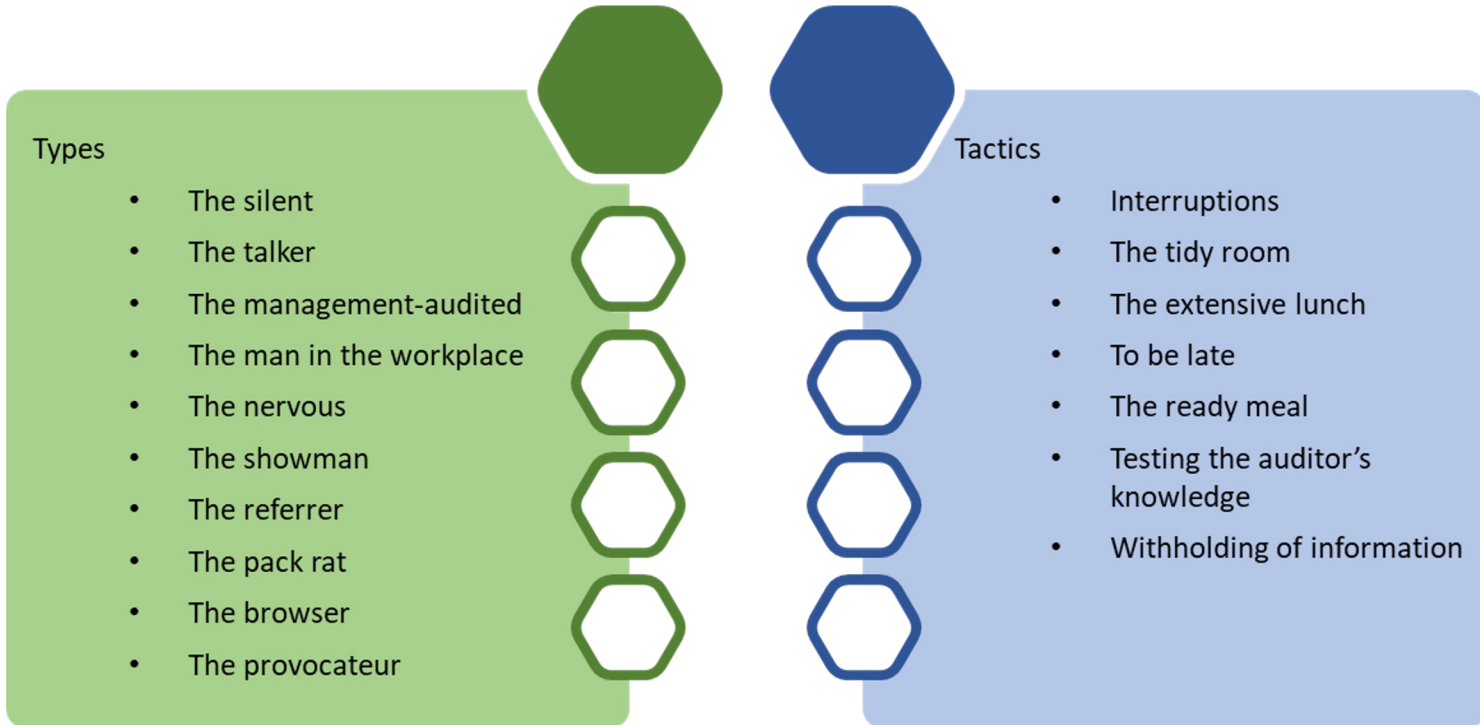
Auditors

- **Role of the auditor**
 - Obtaining and processing information
 - Support in improving the organization
 - Responsible for the correct execution of the audit
- **Selection and qualification**
 - In the role of the audit program
- **Qualification Requirements (Preferred)**
 - Good basic training and several years of work experience
 - Knowledge of the company
 - Knowledge of the audit criteria
 - HACCP, BRC, IFS, FSSC 22000, NVWA
 - Knowledge of audit methodology

Personal characteristics of auditors



Audited



Causes of poor listening

- Not enough time to listen
- Lack of concentration
- Faking attention
- Do not find the topic interesting
- Get emotionally involved
- Respond to loaded words
- Judging the speaker instead of what he is saying
- Making lots of notes
- Diverting attention

Pitfall of both auditor and auditee

Tactic of the auditor

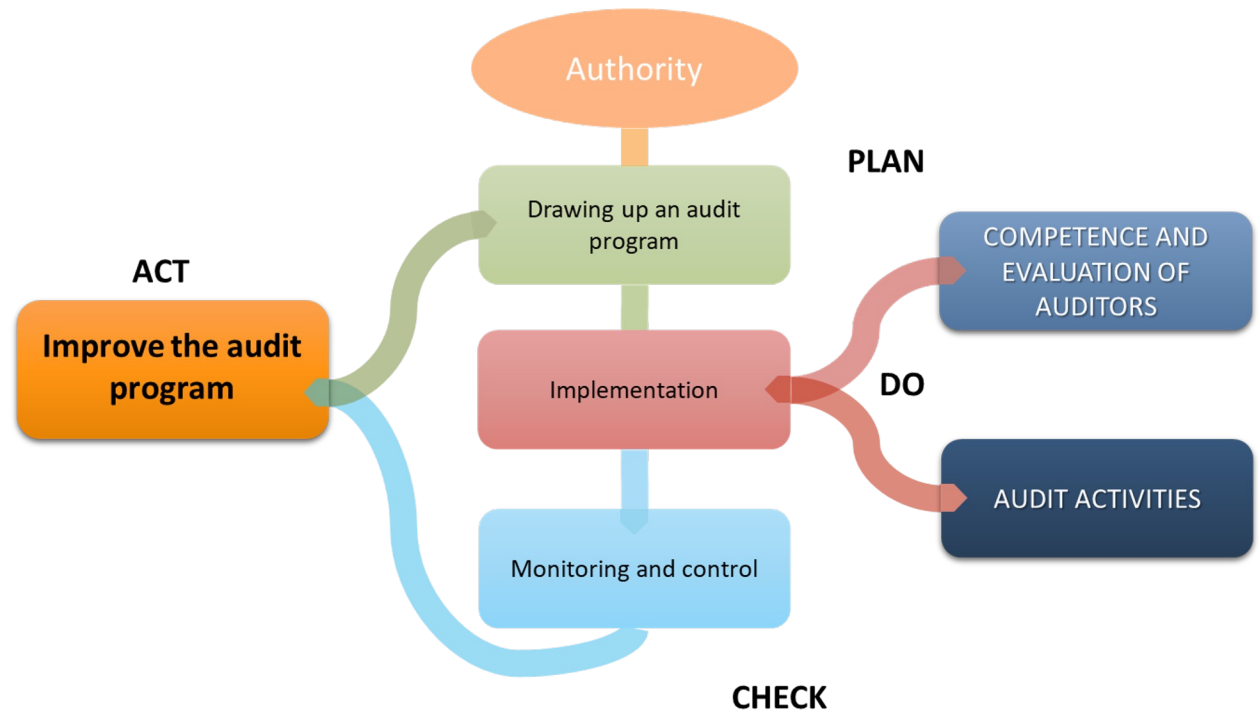
- Avoid possible obstacles
- Convince the participants of the usefulness of the audit
- Make sure the goal of the audit is achieved



