

FOOD QUALITY ASSURANCE

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:***
 - ✓ a management approach to long-term success through customer satisfaction
 - ✓ all members of an organization participate in improving processes, products, services, and the culture in which they work

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 main objective of food quality management;
 - ✓ *to meet or exceed customer and consumer requirements on food quality*
- ✓ Food quality management deals with how to realize food quality
- ✓ *Managerial functions---Technology dependent activities*

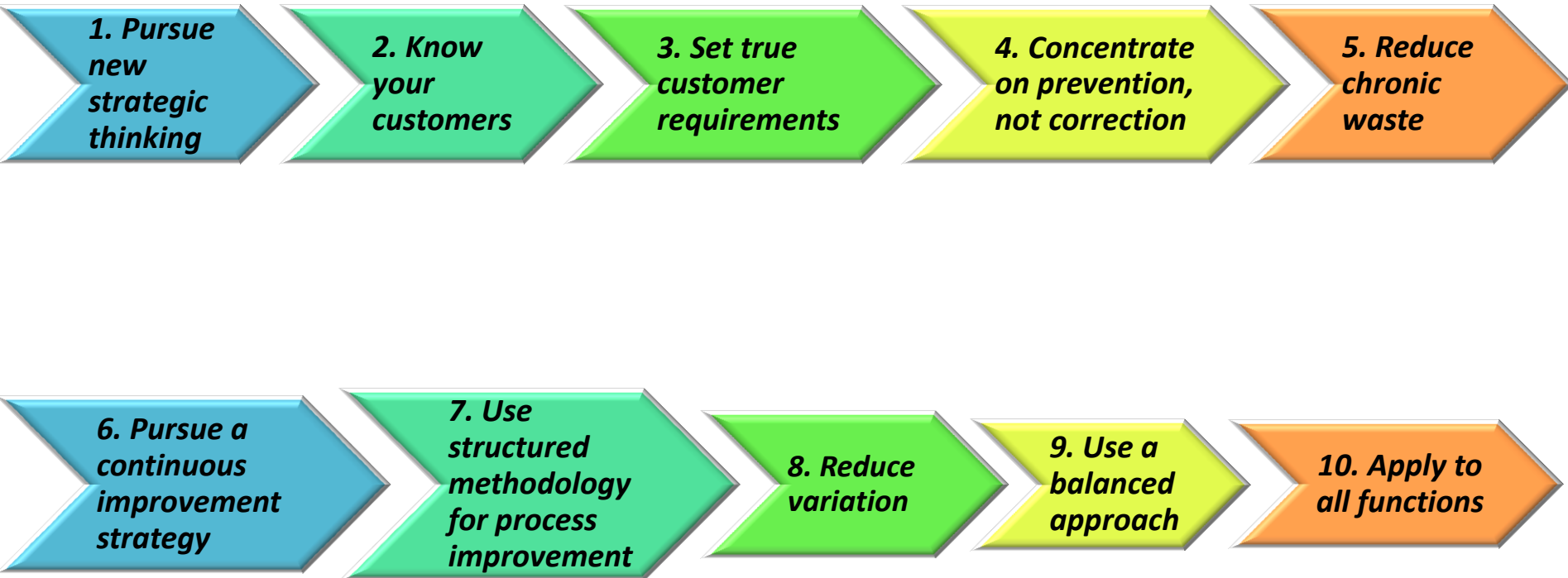
Food Quality Concepts

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

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
- ✓ **Continuous Improvement** for **customer satisfaction**

The 10 Steps to Total Quality Management



Certifying in the Food Industry

- ✓ Widely used ones are;
 - ✓ The standards BRC (British Retail Consortium)
 - ✓ ISO 22000 and IFS (International Featured Standards) are widely used and well recognized
 - ✓ They include HACCP, quality supervision and GMP (Good Manufacturing Practices)

Food Safety Management System Audits

- ✓ *An audit*
- ✓ *Frequency of the audit*
- ✓ *Auditor*
- ✓ *The main responsibility for the auditor*

- ✓ **AUDITS:**
 - ✓ *First party audit*
 - ✓ *Second party audit*
 - ✓ *The third party audit*