MANAGEMENT

AMC-HACCP Management

FOOD SAFETY POLICY

Food Safety Policy

It is the policy of this company to operate so that there is complete assurance that neither customer nor employee will ever be made ill from our food or injured by a foreign object in our food. The manager can demonstrate that he or she is fulfilling the following duties:

1. Identify the food hazards in the day-to-day operations of the food establishment that can lead to customer illness or injury
2. Develop, validate, and implement food safety policies, procedures, and standards that employees will use to control the hazards in the operations.
3. Ensure that employees are trained so that they can demonstrate the policies, procedures, and standards that control the hazards in the tasks that they do.
4. Direct food preparation activities and take corrective action to protect the health of the consumer.
5. Conduct in-house self-inspections of daily operations on a periodic basis to ensure that food safety policies, procedures, and standards are followed.

If a person does not know how to do a food preparation task safely, he or she will stop, ask, and then learn to do the task correctly. In performing tasks, each manager and employee will first plan and organize to do each task correctly. He or she will do the task according to the procedures and standards of this company. Each employee will monitor his or her work and take necessary action immediately in case of a mistake to assure customers or employees are not injured. If there is ever any doubt about the safety of a food item, it must be brought to the attention of your immediate supervisor and thrown out.

If at any time there is a problem or an opportunity to improve, the employee will inform the supervisor at the earliest opportunity. The objective of the Food Safety Quality Assurance Program is zero errors in operating procedures and continuous improvement in the consistency of what we do.

Employees who fail to follow our food safety procedures and standards will be re-instructed. If they continue to fail to follow these procedures and standards, they will be disciplined, which may include discharge.

_____ _____
Owner Signature Date

CONTROL OF DOCUMENTS

Equipment and utensils used for raw foods of animal origin must be dedicated for use on raw foods only.

MANAGEMENT RESPONSIBILITY AND COMMITMENT

The operator or manager will be responsible and accountable for knowing and enforcing all procedures and standards in this manual and, in addition, will follow the procedures and standards listed below.

Food safety management plan. We will have an effective food safety management plan – specifically, this document. It will be the basis for internal and external communications of our policies, procedures, and standards. It will guide our corrective actions and continuous quality improvement. The objective is to control the processes and products of our operation.

Evaluation of unit performance; management review. All employees will be constantly on the alert for processes that are not in control. The HACCP team will evaluate performance when it has its meeting. Members of the HACCP team and QA will do _____ performance evaluations and provide results to the HACCP team. Yearly, there will be a total reassessment of our food safety management system.

Food safety improvement program. We will maintain an effective yearly training program with regular training sessions to each level of employees. We will ensure that all new employees undergo thorough training in the food safety policies, procedures, and standards of the establishment before they are allowed to handle or prepare food.

The Person In Charge (PIC)
There must be a PIC on duty at all times. The PIC is responsible for making sure that food is received, stored, prepared, and served safely. Make sure there is a PIC on duty whenever the establishment is open.

Holding subordinates responsible. Performing tasks to prepare food safely is a learned behavior. If a person is not trainable, he or she should be released. Never accept excuses such as, **"I forgot."**

FOODBORNE ILLNESS COMPLAINTS AND HOAXES

When customers say they became ill after eating at our establishment:

1. Complete the customer information form, Encl. A1. Encl. A2 is an analysis of an alleged foodborne illness. Encl. A3 is an information table about onset times and systems.
2. Call your local health department (_____)
3. Ask the customer to call the health department also.

Here are ten findings that might flag a complaint as a hoax.

1. Diarrhea or fever within a short (6 hours or less) incubation period. This can happen in 30 minutes to 2 hours because of a food intolerance / allergy, whereby the digestive system cannot digest some component of the recipe such as lactose, a lot of fat, or gluten, and it flushes the bowel.
2. Statements like "I took one bite, and it made me sick" or "Every time I eat here, I get sick."
3. A wide range of symptoms in multiple persons or confusion about the first symptoms (some had onset of fever, but some did not; some had onset of diarrhea and no vomiting, while others had vomiting but no diarrhea)
4. A wide range of incubation periods in multiple victims (some 15 minutes, others 12 hours).
5. Lack of common food items eaten (some had hamburger and some had chicken).
6. Claims that food "tasted bad" (rare in outbreaks).
7. Unusual symptoms.
8. Only non-potentially hazardous foods eaten (donuts and coffee).

9. Threats to call the health department or newspaper unless a free meal or refund, etc. is provided.
10. Claims that the "place looked dirty" or other negative statements about the business not related to the incident.

What to do:

1. Be professional and concerned; be a good listener; do not admit anything.
2. Get the names, addresses, and phone numbers for everyone who claims to be ill.
3. Get a complete and accurate food history for each complainant, what they ate, the day and time, how much they ate.
4. Verify that no other unrelated reports are being received (if other persons unrelated to the initial complaint are calling in, call the health department).
5. Interview everyone who claims to be ill. Document the incubation period (time between consumption and onset of first symptom) for all victims.
6. Get symptoms for all complainants.

Caution:

1. Not every allegation is false. Often, people who became ill merely want to be heard and treated by the restaurant with respect.
2. Sometimes a refund, a free meal, or help with co-payment on insurance as a result of the illness is all that is needed.
3. When restaurants dismiss a claim by turning it over to their insurance companies and forget it, the incident may not be resolved to the satisfaction of the complainant. As a result, if complainants are not treated as they feel they should have been, they may turn to their lawyers for help and instigate a lawsuit. This becomes a very difficult and wasteful option for all parties. Restaurants and their insurance companies could find themselves in the very situation that they want to avoid.
4. Not every foodborne illness will be determined by positive stool cultures or positive food pathogen tests. The issue is liability. If the incident is "more probable than not," an operator may want to consider offering that free meal, etc., before ignoring the incident. It may be a small price to pay.

