

RETAIL FOOD AMC-HACCP POLICIES, PROCEDURES AND STANDARDS MANUAL

What is AMC? Active Managerial Control (AMC) means simply that the operator uses HACCP to:

1. Identify hazards in the day-to-day operation.
2. Develop / implement food safety policies and procedures.
3. Train employees to control hazards and monitor their procedures.
4. Take corrective action.
5. Conduct in-house self-inspections of daily operations.

Purpose of manual. To guide managers as they prepare their HACCP food safety plans and programs.

1. Is continually updated.
2. Fits the complexity of the operation.
3. Provides consistent definitions of employee task performance / behavior.
4. Is a structured way to review methods for achieving quality and safety.

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What is AMC?

Active Managerial Control (AMC) means simply that the operator uses HACCP to:

1. Identify hazards in the day-to-day operation of the food establishment;
2. Develop and implement policies and procedures to prevent foodborne illness;
3. Train employees to control the hazards in the tasks that they do and monitor their procedures.
4. Take corrective action to keep processes in control.
5. Conduct in-house self-inspections of daily operations on a periodic basis to ensure that food safety policies and procedures are followed.

Retail Food AMC-HACCP Policies, Procedures, and Standards Manual

Purpose and Organization of Manual

Purpose of manual. The purpose of the policies, procedures, and standards manual is to guide owners/managers of food production and foodservice units and other retail food outlets as they prepare a HACCP-based food safety plan and program for assuring the safety and quality of food being prepared, served, and sold to consumers.

The goal is consistency of operation. Every task is done the same way until officially changed. This gives assured quality and assured safety. Writing this manual provides the opportunity for management to systematically analyze potential problem situations and plan to cope with or avoid less than ideal conditions. Written policies, procedures, and standards provide the training material for employees that assures consistent instruction for employee task performance. They also provide a structured way to review operational methods and to get employee suggestions for better methods to achieve the desired goals of food safety and customer satisfaction.

This manual is fully compatible with USDA, FDA, and processing HACCP. The difference is that the USDA and FDA processing have some of their own, unique food handling times and temperatures.

Continual update. The manual is never a finished document. Retail foodservice and food production operations are dynamic and changing (change in suppliers, equipment, ingredients,

recipes), and the manual must be up-dated continually because of these constant changes. One of the easiest ways to do this is to let entry-level supervisory employees review the manual as a part of their training and suggest revisions as they are trained to master their tasks. This review and update can also take place when new management personnel attend the two-day foodborne illness prevention manager certification course at HITM. Once the basic manual is written, additional details can be added in areas such as:

- Purchasing specifications.
- Management evaluation plans for recipe HACCP-controlled operating procedures.
- Policies for new operational procedures.

Writing the Manual

Responsibility for preparation. The owner/operator is accountable for safety and should write the manual. But, either or both of the two food safety program managers (FSPMs) can do most of the writing. They should also be responsible for keeping it up-to-date. Responsibility for preparing specific chapters, based on their training and ability can be delegated to key staff personnel. Accountability for any customer or employee illness will always remain with the owner.

What is an adequate manual? Each manual must be written to fit the complexity of each individual operation. All chapters of the manual should be covered. In some operations, the chapter may only be a sentence or two; in other operations, the chapter will require a number of pages. For example, a simple hamburger and hot dog temporary foodservice at a fair will require only a one- or two-page manual, while a policies, procedures, and standards manual for a large hospital foodservice facility operating under the USDA will require 100 pages or more.

Written policies, procedures, and standards must provide consistent definitions of employee task performance (also called behavior) and a structured way to review operational methods for achieving desired goals of quality and safety. The following is a brief summary of each chapter of the manual.

IMPLEMENTING A RETAIL FOOD SAFETY MANAGEMENT SYSTEM

System and Operations Description

System description
Organization and job responsibilities
Environment plan and pictures
Facilities plan and pictures
Equipment list and pictures

Management

Food safety policy
HACCP management planning
Security
Traceability
HACCP team operation
Training Program
Quality Assurance and Quality Control

Prerequisite Program

Personal hygiene
Facility and equipment cleaning,
sanitation, and pest control
Facility and equipment maintenance
Supplies / buying and storing

Food HACCP Program

Menu product HACCP control groups
Flow charts / HACCP plans
Mise-en-place
Washing / surface pasteurization
Cook, pasteurize, ferment, smoke
Hot hold (transport, serve)
Cool, cold hold, mix
Package / store

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Implementing a Retail Food Safety Management System

The following four-section outline is intended as a guide when writing a policies, procedures, and standards manual and implementing a food safety management system. Each system must include elements of all four sections.

System and Operations Description

The documents in this section enable the owner/manager to define the performance capabilities of the unit to management personnel and to regulatory officials.

Organization includes a diagram of management and employee food safety responsibilities. It indicates relationships between positions. All positions must work together within the plan in order to ensure the safety and quality of food. The organization plan enables each employee to know who his/her supervisor is, and hence, the person who is responsible for making it possible for each employee to perform each task using HACCP guidelines.

Management

This section establishes management commitment to product safety and quality. A policy statement must be posted on a bulletin board as a permanent commitment to safety. Good Manufacturing Practices are rules (employee behaviors) and standards defined by regulatory agencies and management to meet requirements for safe, high quality food products.