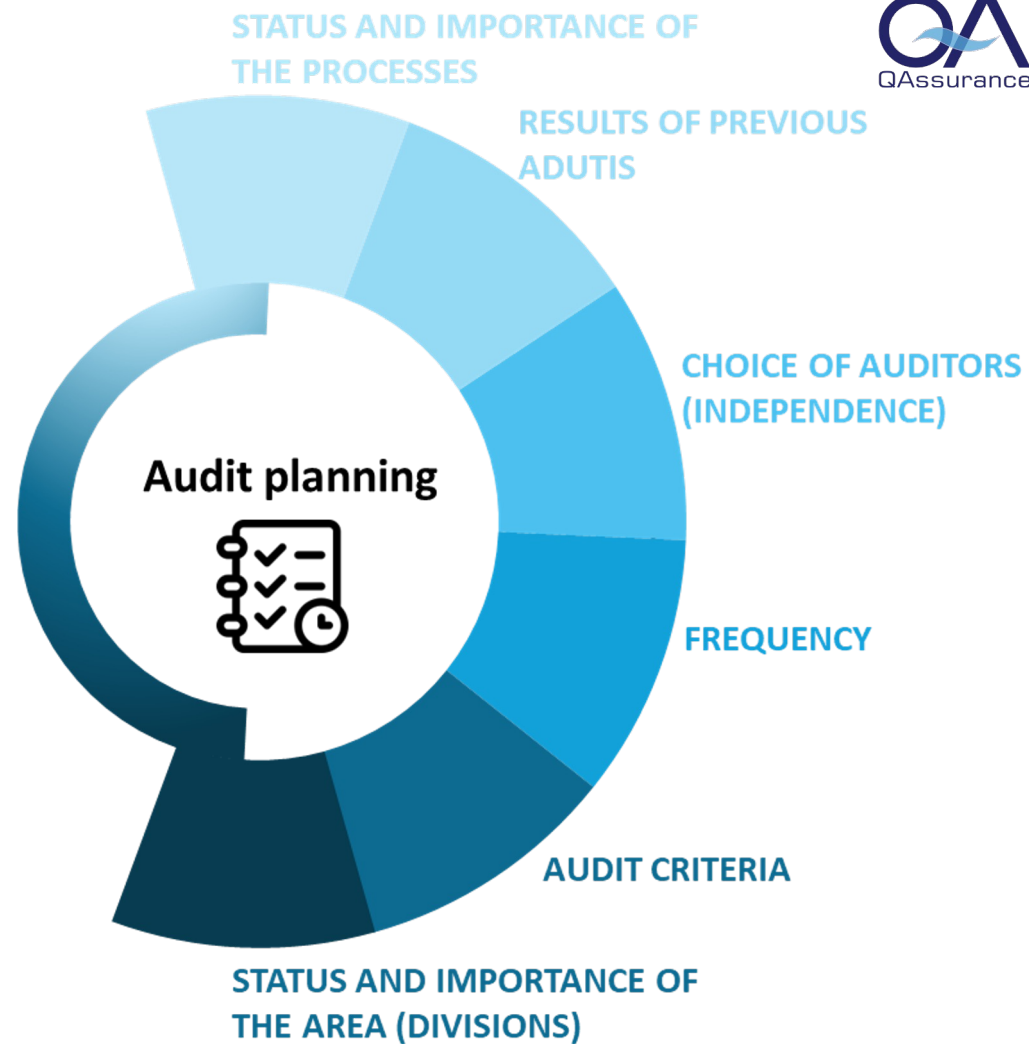
Audit execution



Management of an audit program



Audit planning



Audit execution



Preparation

Performance

Reporting

Follow up

Audit preparation

- Documentation
 - Policy
 - Goals
 - Organization
 - Which procedures / work instructions / registrations?
 - Results of previous audits?
 - Method of reporting
- Audit plan
 - Agenda
 - Who (auditor-auditee, date/time, location?)
- Questionnaire
 - Useful or not?

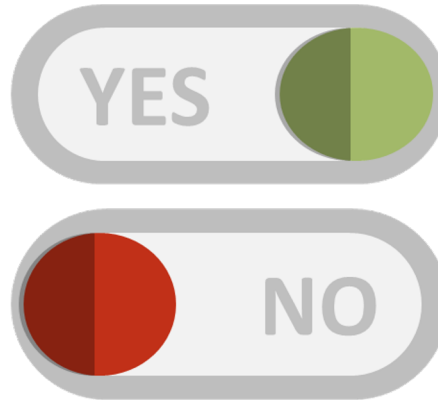
Non-verbal communication

- Gestures
- Intonation
- Body posture
 - Additional support for verbal communication
 - What we say: 7%
 - How we say it: 38%
 - Body language: 55%

Audit interview

✗ DON'T

- Explain purpose and usefulness
- Put auditee at ease
- Show respect
- Stay in charge of the interview
- Listen carefully
- Collect evidence
- Give feedback at the end
 - Summary of findings



✓ DO

- Don't get straight to the point
- Don't get side-tracked
- Don't give an uncertain impression
- Don't just emphasize the negatives
- Never give personal comments about internal matters

Audit execution

- Don't forget the introduction
- Collecting and analyzing information
- Converting information into findings
- Communication during the audit
- Closing and feedback
 - Well understood?

Audit execution collection and analysis of information

**Methods of collectiong
information include:**

- **Interviews**
- **Observations of
activities**
- **Review of documents**

Information resources

Collect through sampling
and checks

Audit evidence

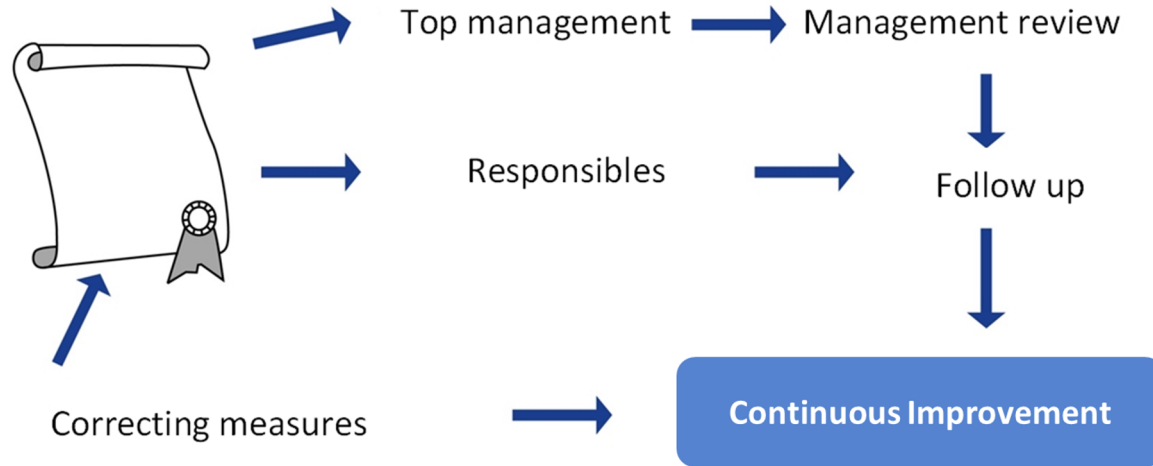
Evaluation against audit
criteria

Audit evidence

Analyse

Audit conclusions

Audit report and follow up



The writing of a deviation

- Don't forget the introduction
- Objective description
- Refer to standard document, conversation
- Describe the requirement and deviation

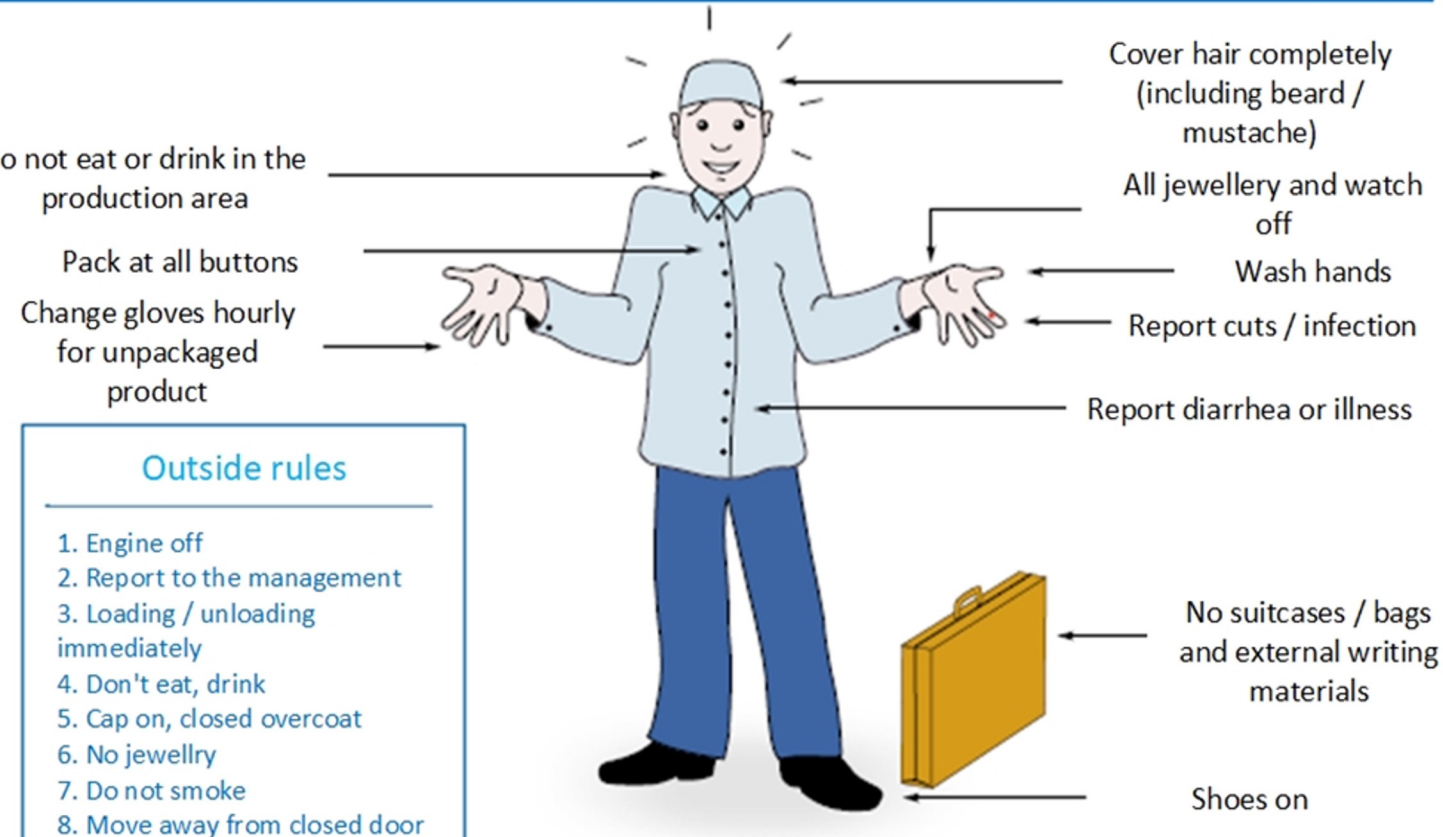
Example 1:

Verification [HACCP 5.11]

- The assessment of the analysis result and any applicable corrective measures are not recorded.
 - Analysis results of the pest control are not mentioned in the verification report
 - (with regard to verification report 16-06-06
 - Some mice have been caught. Opinions of the pest control agents have not been demonstrably followed up.