FOOD SECURITY

Management

1. Prepares for the possibility of tampering or other malicious, criminal, or terrorist actions.
    a. Responsibility for security is assigned to the HACCP-TQM team.
    b. The following is our security management strategy to prepare for and respond to tampering and other malicious, criminal, or terrorist actions, both threats and actual events, including identifying, segregating and securing affected product.
        1) We will use our emergency evacuation, including preventing security breaches during evacuation
        2) Our alternate offsite to store security plans is _____.
        3) We will keep a current copy of the community emergency response plan.
        4) The following is our 24-hour contact information for local, state, and federal police / fire / rescue / health / homeland security agencies.
        _____
        _____
        _____
        _____
        5) Our management people whom staff should alert about potential security problems (24-hour contacts) are shown on the organization chart.
        6) We will promote food security awareness to encourage all staff to be alert to any signs of tampering or other malicious, criminal, or terrorist actions or areas that may be vulnerable to such actions, and reporting any findings to identified management (for example, providing training, instituting a system of rewards, building security into job performance standards)
        7) We will have a place on the bulletin board where we can keep all people informed about relevant security issues.
        8) We will have a strategy for communicating with the public (for example, identifying a media spokesperson, preparing generic press statements and background information, and coordinating press statements with appropriate authorities).
2. Oversight / supervision. During the monthly HACCP-TQM audit, we will conduct routine security checks of the premises, including food production, utilities and critical computer data systems (at a frequency appropriate to the operation) for signs of tampering or malicious, criminal, or terrorist actions or areas that may be vulnerable to such actions.
3. Investigation of suspicious activity.
    a. Management or the HACCP-TQM team will be responsible for investigating threats or information about signs of tampering or other malicious, criminal, or terrorist actions.
    b. We will alert appropriate law enforcement and public health authorities about any threats of or suspected tampering or other malicious, criminal, or terrorist actions.
4. Evaluation program.
    a. The HACCP-TQM team will evaluate the lessons learned from past tampering or other malicious, criminal, or terrorist actions and threats.
    b. We will review and verify annually the effectiveness of the security management program (for example, using knowledgeable in-house or third party staff to conduct tampering or other malicious, criminal, or terrorist action exercises and mock recalls and to challenge computer security systems), revising the program accordingly, and keeping this information confidential.
    c. We will perform random food security inspections of all appropriate areas of the facility (including receiving and warehousing, where applicable) using our HACCP-TQM team or third party staff, and keeping this information confidential.

Human element – staff

1. Screening (pre-hiring, at hiring, post-hiring). We will examine the background of all staff (including seasonal, temporary, contract, and volunteer staff, whether hired directly or through a recruitment firm) as appropriate to their position, considering candidates' access to sensitive

areas of the facility and the degree to which they will be supervised and other relevant factors (for example, obtaining and verifying work references, addresses, and phone numbers, participating in one of the pilot programs managed by the Immigration and Naturalization Service and the Social Security Administration Note: screening procedures should be applied equally to all staff, regardless of race, national origin, religion, and citizenship or immigration status.

2. Daily work assignments. The supervisor will know who is and who should be on premises, and where they should be located, for each shift.
3. Restricted access.
    a. We will identify staff that requires unlimited access to all areas of the facility.
    b. We will reassess levels of access for all staff periodically.
    c. We will limit access so staff enter only those areas necessary for their job functions and only during appropriate work hours.
    d. We will change combinations, rekeying locks and/or collect keys when a staff member who is in possession of these is no longer associated with the establishment.
4. Personal items.
    a. We will restrict the type of personal items allowed in establishment to only those personal-use medicines that are necessary for the health of staff and ensuring that these personal use medicines are properly labeled and stored away from food handling or storage areas.
    b. We will not allow staff to bring personal items (for example, lunch containers, purses) into food handling or storage areas.
    c. We will do occasional checks of staff lockers.
5. Training in food security procedures.
    a. Food security awareness, including information on how to prevent, detect, and respond to tampering or other malicious, criminal, or terrorist actions or threats will be incorporated into training programs for staff
    b. We will encourage staff support in the food security awareness program, demonstrating the importance of security procedures to the staff.
6. Unusual behavior. We will watch for unusual or suspicious behavior by staff (for example, staff who, without an identifiable purpose, stay unusually late after the end of their shift, arrive unusually early, access files/information/areas of the facility outside of the areas of their responsibility; remove documents from the facility; ask questions on sensitive subjects; bring cameras to work).

Human element – public

1. We will inspect incoming and outgoing vehicles, packages and briefcases for suspicious, inappropriate or unusual items or activity.
2. We will restrict entry to the establishment (for example, checking visitors in and out at security or reception, requiring proof of identity, issuing visitors badges that are collected upon departure, accompanying visitors).
3. We will ensure that there is a valid reason for the visit before providing access to the facility - beware of unsolicited visitors.
4. We will verify the identity of unknown visitors.
5. We will restrict access to food handling and storage areas (for example, accompanying visitors, unless they are otherwise specifically authorized).

Facility

1. Physical security. We will provide appropriate physical security.
2. Storage and use of poisonous and toxic chemicals (for example, cleaning and sanitizing agents, pesticides).
    a. We will limit poisonous and toxic chemicals in the establishment to those that are required for the operation and maintenance of the facility and those that are being held for sale.
    b. We will store poisonous and toxic chemicals in the secure chemical storage area.
    c. We will ensure that poisonous and toxic chemicals are properly labeled.
    d. We will use pesticides in accordance with the Federal Insecticide, Fungicide, and Rodenticide Act (for example, maintaining rodent bait that is in use in covered, tamper-resistant bait stations).
    e. We will know what poisonous and toxic chemicals should be on the premises and keeping track of them.