All new employees must be educated concerning foodborne illness prevention and given specific procedures to follow before they are asked to perform any task in food production and food service. All employees must be given continual AMC-HACCP training on a regular basis or any time an incident may justify a training session. Management personnel with a knowledge and training in HACCP and food safety must be responsible for these training sessions. Managers and supervisors must also coach employees by never allowing hazardous or poor employee job performance to continue, yet at the same time, must indicate to employees what is effective and good job performance. Management must also listen to employee's suggestions for improvement.

A continuing education training record can be used to document continuing education and training for all personnel.

The operation must perform self-inspections to assure that HACCP safety procedures are functioning and to find opportunities to improve. This section provides forms for the retail food operation to use to enable it to validate that its processes were in control at a specific time, when it is perhaps claimed that someone was made ill by the food. The Person In Charge uses a checklist to verify each day that the critical tasks are being performed correctly.

Once the HACCP program is implemented, an independent third party audit should verify the control of hazards in the food production system, on a yearly basis. Capability certification is demonstrated by showing that all employees are trained and know the hazards associated with their jobs, the controls used to prevent the occurrence of hazards and how their performance is monitored to assure that they do their tasks according to the policies, procedures, and standards manual.

Prerequisite Program

The operation's personal hygiene rules, including safe hand washing procedures, are part of the operation's prerequisite program.

This section provides a list of equipment / areas / surfaces to be cleaned and sanitized, and assigns the cleaning and sanitizing responsibilities to specified employees. This schedule must be posted (i.e., on a bulletin board, etc.) for all employees to see. Good cleaning schedules ensure that nothing is overlooked. The name of the person responsible for doing each cleaning task; the frequency the task needs to be done; type of cleaning chemical and sanitizer; and safety warnings should also be specified in this chapter. Material Safety Data Sheets for cleaning and sanitizing chemicals are also included in this chapter.

This section lists specific areas that must be monitored for chemical pesticide application or other measures to prevent infestations of insects and rodents. It is often better to contract a pest control service to maintain a pest-free facility, as professional pesticide workers are properly trained to use chemicals for this purpose. However, both management and employees in any food production and food dispensing facility must realize that when facilities are kept clean, exterminators are seldom required. Extreme precautions must be taken to prevent any pesticides from coming in contact with food.

This section also provides a list of equipment used in the facility. This maintenance list specifies when equipment should be checked; who should check the equipment; how it should be checked (if facility personnel check the equipment); and how to verify that the equipment is functioning correctly. Equipment must be maintained in order to have facilities operate safely and efficiently. Major pieces of equipment such as dishwashers, ranges, deep fat fryers, etc. should be repaired by approved appliance repair personnel.

Finally, the documents in the prerequisite program section can be used to confirm that suppliers are using HACCP programs for food items. Forms for ingredient specifications can be included.

HACCP Program

This section enables owners and managers to analyze the preparation / production of food items to ensure safe handling and holding temperatures for food. This section also describes the menu in terms of produce HACCP control groups. Recipe flow charts and HACCP plans are included. When the recipes or

formulations are written in a manner that specifies times and temperatures that must be used in the preparation, storage, and service of food products, the safety and quality of food products can be controlled and assured.

HACCP SUMMARY

1. Owner and all employees are committed to illness prevention.
2. HACCP responsibility is assigned, identified on an organization chart, and posted.
3. All operating tasks are inspected for hazards, and critical controls are applied.
4. HACCP operating policies, procedures, and standards (PP&S) are developed.
5. Job descriptions are updated, and employees are trained to perform accordingly.
6. Management coaches, counsels, and gives positive reinforcement to employees.
7. Management performs inspections and notes inadequate performance.
8. Management and employees work together through AMC-HACCP teams to prevent and correct problems.

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HACCP Summary

Owners / managers can confirm that they and their staffs are on the right path toward implementing their AMC-HACCP program when:

1. The owner and all employees are committed to foodborne illness prevention. The incentives for this include money, success, and the feeling of satisfaction that results when customers compliment the organization.
2. Quality assurance responsibility is assigned, identified on the organization chart, and posted.
3. All operating procedures are inspected and analyzed for hazards, and critical controls are applied.
4. Quality assurance operating policies, procedures, and standards are developed.
5. Job descriptions are updated, and employees are trained to perform accordingly.
6. Management coaches and counsels task performance. Employees receive positive reinforcement.
7. Management performs quality control inspections and notes inadequate performance.
8. Management and employees work together through the AMC-HACCP team(s) to prevent and correct problems.

HACCP IS THE FOUNDATION FOR QUALITY



- Customer complaints decrease
- Customers return often
- Less spoilage, fewer leftovers
- Inspections are almost perfect
- Good employee morale

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QC Shows How QA Is Working

HACCP indicates QA success. Quality control, a part of HACCP, is the process of measuring performance against standards. If performance equals standards, then quality is assured (certain). Some QC indicators of QA success are:

1. There are essentially no customer complaints. The customers say, "This is the best restaurant (in its class) in town." If the compliment is simply that the meal was good, that is not enough. That does not indicate that this restaurant will be a first choice of the customer when he or she dines out again.
2. A check of names on credit card slips and checks indicates that there is a large group of regular, repeat customers.
3. There are very few leftovers, and there is essentially zero food spoilage.
4. The sanitarian's inspections find essentially no errors.
5. Employees are happy and proud of the work they do. Turnover is at a minimum.