Overview of rules in production space



Outside rules

1. Engine off
2. Report to the management
3. Loading / unloading immediately
4. Don't eat, drink
5. Cap on, closed overcoat
6. No jewellery
7. Do not smoke
8. Move away from closed door

Example 2:

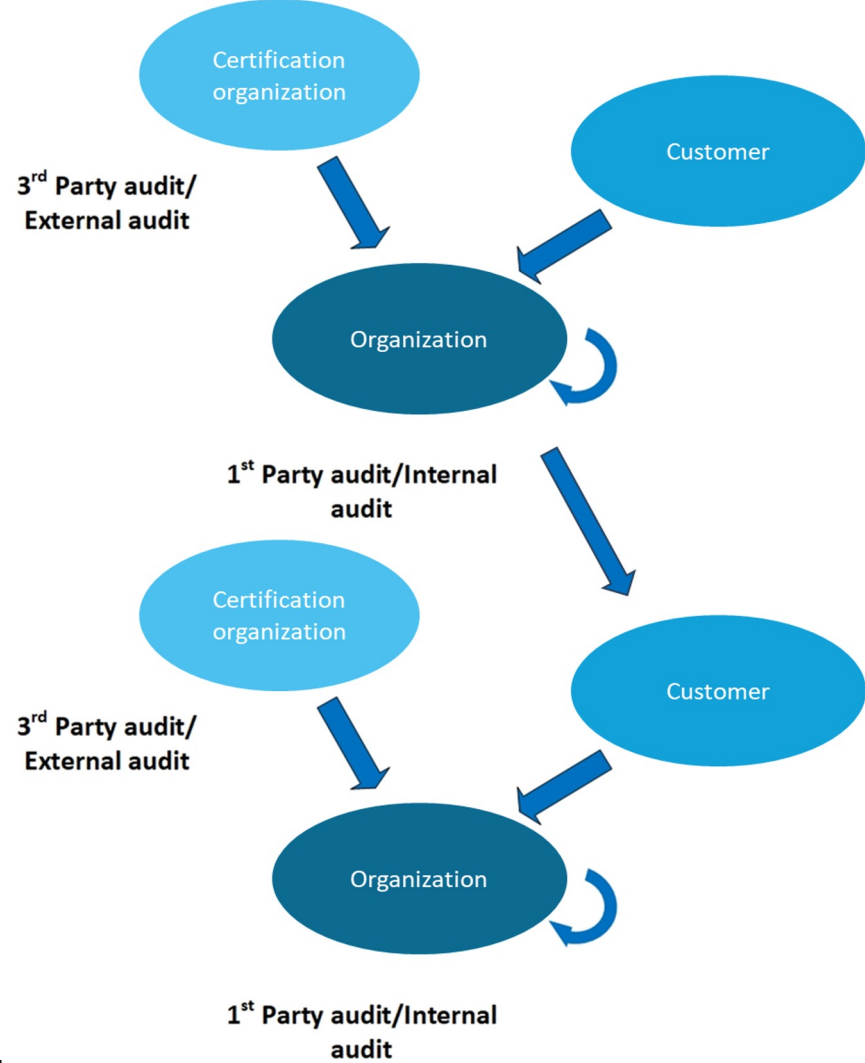
- **Prerequisite program**
- Compliance with applicable hygiene rules



Audit approach



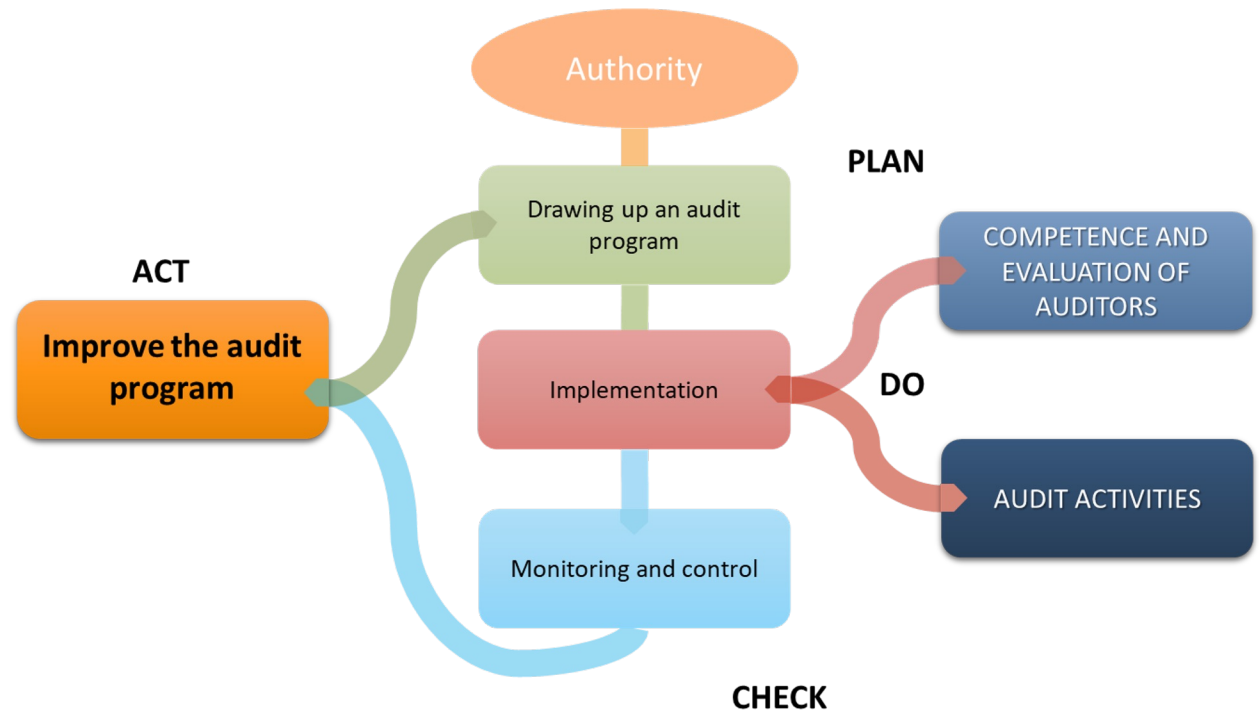
Audit types



Which audits
are we
dealing
with?