Operations

1. Incoming materials and contract operations.
    a. We will use only known, appropriately licensed or permitted (where applicable) contract manufacturing and packaging operators and sources for all incoming materials, including ingredients, compressed gas, packaging, labels, and materials for research and development.
    b. We will take reasonable steps to ensure that suppliers, contract operators and transporters practice appropriate food security measures (for example, auditing, where practical, for compliance with food security measures that are contained in purchase and shipping contracts or letters of credit, or using a vendor approval program).
    c. We will authenticate labeling and packaging configuration and product coding/expiration dating systems (where applicable) for incoming materials in advance of receipt of shipment, especially for new products.
    d. We will follow delivery schedules, not accepting unexplained, unscheduled deliveries or drivers, and investigating delayed or missed shipments.
    e. We will supervise off-loading of incoming materials, including off hour deliveries.
    f. We will reconcile the product and amount received with the product and amount ordered and the product and amount listed on the invoice and shipping documents, taking into account any sampling performed prior to receipt.
    g. We will reject suspect food.
2. Storage.
    a. We will follow this system for receiving, storing, and handling distressed, damaged, returned, and rework products that minimizes their potential for being compromised or to compromise the security of other products (for example, destroying products that are unfit for human or animal consumption, products with illegible codes, products of questionable origin, and products returned by consumers to retail stores).

   b. We will keep track of incoming materials and materials in use, including ingredients, compressed gas, packaging, labels, salvage products, rework products, and product returns.
   c. We will investigate missing or extra stock or other irregularities outside a normal range of variability and reporting unresolved problems to appropriate law enforcement and public health authorities, when appropriate.
   d. We will store product labels in a secure location and destroying outdated or discarded product labels.
   e. We will minimize reuse of containers, shipping packages, cartons, etc., where practical.
3. Security of water and utilities.
   a. We will limit, to the extent practical, access to controls for airflow, water, electricity, and refrigeration.
   b. We will identify alternate sources of potable water for use during emergency situations where normal water systems have been compromised (for example, trucking from an approved source, treating on-site or maintaining on-site storage).
4. Finished products.
   a. We will perform random inspection of storage facilities, vehicles, and vessels.
   b. We will consider using locked and/or sealed vehicles and providing the seal number to the consignee.
   c. We will establish scheduled pickups, and not accepting unexplained, unscheduled pickups.
   d. We will keep track of finished products.
   e. We will investigate missing or extra stock or other irregularities outside a normal range of variation.
5. Mail / packages. We will implement procedures to ensure the security of incoming mail and packages.

FOOD SABOTAGE

Employees shall be alert to the potential for customer sabotage of food products. Employees shall inform management immediately if there is any unusual handling of food and/or possible contamination of food by a customer.

EMERGENCIES

1. Information and/or training in handling emergencies shall be given to all personnel.
2. Personnel shall call 911 for emergencies, which include fire, burglary, or any life-threatening situations.

Safety of both employees and customers must not be jeopardized. Emergency situations such as flood, fire, tornado, blizzard, or power outage require the implementation of a well-rehearsed action plan to prevent further disaster.

In case of any of these potentially disastrous situations, the person in charge should contact the local regulatory authority immediately. The regulatory authority will then determine which foods are still safe to serve to the public. It may be that the emergency has resulted in direct contamination of the food or potentially hazardous products due to lack of proper holding or storage temperatures.

Power outage. If the power outage is only 15 minutes, the facility will stay open. If the power outage is longer than 15 minutes, the facility will close. Customers with food will be allowed to finish their meals. Only those customers with complete service will be charged. Do not open refrigerators and freezers, or open as little as possible.

Water contamination. If the regular supply of potable water is interrupted, the foodservice establishment has two options, according to current FDA interpretation.

1. The establishment may temporarily close.
2. If the establishment remains open for business, it must obtain a temporary supply of potable water. Such a supply may be commercially bottled water; water obtained via a hose or piping from an adjacent, approved source (perhaps a nearby establishment that still has water); approved bulk water delivered in containers or by tanker; or from a stationary water tank filled from an approved source. These sources must be used not only for beverage water, but also for all preparation and cooking, ice making, and preparing of carbonated and other hot and cold beverages.

Hand washing and all cleaning and sanitizing must also be performed with alternate potable water. If necessary, save the potable water for hand washing and use single-service tableware. Garbage must be discarded with other refuse, not in garbage grinders or disposals. Employee toilets can be flushed with non-potable water or portable toilets may be used. Customer toilets and lavatories should be closed to prevent contamination. The regulatory agency must decide on a case-by-case basis what actions are most appropriate.

Fire and natural disasters. The food operation will close until management has dealt with all damaged and contaminated food and operational repairs have been made.

Choking. If any individual is choking, assist the person by using the Heimlich Maneuver. (A poster is displayed on the bulletin board.)

RECALLS

If we receive notification of a product being recalled, we will take immediate action to remove it from inventory.

FOODBORNE ILLNESS INFORMATION FORM

Information received from _____

Address _____

_____

Phone (_____)_____ (H) (_____)_____ (W)

What is the best way to contact you? _____

Name of person with illness _____

Address _____

_____

Phone (_____)_____ (H) (_____)_____ (W)

What is the best way to contact this person? _____

Complaint: _____

_____

Place food was eaten_____
_____
Date/Time food was eaten _____
Date/Time food was saved _____
Suspect food _____
_____
Waitress/waiter _____
Where did customer sit? _____
_____
Is customer taking medication? _____
What type? _____

Was medical care sought? _____
(doctor/hospital/address)
_____
_____
_____

Food items consumed
Appetizer _____
Salad (bar _____
_____
Dressing _____
Main course _____
_____
Side dish _____
Beverage during meal (including water) _____
_____
Bread & butter _____
Dessert _____

Names of other persons in the party.

