

FDE 418
FOOD QUALITY CONTROL
LESSON-2

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FOOD QUALITY ASSURANCE

Principles of Quality Management in the Food Industry

- ✓ **Raw material control:**
- ✓ **Process control:**
- ✓ **Final product inspection:**

Quality Assurance

- ✓ **Definition:** A modern term for describing the control, evaluation and audit of a food processing system



Quality Assurance

- ✓ A company builds its product specifications and label requirements around customer preferences
- ✓ ***WHAT IS NECESSARY ?***
 - ✓ a planned quality program
 - ✓ developing a strong organization

Management and Product Quality in the Food Industry

- ✓ Quality is a requirement for consumer acceptance
- ✓ ***Total quality (or integral quality) management:***



Management and Product Quality in the Food Industry

- ✓ Integral --- support of upper management
- ✓ Management must provide;
 - ✓ involvement of all personnel
 - ✓ proper job instructions to all employees



Building Teams of Empowered Employees under the Umbrella of a Total Quality Program

- ✓ Aspects to practically guarantee a quality manufacturing system:
 - ❖ Employee training
 - ❖ Work teams
 - ❖ Empowerment
 - ❖ Quality at the source
 - ❖ Steering committees or quality circles



Food Quality Management Functions

- ✓ The primary objective of food quality management is ***to meet or exceed customer and consumer requirements on food quality***
- ✓ Food quality management deals with how to realize food quality

Food Quality Concepts

- ✓ ***Product quality:***
- ✓ ***Cost:***
- ✓ ***Availability:***
- ✓ ***Flexibility:***
- ✓ ***Dependability or reliability:***
- ✓ ***Service:***

Total Quality Management

- ✓ Total Quality Management (TQM) is based on a number of ideas
 - ✓ Thinking about quality in terms of all functions of the enterprise
 - ✓ A management-led approach in which top management commitment is essential
 - ✓ A start-to-finish systems approach that integrates interrelated functions at all levels
 - ✓ TQM considers every interaction between the various elements of the organization

Total Quality Management

- ✓ 8 principles of total quality management:
 - ✓ 1. Customer-focused
 - ✓ 2. Total employee involvement
 - ✓ 3. Process-centered
 - ✓ 4. Integrated system
 - ✓ 5. Strategic and systematic approach
 - ✓ 6. Continual improvement
 - ✓ 7. Fact-based decision making
 - ✓ 8. Communications

Quality Management Systems

- ✓ The food sector utilizes various quality assurance systems
- ✓ Examples: HACCP (Hazard Analysis Critical Control Point), ISO (International Organization for Standardization) and BRC (British Retail Consortium)
- ✓ These systems, and combinations of these systems, are applied in order to assure food quality