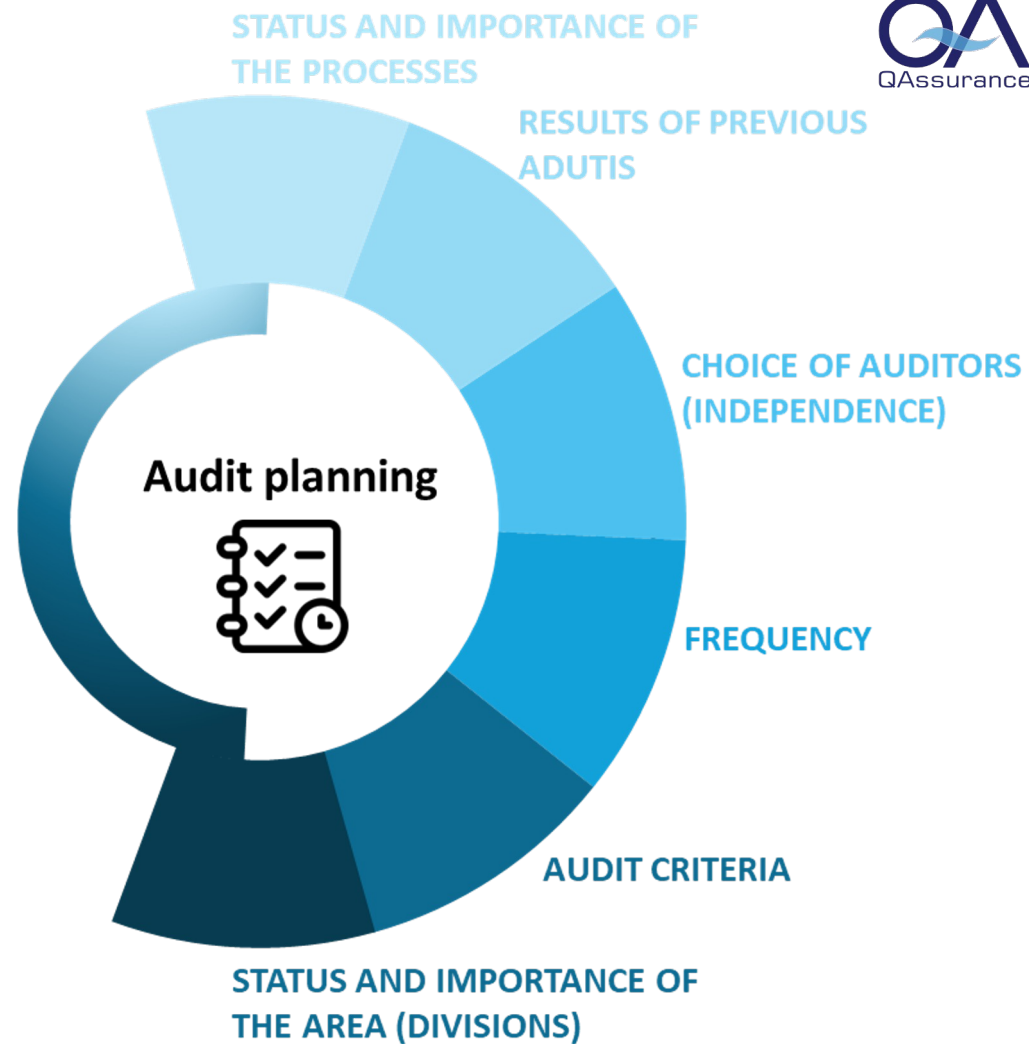
Management of an audit program



Audit program example

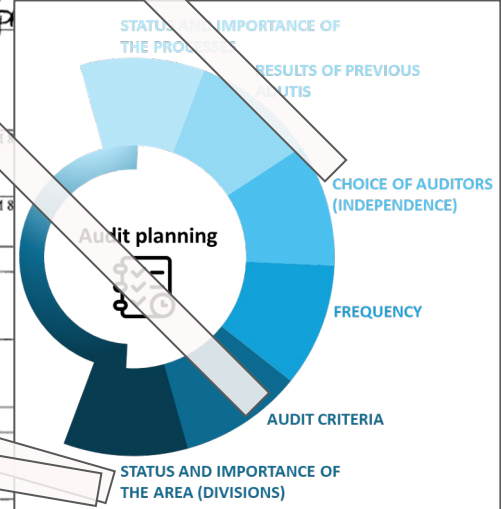
Nr.	Afdeling	Onderwerpen	CCP/ ABM	Auditor	Plandatum	Uitvoering d.d.	Besproken. d.d.
06-M-01	Mengerij	Persoonlijke hygiëne, Procesbeheersing, Traceability, behandeling afwijkende producten,	CCP-1, CCP-2, ABM 2, ABM 3, ABM 4, ABM 6, ABM 8, ABM 9, ABM 10	MN – PR	Week 10	06-03-06	24-03-06
06-M-02				DS – EB	Week 20	16-05-06	02-06-06
06-M-03				FL – HH	Week 38	27-09-06	01-11-06
06-M-04				MN – WD	Week 48		
06-I-01	Inpak	Persoonlijke hygiëne, Procesbeheersing, Traceability, Behandeling afwijkende producten, E- wegingen, Ongediertbestrijding	CCP-2, ABM 2, ABM 5, ABM 6, ABM 8	EB – WD	Week 10	07-03-06	16-03-06
06-I-02				FL – MN	Week 20	17-05-06	23-05-06
06-I-03				FL – WD	Week 38	26-09-06	31-10-06
06-I-04				PR – EB	Week 48		
06-K-01	Kwaliteits- dienst	HACCP, Klachtenafhandeling, Beheer van kwaliteitshandboek, Kwaliteitscontrole, Interne audits		YT – HH	Week 10	23-03-06	30-03-06
06-K-02				PR – EB	Week 20	16-05-06	22-05-06
06-K-03				FL – YT	Week 38		
06-K-04				HH – PR	Week 48		
06-E-01	Expeditie	Ingangscontrole, Traceability, Procesbeheersing, Behandeling afwijkende producten	ABM 1, ABM 8	DS – MN	Week 10	10-03-06	20-03-06
06-E-02				EB – YT	Week 38	21-09-06	09-11-06
06-T-01	Technische dienst	Kalibratie, preventief onderhoud, smeermiddelen	ABM 7, ABM 8	FL – HH	Week 10	17-03-06	24-03-06
06-T-02				YT – WD	Week 48		
06-B-01	Bedrijfsleiding	Opleidingsplan, Hygiëne, Inkoop		WD – YT	Week 20	22-05-06	02-06-06
06-V-01	Verkoop	Klachtenafhandeling, Offertes, Ontwikkeling nieuwe producten, Orderdoorloop, klanttevredenheid		YT – DS	Week 10	06-03-06	16-03-06
06-D-01	Directie	Recall test, TBV's, Beleid en doelstellingen, Verificatie, Inkoop, Leveranciersbeoordeling		HH – WD	Week 20	02-06-06	02-06-06
06-A-01	Administratie	Beheer p-bladen en specs		MN – DS	Week 38	17-10-06	24-10-06
06-P-01	Product ontwikkeling	Verslaglegging proeven en projecten, werken volgens P.O. procedure (invullen forms).		DS – PR	Week 20	17-05-06	23-05-06
				FL – HH	Week 48		
06-F-01	Bedrijfsbureau	Etikettering, Voorraad beheer		MN – PR	Week 48		

Audit program



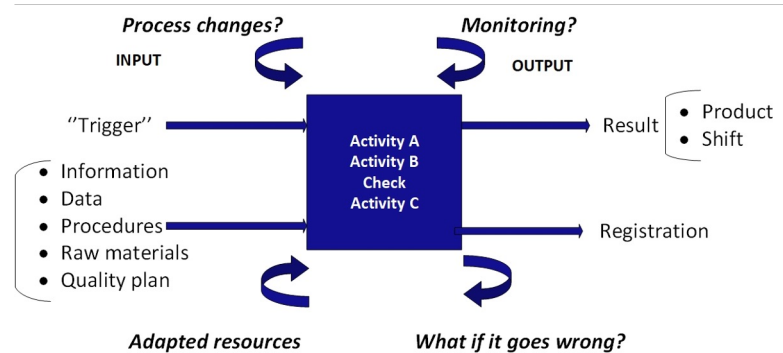
Audit program example

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06-M-01	Mengerij	Persoonlijke hygiëne,	CCP-1, CCP-2,	MN – PR	Week 10	06-03-06	24-03-06
06-M-02		Procesbeheersing, Traceability,	ABM 2, ABM 3,	DS – EB	Week 20	16-05-06	02-06-06
06-M-03		behandeling afwijkende producten,	ABM 4, ABM 6,	FL – HH	Week 38	27-09-06	01-11-06
06-M-04			ABM 8, ABM 9,	MN – WD	Week 48		
06-I-01	Inpak	Persoonlijke hygiëne,	CCP-2,	EB – VI	Week 10	07-03-06	16-03-06
06-I-02		Procesbeheersing, Traceability,	ABM 2, ABM 5,	FL – MN	Week 20	17-05-06	23-05-06
06-I-03		Behandeling afwijkende producten, E-	ABM 6, ABM 8	FL – WD	Week 38	26-09-06	31-10-06
06-I-04		wegingen, Ongediertebestrijding					
06-K-01	Kwaliteits- dienst	HACCP, Klachtenafhandeling,					
06-K-02		Beheer van kwaliteitshandboek,					
06-K-03		Kwaliteitscontrole, Interne audits					
06-K-04							
06-E-01	Expeditie	Ingangscntrole, Traceability,	ABM 1, ABM 2				3-06
06-E-02		Procesbeheersing, Behandeling					-06
06-T-01	Technische dienst	afwijkende producten					-06
06-T-02		Kalibratie, preventief onderhoud,	ABM 7, ABM 8				3-06
06-B-01	Bedrijfsleiding	Opleidingsplan, Hygiëne, Inkoop					6-06
06-V-01	Verkoop	Klachtenafhandeling, Offertes,					3-06
		Ontwikkeling nieuwe producten,					6-06
		Onderdoorloop, klanttevredenheid					3-06
06-D-01	Directie	Recall test, FBY's, Beleid en					6-06
		doelstellingen, Verpakking, Inkoop,					7-06
		Leveranciersbeoordeling					5-06
06-A-01	Administratie	Beheer p-bladen en spreek					
06-P-01	Product ontwikkeling	Verslaglegging proeven en projecten,					
		werken volgens P.O. procedure					
		(invullen forms).					
06-F-01	Bedrijfsbureau	Etikettering, Voorraad beheer					



Is our program prioritized?

- CCP's and OPRP's
- Critical processes and control and corrective/preventative actions
- Hygiene
- Outstanding points, the follow-up



Audit execution



Preparation

Performance

Reporting

Follow up

What is our internal audit procedure?

- Qualification Requirements (Preferred)
 - Good basic training and several years of work experience
 - Knowledge of the company
 - Knowledge of the audit criteria
 - HACCP, BRC, IFS, FSSC 22000 and NVWA
 - Knowledge of audit methodology
- Knowledge of audit methodology!

Preparation

3.3 Preparation

- The preparation of an audit is the responsibility of the audit team. The preparation includes:
 - a. Determining the objective of the relevant audit
 - b. Identify the persons involved in the audit
 - c. The questions to be asked per topic or activity
 - d. Who asks questions during the audit and who takes notes (division of roles: auditor and co-auditor).



Execution

3.4 Execution

- The preparation (see 3.3) serves as a guideline for the auditor's discussion.
- Comments and / or shortcomings are immediately recorded by the co-auditor.
- At the end of the interview, the audit team summarizes the noted findings and makes an appointment for a discussion of the results with the head of the department or his / her present representative.
- The audit team may make recommendations.



Reporting

3.5.1 Audit report

- The audit team issues an audit report within ten workable days (= days that are available for the work). This report is discussed with the head of the audited department or his replacement, the quality officer and the company manager within 1 month of the performance of the audit.
- In addition to the general data (name of department, audited persons, auditors, date, audit number (for an example see appendix) this report contains:
- Description of the subjects / procedures studied
- Shortcomings and comments
- General conclusions and recommendations for improvement, if desired



Follow up

3.5.2 Measures for improvement

- In connection with discussing the audit report there should be measures to improve the identified shortcomings or recommendations. Per measure it is agreed who will take action and within what term this must be executed.

3.5.3 Check for improvement of results

- The audit leader is responsible for checking the outcome of the named measures, This can be done during a work meeting or if necessary, by means of a follow-up visit, depending on the severity of the comments and the deadlines of the measure introduction.

3.5.4 Repeat audit

- If the identified shortcomings are serious in nature or quantity, the audit leader can decide to perform a repeat audit. The deadline cannot be later than three months from the original audit. The handling of a repeat audit is identical to the procedure for a normal internal audit (i.e.. Planning, preparation, implementation, reporting, processing of the results).