1. _____ 2. _____
3. _____ 4. _____
5. _____ 6. _____
7. _____ 8. _____

ANALYSIS OF AN ALLEGED FOODBORNE ILLNESS

Completed by: _____

1. Date _____; time _____ food was produced

2. Who was involved in making and serving the food?
   Ordering: _____
   Storage: _____
   Pre-preparation: _____
   Preparation: _____
   Serving, leftovers: _____

3. What ingredients were used, how much, from what source?

Ingredients	Amount	Source

4. What was the preparation procedure? Do a flow chart from preparation to consumption.

START

↓

1. Procedure

Ti To t

↓

2. Procedure

Ti To t

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3. Procedure

Ti To t

↓

4. Served-consumed

Ti To t

↓

5. Leftovers

Ti To t

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Explain procedure, any deviations that occurred, and corrective action.

_____
_____
_____
_____
_____
_____
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_____
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_____
_____
_____
_____

USUAL INCUBATION / ONSET PERIOD RANGES FOR SELECT FOODBORNE DISEASES

ILLNESS AGENT	ONSET TIME																							
	HOURS						DAYS																	
	1	2	3	4	8	16	1	2	3	4	6	8	10	12	14	16	18	20	25	30	35	40	45	50
Allergen, chemical poison, minutes to a few hours																								
Bacillus cereus, vomit 30 minutes to 5 hours; diarrhea 8 to 16 hours, mean 12 hours																								
Staphylococcus aureus 1 to 8 hours; mean 2 to 4 hours																								
Vibrio parahaemolyticus 4 to 96 hours																								
Salmonella, non-typhoidal, 6 to 72 hours; mean 18-36 hours																								
Clostridium perfringens, 8-24 hours; mean 10 hours																								
Norwalk-like viruses, 16 to 48 hours																								
Yersinia enterocolitica, 1 to 3 days																								
Shigella, 1 to 7 days																								
Campylobacter, 2 to 7 days mean 3 to 5 days																								
Cyclospora cayetanenus, 2 to 8 days; mean 7 days																								
E. coli O157:H7, 3 to 7 days																								
Listeria monocytogenes, 4 to 21 days																								
Hepatitis A, 10 to 50 days, mean 25 days																								

Sources:
Data on the "usual" incubation period obtained from the CDC, "Surveillance for Foodborne-Disease Outbreaks—United States, 1988-1992." MMWR 45, SS-5 (October 25, 1996):58-66.
Economic Research Service / USDA. Product Liability and Microbial Foodborne Illness / AER-799.

QA, QC, and the HACCP Team

CONTROL OF NON-CONFORMITY

We will evaluate our performance using the 6σ quality standard for process and product performance. We will strive to eliminate any special causes of non-conformity and reduce common causes of deviation.

SELF-INSPECTION AND FOOD HAZARD CONTROL CHECKLISTS

By knowing the hazards involved in the production and retailing of food products, producers can design their own self-control programs that can be used by both management and employees to produce safe, designated quality food products. Encl. B1 is an example of a **Daily QA Checklist** for HACCP team use. This checklist focuses on critical hazard control points in the kitchen and provides space for recording the names of people observed, equipment and food names and temperatures, and thereby, becomes a single document of record for a day. A more detailed, **Monthly QA Checklist** is at Encl. B2. It deals with many non-critical maintenance and cleaning issues and would be done, along with Encl. B1, once a month.

All units are subject to federal, state, county, and municipal regulations, and are inspected by officials from one or more of these governmental agencies. Inspection forms used by these agencies will vary, but the basic points are usually similar. Food safety, namely, procedures that minimize the potential for foodborne illness, are of primary concern. Food protection, personnel responsibilities, food equipment, utensil use, and good safety procedures must be observed. Structure and utilities must be checked. Detailed operation management and inspection standards should be written and available for review by regulatory agencies. These standards must be itemized in a detailed checklist.

HACCP TEAM OPERATONS

Under the direction of the CFM and PIC, the HACCP team will involve employees as an integral part of the quality control to review problems and develop more effective operating policies and procedures; maintain open communication with all employees; encourage them to identify food safety hazards; and make suggestions for improving the program.

Problem solving. Improvements take time and come through spontaneous member initiative from the HACCP team. The key is to have an orderly committee problem-solving process that will be able to solve problems with as few backward steps as possible. To control the process, members of the team should use the following problem-solving process. Each step should be documented as follows.

1. Identify problems and cost benefits of solving the problems
2. Select each problem on which to work, by team consensus; state the outcome clearly
3. Analyze problem
    a. Isolate causes
    b. Gather, display, analyze, and test causes until it is certain that the real causes have been found
    c. Select causes for action by consensus
4. Generate solutions
    a. List possible solutions
    b. Analyze the cost benefit of solutions
    c. Isolate solutions
5. Select/plan a solution
    a. Choose "best" solution
    b. Plan who, what, where, when, why, how
    c. Gain endorsement and approval from those who must apply the solution
    d. Test the solution and adjust until it works
6. Implement the plan
7. Measure progress and continue until the problem has been reduced or eliminated
8. Prevent the problem from ever recurring; change inadequate policies, procedures, and standards when necessary.

Coaching and skill development. Management and the HACCP team will continually observe the activities and food handling procedures at every station; remind employees why specific tasks are done a specific way; reward correct task performance. Unsafe practices will not be allowed to continue.

Setting the example. HACCP team members will provide an example of professionalism and high quality standards for employees by scrupulously following all food safety policies, procedures, and standards – and will be aware of hand sanitation and personal hygiene habits at all times.

Food safety self-inspection. Daily, a member of the HACCP team, the CFM, or the PIC will do the Encl. B1 self-inspection. Monthly, the HACCP team will complete a self inspection of the facility (Encl. B2).

HACCP team meeting, report, and corrective action. Monthly, after the self-inspection, a HACCP team meeting will be conducted (Encl. B3). Any problems identified by Encl. B1 or B2 will be corrected. If they are serious, the corrective action report (Encl. B4) will be completed. The PIC will sign the meeting report, and a copy will be sent to the HACCP Process Authority.

