

iMIS Food - Food Safety & Quality Plan

Category	Activity	Implementation	Success Measures (KPIs)	Timescale/ Frequency	Review & Escalation	Responsibility	Records/ Evidence
1. Communication	<p>Communicate policies, objectives & changes</p> <p>▸ Reinforces the "why"</p>	<ul style="list-style-type: none"> • Monthly team briefs on performance • Visual noticeboards (KPIs, updates) • E-mail updates for critical changes • "Food Safety Moment" in meetings 	<ul style="list-style-type: none"> • 100% staff acknowledgement of critical updates • 0% critical NCs related to poor communication • Communication log complete 	<ul style="list-style-type: none"> • Monthly (briefs) • Ad hoc • Annually (effectiveness review) 	Management review	QA Manager	Communication log, signed brief sheets
2. Training	<p>Competence & refresher training</p> <p>▸ Ensures behavioural standards</p>	<ul style="list-style-type: none"> • Annual role-based training matrix • Onboarding induction for all new hires • Formal competency checks post-training 	<ul style="list-style-type: none"> • 100% staff trained per role requirements • 0% overdue trainings on matrix 	<ul style="list-style-type: none"> • Monthly (matrix check) • Annually (full cycle review) 	Management review	HR / QA	Training matrix, attendance records, assessments
3. Feedback	<p>Capture improvements & concerns</p> <p>▸ Creates a "speak up" culture</p>	<ul style="list-style-type: none"> • Corrective & Preventive Action (CAPA) procedure • Employee suggestion scheme / "Speak up" box • Manager check-ins 	<ul style="list-style-type: none"> • 100% of safety concerns logged & reviewed • 100% of CAPAs include effectiveness check 	<ul style="list-style-type: none"> • Ad hoc • Weekly (CAPA review) 	HACCP Team	QA	CAPA forms, suggestion log

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4. Performance Measurement	Internal audits <ul style="list-style-type: none"> Measures internal compliance 	<ul style="list-style-type: none"> Annual risk-based audit schedule Use of trained, independent internal auditors Tracking of NCs, RCAs, and corrections 	<ul style="list-style-type: none"> 100% of planned audits completed 100% of NCs closed by deadline 	<ul style="list-style-type: none"> Monthly (status check) Annually (plan) 	Management review	QA	Audit reports, action list
4. Performance Measurement	External audits <ul style="list-style-type: none"> Measures external compliance 	<ul style="list-style-type: none"> Management of certification & customer audits Formal Root Cause Analysis (RCA) & tracking of all NCs 	<ul style="list-style-type: none"> 100% of NCs closed by deadline Reduction in number of repeat NCs 	<ul style="list-style-type: none"> Ad hoc Monthly (NC status) 	Management review	QA / Site Director	CB reports, action list
4. Performance Measurement	System verifications <ul style="list-style-type: none"> Confirms process control 	<ul style="list-style-type: none"> Scheduled checks for PRPs, OPRPs, CCPs Validation of control limits Maintain verification log 	<ul style="list-style-type: none"> 100% planned verifications completed on time 	<ul style="list-style-type: none"> Per schedule (e.g., weekly, monthly, quarterly) 	HACCP Team	QA / Production	Verification records, log
4. Performance Measurement	Customer complaints <ul style="list-style-type: none"> Measures external impact 	<ul style="list-style-type: none"> Formal procedure: Register, Investigate, RCA Trend analysis for repeat issues Verify corrective action effectiveness 	<ul style="list-style-type: none"> 100% complaints closed with RCA Y-o-Y reduction in repeat complaints 	<ul style="list-style-type: none"> Ad hoc Monthly (trend review) 	HACCP Team; Management review	QA / Customer Service	Complaint register, trend reports

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4. Performance Measurement	Supplier performance <ul style="list-style-type: none"> Measures upstream control 	<ul style="list-style-type: none"> Escalate food safety NCs to suppliers Track supplier CAPA responses & effectiveness 	<ul style="list-style-type: none"> 100% critical escalations issued & tracked >95% supplier CAPAs closed on time 	<ul style="list-style-type: none"> Ad hoc 	HACCP Team	QA / Procurement	Supplier CAPA log, correspondence
5. Review & Improvement	Management review <ul style="list-style-type: none"> Drives top-down improvement 	<ul style="list-style-type: none"> Structured agenda including all culture KPIs Review of objectives vs. results Assign actions with owners & due dates 	<ul style="list-style-type: none"> 100% required agenda inputs covered 100% of actions tracked to closure 	<ul style="list-style-type: none"> Ad hoc Bi-annually (or as required) 	Site director	Site director / QA	MR minutes, action tracker
5. Review & Improvement	Legal & scientific updates <ul style="list-style-type: none"> Ensures current knowledge 	<ul style="list-style-type: none"> Horizon scanning (e.g., newsletters, alerts) Review and assess impact in HACCP team 	<ul style="list-style-type: none"> 100% of relevant updates logged & assessed All required changes implemented by deadline 	<ul style="list-style-type: none"> Monthly 	HACCP Team	QA / R&D	Update log, meeting minutes
5. Review & Improvement	Annual culture assessment <ul style="list-style-type: none"> Plans for future improvement 	<ul style="list-style-type: none"> Independent assessment (e.g., survey, interviews) Define new, specific action plan with objectives 	<ul style="list-style-type: none"> 100% completion of annual assessment New action plan approved & implemented 	<ul style="list-style-type: none"> Annually 	Site director	Site director / QA	Assessment report, new action plan