Audit execution collection and analysis of information

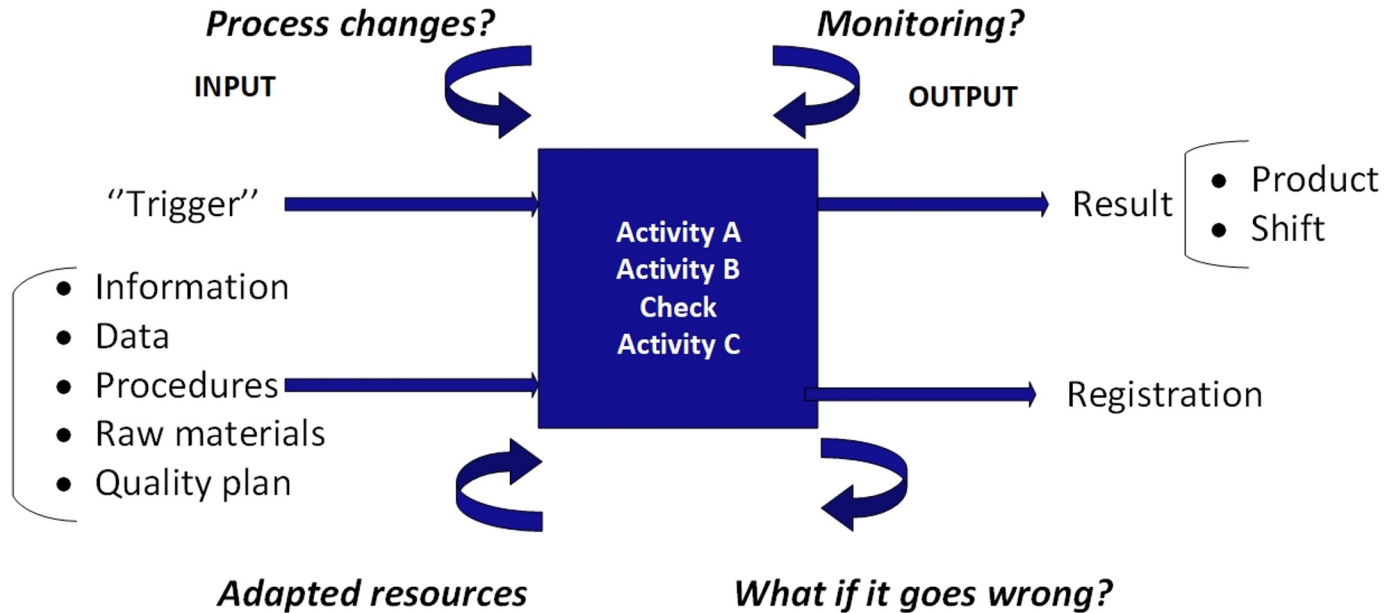
- What are the audit criteria during an internal audit?

Methods of collectiong information include:

- Interviews
- Observations of activities
- Review of documents



Auditing of processes



Audit report 06-K-02

- Subject Quality control
- Quality problems regarding seal tightness reporting audit:
 - Check according to Appendix 11 to I-01 and is done every 2 hours

Audit report 06-K-02

- Subject Quality control
- Quality problems regarding seal tightness reporting audit:
 - Check according to Appendix 11 to I-01 and is done every 2 hours

- *Correct wording, reference to the standard*
- *What was examined at the place itself to establish this (seen yourself or based on an interview?)*
- *Has the form been filled in completely? How big is the sample?*

Audit report 06-K-02

- Subject Quality control
- **Reporting audit:**
- *No quarantine form has been created and is not listed as quarantined using “quarantine form”*

–Has a quarantine taken place?

–If so: There has not been handled in accordance with quarantine procedure + number. “The problem is bigger than no form!”

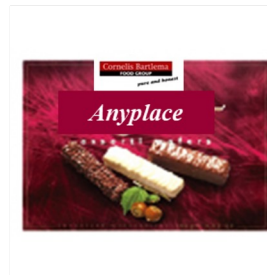
–Perhaps there was a 2-day chance of delivery, has this also been investigated?

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Business case



Test Case, with process examples

- It is December 3, 2018, internal audit with interviews
- 3 groups of 3
- Audit interview quotes of 3 people/observations
- Step 1: What's going on?
- Step 2: What else do you want to know about the other 2 groups?

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The writing of a deviation

- Objective description
- Refer to standard document, conversation
- Describe the requirement and deviation

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Group 1: Receipt

- Receipt, October 5, 2018



“Shell supplied a different type of lubricant in the well-known blue jerry cans. But also something with Food, so that will be good. Fortunately, I was able to clear the product in the Tracing System, otherwise you will not know what resources you have in house. Still, it will be nice if the administration will let me know that we have new products next time. It didn't look right in the system.”

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Group 1: Receipt

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FOOD GROUP
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ONTVANGST GOEDEREN

INSTRUCTIE

1. Oranay above leveringen van goederen/bestellingen
2. Oranay above producten, voor een goederen/bestelling of een levering op.
3. Oranay above producten - voor goederen/bestellingen en een bestelling
4. De chauffeur mag alleen leveringen doen die overeenstemmen met de bestelling
5. De chauffeur mag alleen leveringen doen die overeenstemmen met de bestelling
6. De chauffeur moet alleen leveringen doen die overeenstemmen met de bestelling
7. De leveringen moeten de volgende informatie bevatten:
 - Leveringsadres
 - Leveringsdatum
 - Leveringswijze
 - Leveringswijze
 - Leveringswijze
 - Leveringswijze
8. Alle producten moeten overeenkomen met de bestelling en de leveringen moeten op het juiste moment worden geleverd
9. Bij levering producten moet worden gecontroleerd. Kijk bij de leveringen voor de volgende informatie:
 - Leveringsadres
 - Leveringsdatum
 - Leveringswijze
 - Leveringswijze
 - Leveringswijze
 - Leveringswijze
 - Leveringswijze
10. Het is de taak van de chauffeur om de producten te controleren en te controleren voor de leveringen
11. Het is de taak van de chauffeur om de producten te controleren en te controleren voor de leveringen

PROCEDURE

PROCESBEHEERSING BESLISSINGSTABEL

CONTROLE	WAT ER TOEGELIJD	AFWEZIG	ACTIE
Bestelling	Bestelling is correct	Bestelling is niet correct	Bestelling is niet correct
Bestelling	Bestelling is correct	Bestelling is niet correct	Bestelling is niet correct
Bestelling	Bestelling is correct	Bestelling is niet correct	Bestelling is niet correct
Bestelling	Bestelling is correct	Bestelling is niet correct	Bestelling is niet correct
Bestelling	Bestelling is correct	Bestelling is niet correct	Bestelling is niet correct
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Bestelling	Bestelling is correct	Bestelling is niet correct	Bestelling is niet correct

VERANTWOORDELIJKHEDEN

STUFNUMMER	TOEGELIJD	AFWEZIG
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100	Bestelling is correct	Bestelling is niet correct



RM Nummer	RM00812
Leverancier	Shell Equipment Oils
Grondstof	Shell Food Grade lubricant 6 cans per box
Batch Leverancier	NonFood-1232-0611
THT	(cleared on October 5, 2018)
Aantal Colli / Hoeveelheid	1 box
Invoeren en Printen	

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Group 2: TS



- TS, 14-11-2018

Last week Jannus arrived at the packing line. He is hired externally, and I was ill. Fortunately, he comes here more often and has just registered on the visitors list. He also has not been drilling and such, that is not allowed when production is taking place. He has also neatly “cleared” the used lubricants in the system as being in use. Yes, Jannus is quite something. Completely into place without guidance. I heard from Helga that he has a nice new watch.

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FOOD GROUP

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Group 2: Technical Service

TECHNISCHE DIENST

INSTRUCTIE

Doelstelling: Instructie voor de technische dienst over de procedure voor het uitvoeren van reparaties aan de machines van de productie.

Wettelijke basis:

- 11. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 12. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 13. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 14. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 15. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 16. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 17. De machine moet veilig zijn voor de gebruiker en de omgeving.
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- 20. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 21. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 22. De machine moet veilig zijn voor de gebruiker en de omgeving.
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- 24. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 25. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 26. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 27. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 28. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 29. De machine moet veilig zijn voor de gebruiker en de omgeving.
- 30. De machine moet veilig zijn voor de gebruiker en de omgeving.

PROCEDURE

```

graph TD
    Start([Start]) --> Check[Controleer de machine op veiligheidsrisico's]
    Check --> Stop[Stop de machine]
    Stop --> Lock[Verzekeren de machine met een veiligheidssloten]
    Lock --> Repair[Voer de reparatie uit]
    Repair --> Test[Test de machine op veiligheid]
    Test --> Release[Verwijder de veiligheidssloten en start de machine op]
    Release --> End([Einde])
    
```

PROCESBEHEERSING BESLISSINGSTABEL

NO	PROBLEEM	OPLOSSING	VERANTWOORDELIJKHEIDEN
1	De machine werkt niet.	Controleer de voedingsspanning.	Technische dienst
2	De machine werkt traag.	Controleer de oliepeil.	Technische dienst
3	De machine maakt geluid.	Controleer de slijtage van de onderdelen.	Technische dienst
4	De machine oververhit.	Controleer de koeling.	Technische dienst
5	De machine stopt met werken.	Controleer de veiligheidssloten.	Technische dienst
6	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
7	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
8	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
9	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
10	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
11	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
12	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
13	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
14	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
15	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
16	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
17	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
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23	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
24	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
25	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
26	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
27	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
28	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
29	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst
30	De machine werkt niet goed.	Controleer de instellingen.	Technische dienst

Hygiëneregels voor bezoekers en (externe) monteurs

Voordat men de productie ruimte betreedt dient men op de hoogte te zijn van de geldende hygiëne regels.