Filing the report. The review and meeting forms will be filed with this manual. They will be kept for one year. When the month comes a year later, the 12-month-old report will be replaced with the new report.

REGULATORY / THIRD-PARTY AUDIT

This facility is audited once a year by _____. The audit will verify to what degree the facility is complying with its AMC-HACCP policies, procedures, and standards.

HACCP REASSESSMENT

Once a year, the HACCP team will do a **HACCP Reassessment**, using Encl. B5.

EQUIPMENT PERFORMANCE CALIBRATION VERIFICATION

Equipment must function correctly. The **Daily QA Checklist**, Encl. B1, can be used to record equipment calibration on a regularly scheduled basis.

Food temperature measurement and thermometer calibration. Thermocouple meters with 0.016-inch-or-less-diameter probes, or thermistors with 1/8-inch-or-less-diameter tip sensitive probes shall be used to measure temperature. They will be accurate to ± 2°F from 32 to 200°F (± 1°F is preferred). Every employee preparing food shall be trained to use food-temperature-measuring devices to assure that food is heated adequately for pasteurization and is processed and stored safely. Before a temperature probe that was being used with probably contaminated, raw food is inserted into safe (pasteurized, washed, or acidified) food, the probe or stem is washed in a detergent solution and then sanitized. When sampling all safe food or all unsafe food, it only needs to be wiped clean with a wipe (e.g., a clean paper towel) containing a mild detergent solution.

An accurate thermometer shall be provided in a conspicuous location in the warmest part of each refrigeration and freezer unit, and in the coolest part of all hot storage devices. (These temperature-measuring devices will not be used to verify safety. Only actual food temperatures will be used to judge safety.)

To calibrate, slush ice will be used as a temperature standard. It will be made by crushing about half a pound of ice, putting it into an 8-ounce or larger container and adding tap water to just below the top of the ice. Thus, a slurry with a temperature of 32°F is made. This ice slurry verification standard will be taken to the location of the various thermometers, or the thermometers will be taken to the standard. The thermometers will then be immersed into the middle of the ice and stirred a little. A reading will be taken after 30 seconds of immersion and stirring, when the temperature has stabilized. The reading must be within ±2°F of 32°F. The reading will be recorded under equipment on Encl. B1, the **Daily QA Checklist**.

If it is greater than ±2°F of 32°F, and it is an inexpensive digital thermistor thermometer, the thermometer will be thrown away and a new unit will be obtained from stock. If it is a thermocouple thermometer, the unit will be returned to the manufacturer for calibration.

Electronic thermometers shall be calibrated according to manufacturer's instructions.

Bimetallic stem thermometers shall not used to measure food temperature, because they are neither reliable nor accurate.

DAILY QA CHECKLIST

Evaluator _____ **Date** _____ **Time** _____

PREREQUISITE HACCP REQUIREMENTS	PERSON / ITEM : OBSERVATION	CORR. ACT #
1. Personal Hygiene (Person: Health, cleanliness, double hand washing when coming from toilet, single hand washing for raw food / RTE food control, gloves control)	1. _____ : _____ 2. _____ : _____ 3. _____ : _____	
2. Environment / facilities (Item: Cleaned, maintained, pests, trash, chemicals, water, plumbing controlled)	1. _____ : _____ 2. _____ : _____ 3. _____ : _____	
3. Equipment (Item: Cleanliness, temperature, maintenance, sanitizer concentration, thermometers accurate)	1. _____ : _____ 2. _____ : _____ 3. _____ : _____	
4. Supplies (Food: temperature, use by; inventory rotation; approved supplier, protected, RTE on top)	1. _____ : _____ 2. _____ : _____ 3. _____ : _____	
FOOD HACCP PROCESSES	**FOOD : OBSERVATION**	**CR ACT#**
1. Physical hazards (Food: hard foreign objects, choking, thermal)	1. _____ : _____ 2. _____ : _____	
2. Allergen control; do not add fresh to old; do not combine different leftovers (Food: allergen control)	1. _____ : _____ 2. _____ : _____	
3. Double wash fruits and vegetables (Food: adequate physical wash)	1. _____ : _____ 2. _____ : _____	
4. Cooking pasteurization (Food: temperature and time)	1. _____ : _____ 2. _____ : _____ 3. _____ : _____	
5. Hot hold, transport, serve / catering (Food: temperature 135ºF, hold time)	1. _____ : _____ 2. _____ : _____ 3. _____ : _____	
6. Cooling (<2 inches thick, <1 gallon) (Food: container, date)	1. _____ : _____ 2. _____ : _____ 3. _____ : _____	
7. Cold hold, transport, serve / catering (Food: temperature)	1. _____ : _____ 2. _____ : _____ 3. _____ : _____	
8. Salads mixed with cold ingredients (Food: temperature)	1. _____ : _____ 2. _____ : _____	
9. Leftovers (Food: temperature, age)	1. _____ : _____ 2. _____ : _____	
10. Take out / donated: food handling (Food: temperature)	1. _____ : _____ 2. _____ : _____	

