

Employee Practices & Food Safety

mindset, routine, disposition,
perspective, predilection, frame
of mind, de riguer, second
nature, bias, predisposition

“What’s important in your plant”

- | Health, Safety & Environment
- | Cost
- | Quality
- | **Food Safety**
- | Regulatory Compliance

A year from now I want...

- | To stand in the parking lot and ask every employee I meet...
 - “what’s important in the plant?”
 - and get the same answer from everyone

OK boss, you got it..

| Now what?

- I need a system
- And I need a way for people to understand it
- And I need a way for people to live it, not just know it

Three Pieces

- | Strategy (plan it)
- | Food Safety Program Elements (build it)
- | Company Culture (do it)

Strategy for Food Safety

- | Create and maintain a predisposition to food safety by promoting knowledge, capability and performance to expectations
 - sanitary conditions
 - “in control” processes
 - conformance to specifications
 - appropriate personal practices
 - by all personnel, all the time

Strategy

I Build a Food Safety Program

- Good Manufacturing Practices (gmp's)
- Hazard Analysis and Critical Control Points (haccp)
- Food Safety Self Audits
- Formulas, Specifications & Process Control
- Allergen Control
- Consumer Response

Strategy

I Training, Training, Training

- Video
- Group meetings
- Standard Operating Procedures (sop's)
- OJT
- Seminars
- Consultants, third parties

Strategy

- | Create Standard Operation Procedures (sop's)
“how the job gets done”
 - Formulas are defined
 - Process is broken out into steps
 - Specifications are defined
 - A classic training tool and reference guide

Good Manufacturing Practices

I GMP's

- Personal hygiene, clothing, jewelry, personal practices
- All new employees receive training
- All current employees receive renewal training annually
- (gmp's are state and federal requirements)

Hazard Analysis and Critical Control Points (haccp)

- | New employee and annual renewal training
 - Physical – rock, glass, metal, string, etc.
 - Chemical – pesticide, lubricant, heavy metal
 - Biological – insect, salmonella, e.coli, listeria

Food Safety Self Audits

- | Perform regular inspections to create a steady state of food safety & cleanliness
 - A trained team audits $\frac{1}{4}$ of the facility weekly, turning over the entire facility monthly
 - Mirrors the American Institute of Baking style
 - Notes deficiencies & scores the results
 - Recommends & assigns corrective actions
 - Follows up
 - Results are shared at employee meetings

Adherence to Formulas, Specifications & Process Control

I Educate to Prevent

- Cross contamination
- Foreign material
- Infestation
- Inadequate process

Stick to the formula, control the process and
meet the spec thank you

Traceability

- | The importance of being able to respond quickly & accurately to a recall or market withdrawal situation
 - Have a recall manual and train from the leadership level to first line supervision
 - Educate the workforce on the importance of accuracy of package coding, production & shipping records
 - Perform mock recalls once or twice a year
 - Goal: locate 98.5% of finished goods within 24 hours
 - Review results and gaps at employee meetings

Allergen Awareness

- | Food allergens appear to be an ever increasing sensitivity for Americans
 - Train new employees and do annual renewal for everyone i.e.
 - What happens during an allergic reaction?
 - What foods are allergens?
 - What is cross contamination?
 - Manage cleanup/changeover
 - Control production run schedules

Consumer Response

- | Measure complaints from customers & consumers
 - A Key Performance Indicator (KPI)
 - Complaint Rate: per 100m units shipped
 - Track trends (are we getting better? worse?)
 - Root cause analysis on food safety issues
 - Measure praise as well
 - Publicize to the entire organization

OK, so now I've got all this stuff

- | Leverage programs and training to incorporate food safety in the day to day work mentality
- | Recognize efforts and results
- | Identify gaps and correct them
- | Embed food safety knowledge & performance as second nature

Cultural Embodiment

- | Expectations of the leadership team
 - Provide education
 - Promote participation
 - Embed knowledge and capability
 - Empower for decision making
 - Exemplify Mutual Trust and Respect
 - Recognize proactive behavior
 - Provide focused problem solving training

Quality Nirvana? Zero Defects?

I No, Stuff Happens

- No system is fool proof
- Treat mistakes as opportunities
- Engage people in corrective actions
- Make continuous improvement visible to everyone

Questions?