1. De productie ruimte mag alleen betreden worden na toestemming van de directie en ondertoezicht van een toegewezen medewerker.
2. Draag geen sieraden (horloges, kettingen, ringen, oorbellen)
3. Kleding moet tot onder de knie bedekt zijn.
4. Haren moeten volledig bedekt zijn.
5. Schoeisel moet schoon zijn. (U ontvangt een overjas, haarmatje en eventueel een paar overschoenen.)
6. Gebruik geen zware make-up of parfums.
7. Handen desinfecteren voor betreding van de productie ruimte.
8. Het is niet toegestaan te eten, drinken of roken.
9. Vermijd contact met etenswaren.
10. Verboden medicijnen in te nemen in de productieruimte
11. Pleng geen onderhoofd of reparaties in de directe omgeving van etenswaren. Als reparatie nodig is, waarschuw dan eerst de productieleider zodat alle etenswaren voldoende beveiligd kunnen worden tegen product contaminatie.

Cornelis Bartlema
FOOD GROUP

Food Safety Compliance training 2023, module 4

Pure and honest

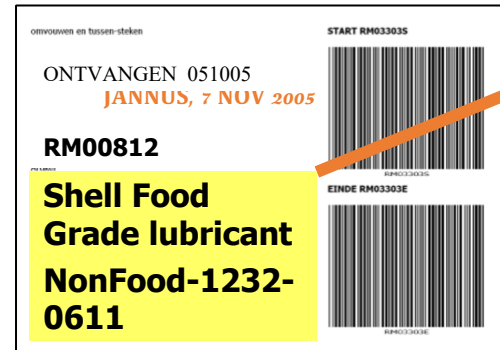
Clearance of the lubricant on Nov 7, had run out

1.3.1 Get the scanner

1.3.2 Scan the barcode when the batch is used for the first time.

1.3.3 Write the scan date and signature next to the barcode, stripe the code.

1.3.4 Place the scanner back



Visitor registration

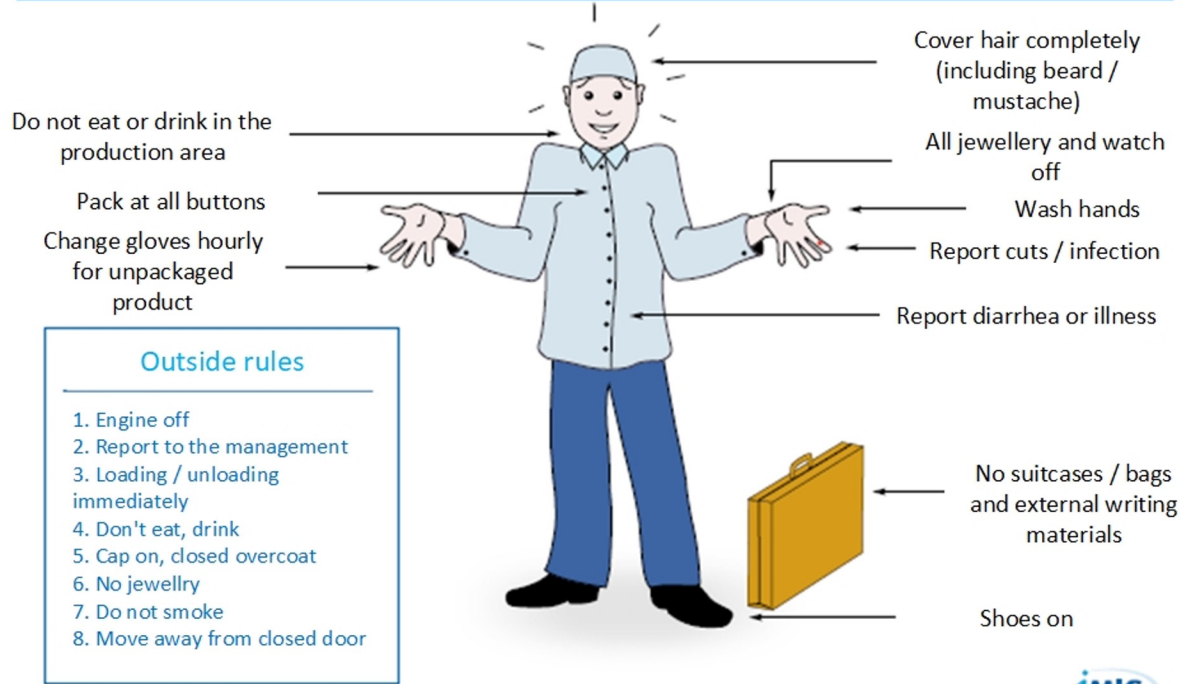


Code	RF026
Aangaande	Bezoekers/Monteurs registratie

Hierbij tekent U zich te houden aan de geldende hygiëneregels binnen ons bedrijf. Ook tekent U ervoor dat U in lijn met de Europese wetgeving medisch o.k. bent om onze productiefaciliteiten te betreden. Bij vragen, raadpleeg onze bedrijfsleider of uw begeleider.

datum	naam	bedrijf	tijd in	tijd uit	paraaf
7-11-2018	Piet Rabbit	Demolition Tech	07:55	10:05	PR

Overview of rules in production space



Group 3: Packaging

- Packaging control, 8-11-2018

Well, last week on 11/8/2018 we had a weird problem. The belt had some black stripes of grease. I saw Jannus in production the day before, at 8:25 am, I know, because he showed me his new watch. Jannus is so handy! It functions perfectly without supervision. Yeah, that grease, Jacob also noticed it and reported it during the hygiene round. There was a good cleaning and every day it became less, and now we no longer suffer from it. And well, the chocolate is also black-brown, haha.



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Packing checklist

Cornelis Bartlema			Cornelis Bartlema FOOD GROUP pure and honest						
CONTROLEFORMULIER <u>Lijn1</u>									
Controle ged. verpakking + juiste datum Lijn1			Metaaldetectiecontrole Lijn1						Week
Verpakking goed gesloten + juiste datum			2mm RVS304	1,8mm Fe	2,0mm 10x-Fe				
Ma	J	N	J	N	J	N	J	N	Paraaf
1	Yes		7.30	Yes		Yes			Helga Hellewa
2	Yes		9.00	Yes		Yes			Helga Hellewa
3			12.00						
4			14.30						
5			16.30						
6									
7									
8									

Comment and correction field:

Around noon on the conveyor belt "light dark lines appeared in certain places, also have them noted in the cleaning log."

Hygiene round



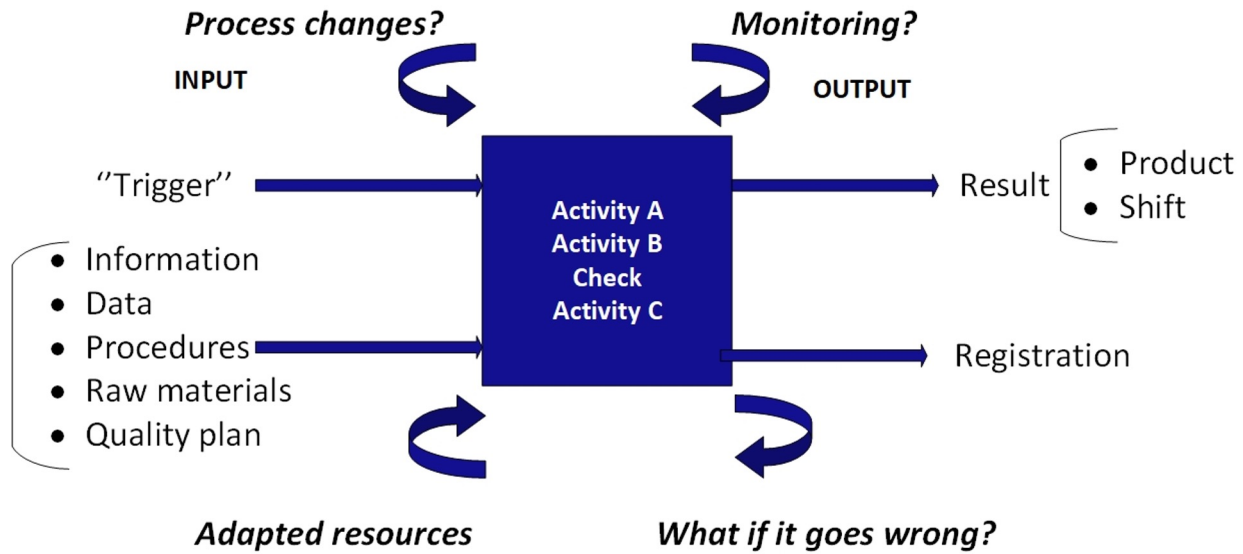
Microsoft Excel - Hygienisch_werken VB.xls

B28

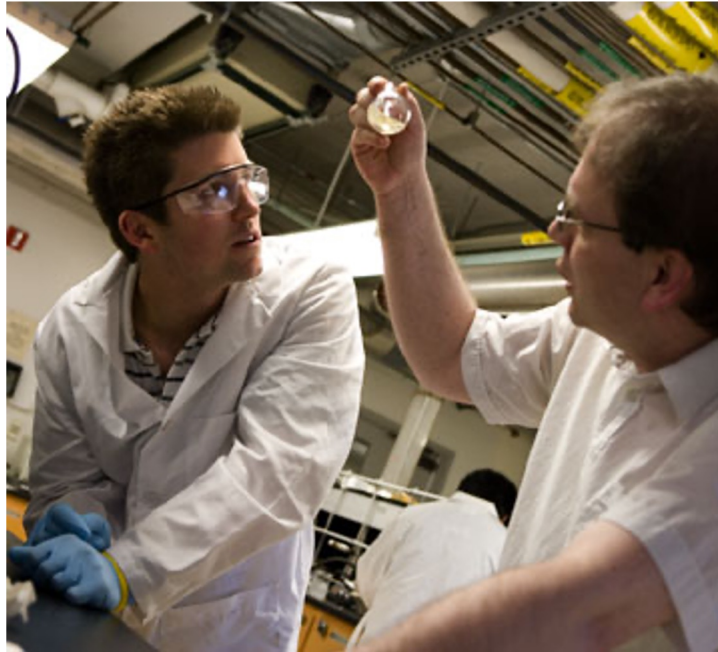
S Audit Hygienisch werken datum: 8 november 2005