MONTHLY QA CHECKLIST

Food Hazard Control Requirements	Observation	Corrective Action
MANAGEMENT		
Maintains written policies, procedures, and standards for training and guiding all employees in the preparation and service of food.		
Competent management level personnel [person(s) in charge] are trained in foodborne illness and disease prevention. They lead the HACCP team and facilitate continuous improvement.		
Organization chart and job duties sheets specify hazard control duties and responsibilities of all personnel.		
Effective HACCP self-inspection is completed weekly; results are recorded and used for improvement.		
Employees are trained and certified in safe food handling and receive regular training for improvement.		
Management allocates adequate funds for the HACCP self-control program.		
Management sets the example by strictly following all policies, procedures, and standards.		
Correct performance of employees is enforced and rewarded.		
Equipment and facilities provided allows the production of safe, high-quality products.		
Documented procedures are in force for handling probable emergencies.		
First aid supplies are adequate, appropriately stored, and available.		
Customer comment cards and feedback are used to enhance quality.		
License is conspicuously posted.		
Smoking / no smoking regulations are enforced.		
Truth in menu and advertising is practiced.		
PERSONNEL		
Employees control food safety by using safe food handling methods and practicing good personal hygiene.		
All personnel who prepare or serve food wash their hands using the: Double wash method (2x): at the beginning of work; when entering the kitchen or production area; after using the toilet; touching vomit, fecal material, or any body fluids; after encountering any possible pathogenic conditions. Single wash method (1x): after breaks, handling garbage and/or dirty dishes, blowing nose, touching soiled surfaces, and between handling raw and cooked / prepared foods.		
Management is alert to ill employees and takes action by giving these individuals a non-food handling job or by sending them home.		
When employees wear disposable, plastic gloves for preparing and serving food, they wash their hands before putting gloves on and after removal.		
Disposable gloves are changed and discarded each time a different contaminated object or surface is touched.		
Employees who must wear heavy-duty gloves to protect their hands from harsh chemicals, detergents, or other irritants have their own personal pair of gloves.		
Hand cuts and abrasions are washed and covered with a bandage and proper fitting plastic gloves.		
Personnel wear properly fitting plastic gloves before touching blood or body fluids of another person.		
Handkerchiefs and nose tissues are not carried in food production area. Disposable tissues are used at hand washing sink.		
No personal medication is allowed in the food production and food service areas.		
Personnel do not eat, chew gum, or smoke while preparing and handling food. (Personnel can drink from a closed, spill-proof container when working in a hot work environment, and dehydration is a problem).		
Personnel use utensils, plastic gloves, or paper sheets to handle food being served in the presence of customers.		
Personnel do not touch food contact surfaces of glassware, dishware, flatware, and serving utensils.		
Personnel do not wear jewelry other than plain wedding bands and avoid carrying or wearing any objects that might fall into food.		
No unauthorized persons are allowed in food production and utensil-washing areas.		
ENVIRONMENT		
The area around the facility, including waste storage, is cleaned and maintained on an adequately scheduled basis.		
Water used meets EPA (Environmental Protection Agency) water quality standards.		
Unit complies with local clean indoor air act or smoking / no smoking policy.		
Sewage systems are maintained to meet established plumbing codes.		
Poisonous or toxic materials (soaps, sanitizers, pesticides) are used in accordance with manufacturer's recommendations and are stored away from food production area.		
Pest control program is followed.		

Food Hazard Control Requirements	Observation	Corrective Action
Building exterior		
Exterior walls clean, in good repair.		
Paint in good condition, no graffiti.		
Front doors, including glass, clean and in safe condition.		
Back door and area clean, safe condition, free of clutter; intact seal, secure.		
Sidewalk / area outside back door clean; no gum / grease build-up.		
Newspaper machines clean, good repair.		
Dumpster area, inside and outside surrounding area, clean.		
Dumpster area walls clean, good repair.		
Dumpsters and grease traps lidded, no unpleasant odor; lids fit securely; grease spills cleaned up promptly.		
Landscaping		
Neat, appealing, free of debris, adequate ground cover.		
Planters weeded, free of debris and dead plants; sprinklers to come on during non-peak periods.		
Foliage does not block signage, not a security threat.		
Parking area		
Free of debris and grease build-up.		
Lot surface in good conditions, free of potholes; no standing water; striping visible; car stops unbroken, secure, no tie rods exposed.		
Exterior parking lot lights working.		
Sidewalk free of debris, stains, gum, grease build-up, standing water, weeds; uneven expandable joints marked until fixed.		
Ramps good condition, free of debris; hand rails secure, good condition.		
In cold weather climates, parking lot and driveway plowed as appropriate; sidewalks, ramps, railing shoveled, free of ice.		
FACILITIES		
Facility design is approved by the health department.		
Ventilation system is clean, maintained, and working correctly.		
Floors, walls, and ceilings are cleaned and maintained on a regular basis.		
Floors / carpets		
Floors, including corners, mats or rugs, clean, dry, free of debris, in good repair; tile grout clean (once a shift / as necessary).		
Floor drains clean, odor free.		
Baseboards, base tiles clean, in good repair.		
Carpets clean, stain free, in good repair (once a quarter / as necessary).		
Walls / décor / screens		
Walls, ceilings, baseboards clean, in good repair.		
Pictures, plants clean, in good condition.		
Glass screens, glass partitions clean, in good repair, smudge free.		
Ledges and trim clean, in good condition.		
Windows		
Windows, sills, ledges clean; inside and outside, bi-weekly or more often if needed; spot clean areas that demand immediate attention (entranceways).		
Blinds / shades clean, in good condition, hung evenly.		
Lighting		
Lights operating; covers, shields, fixtures, shades clean, in good condition.		
Adequate lighting, no burnt-out bulbs; shatter-proof bulbs or diffusers or fluorescent tubes.		
Emergency and exit lighting clean, operating.		
Entrance / foyer		
Front doors, glass, and frames clean, in good repair; no gaps / voids at door to prevent pest entry.		
Credit card stickers on windows clean, in good condition.		
Mats clean, in good repair.		
Blinds / shades clean, in good condition, hung evenly.		
Brass and brass fixtures clean, shiny, free of prints.		
Host / podium stand and area clean, organized, free of debris / clutter, in good repair; no miscellaneous items unless specified by marketing campaign.		
Cash area		
Cashier station clean, organized, free of debris / clutter, in good repair; no miscellaneous items unless specified by marketing campaign.		
Waiting area, benches clean, in good repair, free of debris.		
Pay phones clean and operating.		
Dining room temperature and music level appropriate (music continuous).		
Menus, menu holders clean, in good condition.		
Seating / tables / counters		
Upholstery clean, stain free, no tears.		

Food Hazard Control Requirements	Observation	Corrective Action
Booth seats secure in the base; cleaning program must be evident.		
Dining room chairs, legs, cross bars, and casters must be clean, in good repair.		
Counter seat poles, mounts, seat bottoms, and backs clean, in good condition.		
Countertops clean, in good condition.		
Highchairs, booster seats clean, in good repair; high chairs NSF approved; safety belts that fasten.		
Tables clean, sanitized, in good condition.		
Table set-ups clean, adequately stocked.		
Service area		
Service stations clean, orderly, and free from debris and spilled food.		
Countertops, shelves clean, free of clutter.		
Soiled customer areas, tables, and counters cleared promptly and cleaned with detergent and rinsed after each use; surfaces sanitized at least every 4 hours.		
Bus tub shelves clean, odor free, in good condition; china, silverware separated from glass to prevent breakage.		
Condiment bottles clean, adequately stocked.		
Wiping cloths rinsed, stored in labeled container of sanitizing solution, concentration 10% sanitizer, 200 ppm between uses.		
Equipment clean, maintained.		
Trash bins never overflowing; clean, in good condition, free of unpleasant odor.		
Restroom (customer / employee)		
Cleaned daily; always supplied with materials necessary for good employee hygiene.		
Floors, walls, baseboards, fixtures clean, in good condition.		
Fresh smelling; vents clean, working properly; air fresheners clean, in good repair.		
Partitions, doors, frames clean, free of graffiti, in good repair; doors self-closing; locks work properly.		
Ceiling clean, in good repair.		
Toilets, urinals clean inside and out; free of offensive odors.		
Toile base and seats secure, in good repair.		
Mirrors clean, in good repair.		
Sinks clean, in good repair; hot water, minimum 100°F.		
Countertops clean, in good repair.		
Stainless steel clean and shining.		
Equipment clean, maintained.		
Hand sinks clean, in good condition soap dispensers, nail brushes (employee restroom), and sanitizer dispensers clean, stocked, in good working condition.		
Paper towel dispensers clean, stocked, in good working condition; hand towels stocked or air dryer available, working properly.		
Trash bin never overflowing; clean, in good condition, free of unpleasant odor. Covered and lined trash receptacles present in each stall of women's restroom, clean, in good repair.		
Lights and fixtures clean, operating properly, no burnt-out bulbs.		
Soap, toilet tissue, seat covers available; dispensers clean, in good repair.		
Hand sanitizer dispensers (employee restrooms) clean, in good repair.		
Baby-changing station in male and female guest restrooms.		
Food prep area		
Ceiling, walls, shelving, fixtures clean, in good repair.		
Lighting clean, covered, working properly.		
Floors clean, in good repair; drains, covers, screens clean, secured, not obstructed.		
Floor mats clean, in good repair; recommended.		
Sinks clean and sanitized, organized, no grease build-up; not used for hand washing.		
Counters clean, sanitized.		
Smallwares clean, organized, stored properly on NSF-approved shelving.		
Heavy or sharp objects stored on waist-high shelves or lower.		
Knives stored in knife rack, not in drawer.		
Can opener and blade washed, rinsed, sanitized after each use.		
Lemon wedger, tomato tamer slicing machine, associated blades clean and sanitizers after each use.		
Portion scales clean, operable, rust free.		
Labeled ice buckets, scoops clean, in good repair; stored, handled in sanitary manner.		
Equipment not currently used clean, stored safely and securely.		
Work stations are cleaned about every 4 hours (surfaces <100 microorganisms / 8 sq. in.).		
The five-step cleaning and sanitizing process is used on all food contact surfaces at least every 4 hours or between each change from contaminated food and clean pasteurized food (surfaces <100 microorganisms / 8 sq. in.).		
Cleaning cloths do not cross-contaminate surfaces; sponges and metal scrubbies are not used.		
Cooks' line		
Floors clean, in good repair; free of standing water; floor drains, covers, screens clean, not obstructed.		
Floor mats, tiles, ridged tiles recommended; clean, in good repair.		

Food Hazard Control Requirements	Observation	Corrective Action
Walls, baseboards clean, in good repair.		
Ceiling clean, in good repair.		
Adequate lighting, no burnt-out bulbs; clean, in good repair; shatter-proof bulbs or diffusers or fluorescent tubes.		
Countertops, cutting boards clean, sanitized, in good condition.		
All equipment clean, in good repair.		
Microwave and time buttons labeled; microwave calibrated; service times calibrated, updated, properly programmed.		
Reach-ins clean, in good repair; lighting functioning, shielded; air temperature 40°F or below; thermometers visible, in working order.		
Trash bins never overflowing; clean, in good condition, free of unpleasant odor; trash never blocks exits.		
Hoods clean, in good repair; duct work, once a quarter / as needed; hood filters run through dish machine daily; all stainless steel cleaned daily.		
Storeroom		
Floors clean, in good repair.		
Walls, shelving clean, in good repair.		
Lighting clean, in good condition; no burnt-out bulbs.		
Ceiling clean, in good condition.		
Stock on NSF-approved shelving, 6 inches from floor, 2 inches from wall; no product on floor; shelving clean, in good repair, access for sweeping / mopping underneath.		
Dish area		
Ceiling, walls, shelving, fixtures clean, in good repair.		
Lighting clean, covered, working properly.		
Floors clean, in good repair; drains, covers, screens clean, not obstructed.		
Floor mats, ridged tiles clean, in good repair; recommended at all sinks.		
Sinks clean, organized, no grease build-up; 3-compartment sinks appropriately labeled.		
Stainless steel counters clean, organized, no grease build-up		
Dish machine clean, in good repair, operating properly with chemicals.		
Trash bins clean, never overflowing; in good condition; free of unpleasant odor. Silverware catches clean, in good repair.		
Break area		
Table tops, chairs clean, organized, in good repair.		
Floors, ceilings, walls clean, in good repair; floors dry.		
Break rooms and locker rooms cleaned daily; always supplied with materials necessary for good employee hygiene.		
Utility area		
Mop sink, surround floor, baseboards clean, in good repair.		
Running water available.		
Back-flow valves available, working properly.		
Mop buckets, wet floor cones clean, in good condition; buckets stored upside down; dust pans cleaned regularly.		
Mops, brooms hung from rack, heads down, handles up.		
Cleaning equipment (mops, buckets, pressurized equipment) is stored properly, away from food, clean equipment, or linen.		
Ceiling, walls, shelving, fixtures clean, in good repair.		
Lighting clean, covered, working properly.		
Floors clean, in good repair; drains, covers, screens clean, not obstructed.		
Floor mats, ridged tiles clean, in good repair; recommended.		
Laundry		
Laundry and laundry facilities are separate from food preparation area; area is clean, organized, and maintained.		
EQUIPMENT		
Equipment construction and equipment surfaces meet regulatory standards.		
All equipment is cleaned, sanitized, and maintained on schedule.		
The five-step cleaning process is used on cutting boards and all food contact surfaces.		
Appropriately identified sanitizer of proper concentration is available at all work stations and is used correctly.		
Detergents and sanitizers are used correctly for specified tasks; are stored correctly; are changed when the solutions are dirty and/or when concentration is inadequate.		
All items of equipment not necessary for operation of facility are stored or removed from premises. Items needing repair are fixed within 15 days.		
Adequate hot holding and cold holding devices are available and are calibrated to maintain foods at correct temperatures during storage, preparation, transport, and service.		
Equipment thermostats are checked and calibrated regularly.		