Hygienisch werken	85%	
or ger pany ion tion	8/11/2005 C. Bartlema Comelis Bartlema Food den haag Hygienisch werken v.200	<input type="checkbox"/>
g		
e werkdag schone bedrijfskleding en haaretjes	OK	Niet OK, ...
kleding in de daarvoor bestemde ruimte gedeponeerd	OK	Niet OK, ...
hermende handschoenen indien noodzaak	OK	Niet OK, ...
kleding en handschoenen onbeschadigd	OK	Niet OK, ...
schoeisel na iedere werkdag gereinigd	OK	Niet OK, ...
n sloven na iedere werkdag gereinigd	OK	Niet OK, ...
inlijke hygiene		
enwasprocedure	OK	Niet OK, ...
men kortgeknipte schone ongelakte nagels	OK	Niet OK, ...
men tijdig besmettelijke ziekten	OK	Niet OK, ...
n eventuele verwondingen goed afgedekt	OK	Niet OK, ...
i eten en drinken in kantine	OK	Niet OK, ...
iedereen zonder sieraden horloges ringen	OK	Niet OK, ...
ijn		
ortbad	OK	Niet OK, zwarte smeer op transportband

Process taken as a whole, or just the observation on the spot?



One month later...



Cornelis Bartlema Food Group

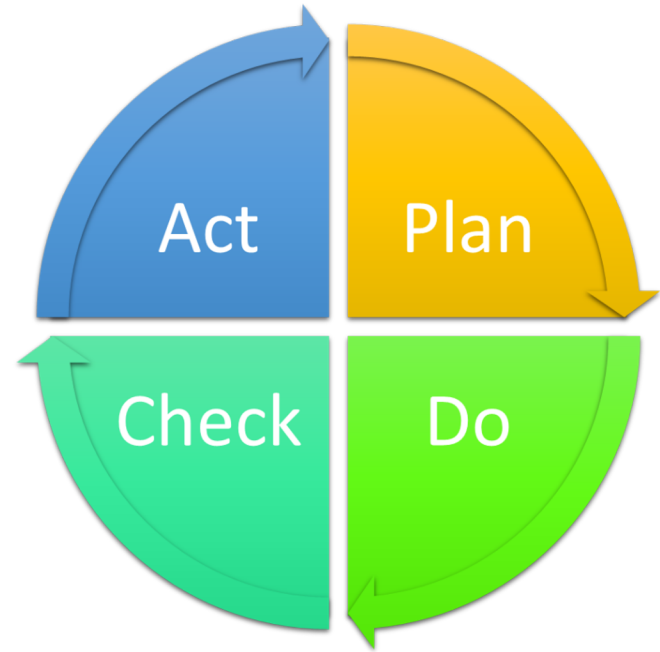
Cornelis Bartlema

FOOD GROUP

Pure and honest

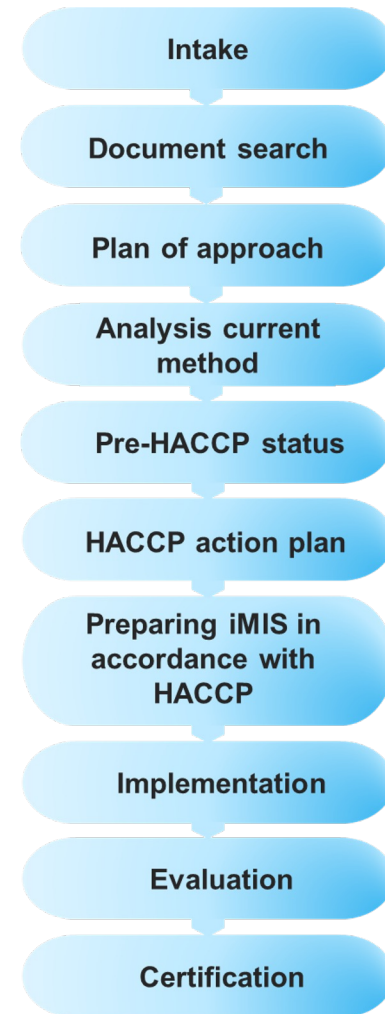
iMIS Food contents & software

- iMIS: integral Management & Information System
- Food: for real-time management of food safety
- Content
 - Operational framework for food safety
 - Food Safety standards: HACCP, FSSC22000, BRC, IFS
 - Extra for QESH: ISO9001, 14001, 26000
- Software
 - User-friendly



iMIS Food contents & software

- iMIS: integral Management & Information System
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 - Operational framework for food safety
 - Food Safety standards: HACCP, FSSC22000, BRC, IFS
 - Extra for QESH: ISO9001, 14001, 26000
- Software
 - User-friendly



iMIS Food Safety Platform



iMIS Food Handbook

Handbook for food safety management

iMIS Food contains a management system for the company manual. The manual system contains the company information, procedures regarding food safety.



iMIS Food Tracking

Traceability

iMIS Food Tracking keeps track of which customer each end product is delivered to. Tracking from raw material to customer is done at the touch of a button.



iMIS Food Helpdesk

Food Safety

The iMIS Food Helpdesk is specialised in food safety. With the iMIS Food system, the management has real-time insight into the Food Safety situation of his company.



iMIS Food Updates

Knowledge and Software

QA Assurance takes care of both the software and content updates of iMIS Food. These updates are implemented as iMIS Food Updates. To ensure that this process runs professionally.

iMIS Food Safety Platform



iMIS Food Portal Chain Communication

With iMIS Food Portal, all iMIS Food systems are centrally accessible in the chain. With iMIS Food Portal, the different parts are accessible for everyone in the chain.



iMIS Food Audit Management System

iMIS Food contains a management system for control rounds and incident reporting that can be coordinated with existing systems.



iMIS Food SpecCheck Specifications and labeling

With the specification management system, SpecCheck, all the specifications of the finished product under control. SpecCheck is system from raw material to end product.



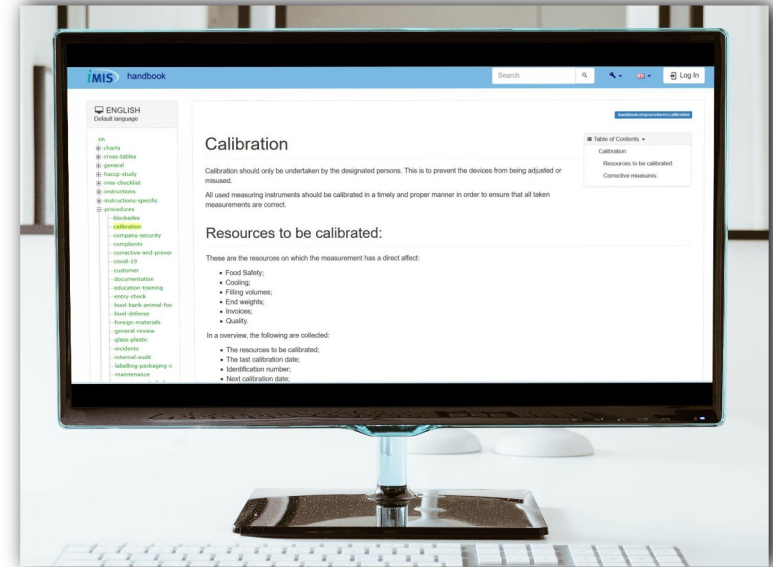
iMIS Food Intranet Company Integration

With the iMIS Food intranet, all iMIS Food systems are centrally accessible and standardized. Information can easily be shared between people and systems.

iMIS Food Handbook

General procedures:

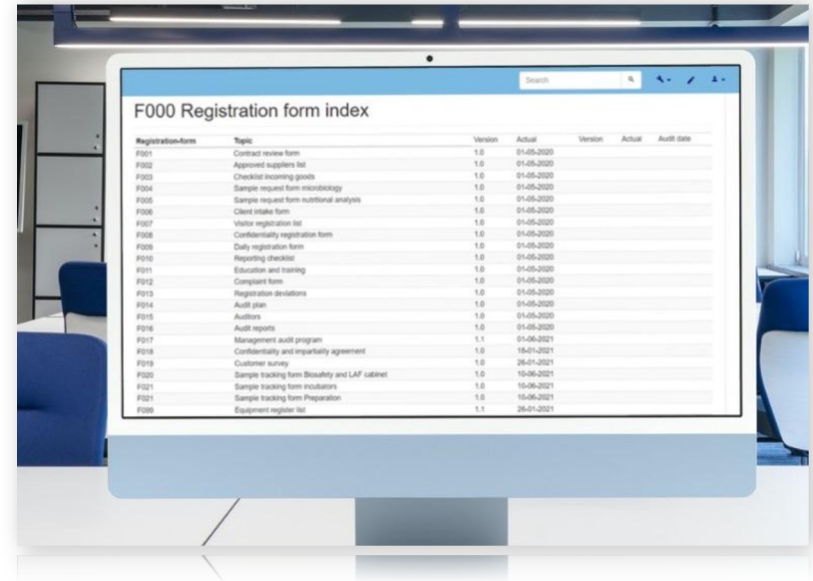
- Specifications
- Complaints
- Food Defense
- Visitors
- Calibration
- Traceability
- Internal audit
- Recall
- Foreign objects
- Customer and customer satisfaction
- Management review



iMIS Food Handbook

General procedures:

- Supplier assessment
- Product development
- Education and training
- Incidents
- Wood
- Glass and hard plastic
- Quarantine
- Maintenance
- Pest control
- Documentation
- Validation & verification
- Corrective measures



iMIS Food Tracking



TRACKING

Raw materials & additives
Semi – end products
Maintenance & Sampling



CHECKING

Entry check
Management of best before dates
Overviews:

- Raw materials
- Realized production

- Delivered products and to whom



DATA

Import/export file function

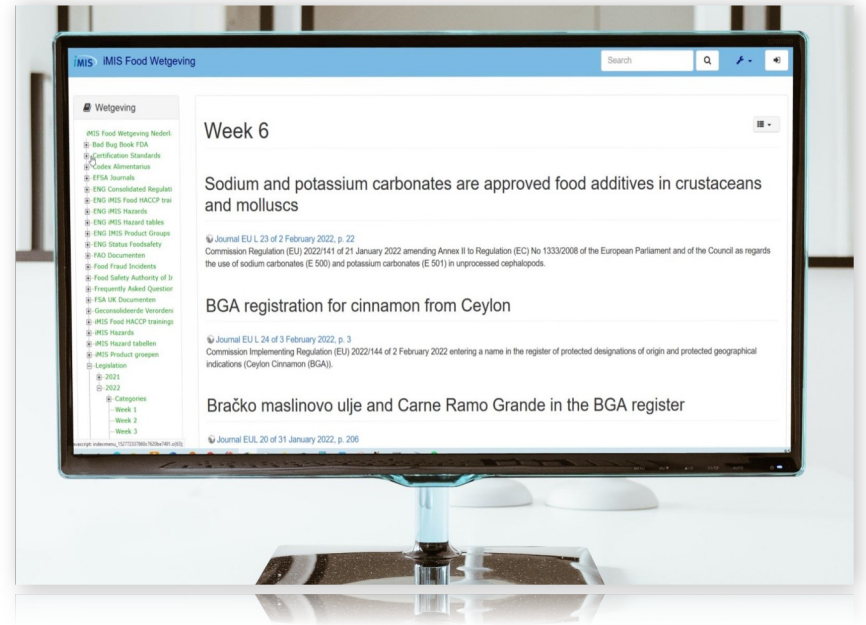
iMIS Food Helpdesk

- The helpdesk is available for any questions.
- Provides both software and content support for iMIS Food.
- To guarantee that this procedure operates well, each iMIS Food user has the same version of the system. The assistance is frequently the result of changes in legislation or standards.
- QAssurance is available 24 hours a day for any recalls and calamities



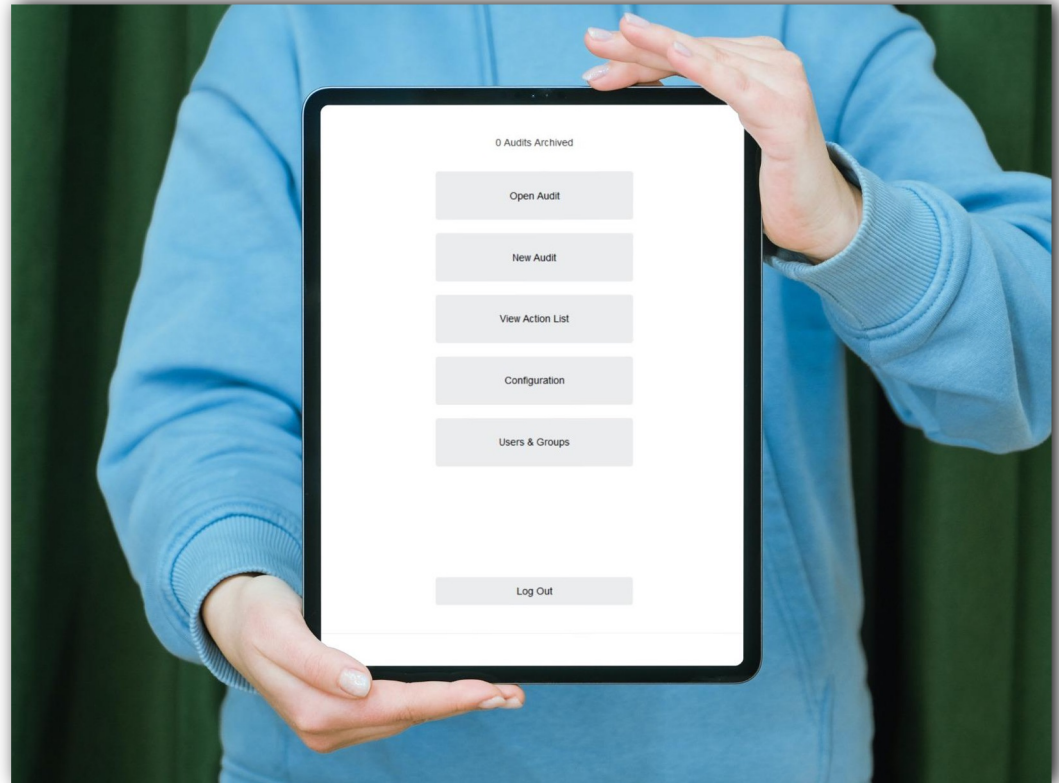
iMIS Food Updates

- iMIS Food users have access to:
 - Legislation
 - HACCP training material
 - Hazard tables



iMIS Food Audit

- It is a management system for control rounds and incident reporting which can be adapted to existing systems.
- The inspection round can be carried out with a tablet or phone.
- The system can also be used to report incidents.
- All findings end up in a central overview for corrective action.



iMIS Food Audit

- Hygiene checks, glass checks, cleaning checks can be performed and reported via phone/tablet/ pc.
- It can be determined per checklist whether the checked items are already OK or the final value must be changed.
- Everything is documented.



iMIS Food SpecCheck

- With the specification management system, a company has all the specifications of the finished product under control. The system provides a complete management system from raw material to label on the end product.
- As a result, end product specifications are provided with good ingredient declaration, nutritional values, and allergens

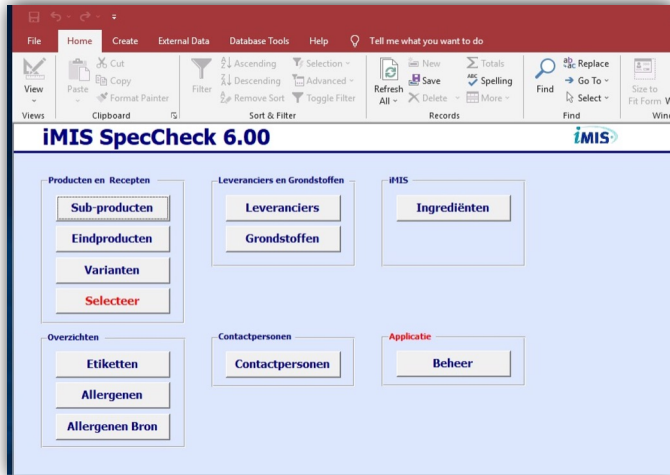


iMIS Food SpecCheck

Overview

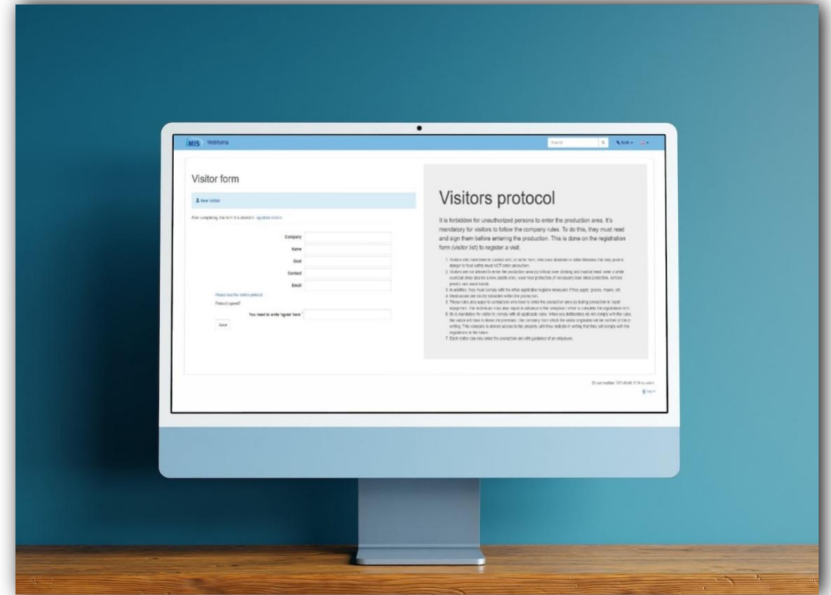
The home screen of the iMIS Food SpecCheck consists of ingredients: an overview of the ingredients, which make up the raw materials and end products.

- Raw materials: the raw material information from the suppliers, which is linked to the ingredient list.
- Sub-products: the recipes and sub-recipes that make up the end product.
- End products: the final calculated end product information which is approved for use.



iMIS Food Intranet

- With the iMIS Food intranet, everyone in the company can access the following components: the handbook system, the legislation site, the calendar with the quality planning, and the inspection rounds.
- Moreover, access can be granted to the documentation system, the audit system, the specification management system and traceability.
- The iMIS Food intranet is the central place of the quality system. New content and software are introduced through iMIS Food updates and implemented via the iMIS Food intranet.



QA reports

- Internal audit
- Food defense reports, including TACCP
- Food fraud reports, including VACCP
- Verification report
- Management review
- Recall test
- Tracing test (or testing, for claims)
- Emergency plan test
- Incident reports to certifying body
- Cross table to the standard
- Preparation of QA audit folder
- Audit: log book
- Corrective action handling



Food Safety Compliance

Internal audits and annual QA reports



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