Food Hazard Control Requirements	Observation	Corrective Action
Dunnage racks, shelving, pallets, dollies, etc. are made of correct materials and designed to store food at least 6 inches above floor.		
Equipment has appropriate backflow prevention, including CO_2 backflow prevention.		
Drainage lines from beverage dispensers do not run through potable ice bins.		
Ware washing and pot washing equipment is maintained regularly and operated with correct water temperatures, pressure, detergent, and chemical sanitizer.		
Clean glasses, cups, and other utensils will be stored covered or in an inverted position, and at least 6 inches above the floor in a clean, dry location.		
Cracked, chipped or broken glassware, dishware, flatware, and serving utensils. are discarded.		
Brushes are used correctly and are cleaned and sanitized daily.		
All beverage dispensing equipment is maintained, cleaned, and sanitized regularly.		
Milk dispensing tubes are not longer than 3/4 inch and are cut at a 45° angle. The plastic sleeve is removed.		
Sinks		
Hand sinks contain fingernail brush, soap, and single-use towels, and operate with a flow of 1 to 2 gallons of water per minute at 75 to 110°F within 3 seconds after turn-on.		
Separate sinks are available for hand washing, food washing, and utility (cleaning) purposes, and are used only for these purposes.		
2-compartment food sinks are used only for food preparation; are cleaned and sanitized regularly.		
3-compartment sinks for pots and pans are adequate to get items cleaned, rinsed, sanitized, and dried.		
Utility sinks are used for cleaning and disposal of cleaning solutions.		
Hot water supply is never <140°F (60°C). [Exception: water used for hand washing is 75 to 110°F (23.9C to 43°C).]		
Hot water or steam, if used for sanitizing in a 3rd compartment sink, is >171°F for 30 seconds.		
Walk-in freezer		
Freezer working properly, holds temperature 0±10°F, free of ice build-up; free of unpleasant odors.		
Freezer cleaned and maintained on schedule.		
Freezer unit compressors kept free of dirt.		
Thermometers visible, in working order.		
Lighting clean, covered, working properly.		
Floors, baseboards, walls ceiling, shelving clean, in good repair.		
Floor mats clean, in good repair; recommended.		
Shelving clean, in good repair, rust free, NSF approved; products 6 inches from floor, 2 inches from wall.		
Walk-in refrigerator		
Refrigeration system working properly, air temperature ≤40°F, free of unpleasant odors.		
Refrigeration units have adequate cooling and air circulation capacity for amount of food to be cooled.		
Refrigeration units cleaned and maintained on schedule.		
Refrigeration compressors kept free of dirt.		
Thermometers visible, in working order.		
Lighting clean, covered, working properly.		
Floors, baseboards, walls ceiling, shelving, fan clean, in good repair.		
Floor mats, ridged tiles clean, in good repair; recommended.		
Air curtain clean, in proper position.		
Shelving clean, in good repair, rust free, NSF approved; products 6 inches from floor, 2 inches from wall.		
Trash bins		
All garbage containers (inside and outside) are covered, durable, cleaned, and sanitized on schedule.		
There is adequate provision for recycling.		
Trash bins never overflowing; trash never blocks exits.		
SUPPLIES AND MATERIALS		
Food supplies are purchased, whenever possible, from suppliers with HACCP-based Total Quality Assurance programs who provide information of probable levels of pathogen contamination in the food.		
Any meat or seafood products that are served raw or partially cooked must be obtained from suppliers who certify a safe pathogen level for their products.		
Food obtained from suppliers who provide no data is assumed to contain pathogenic microorganisms at hazardous levels and is stored and prepared in a manner that will reduce pathogenic microorganisms to a safe level.		
All milk and dairy products served and used in preparation of products meet government pasteurization standards and are served safely.		
Suppliers of chemical products provide material safety data sheets.		
Suppliers of food containers and equipment provide information concerning composition of surfaces and provide instructions for use, cleaning, and maintenance.		

Food Hazard Control Requirements	Observation	Corrective Action
All deliveries are inspected upon receipt; substandard items that can cause disgust, alarm, or injury to consumers are rejected or returned.		
Containers and packing materials are discarded promptly and properly.		
Shelf-stable and frozen food items are stored properly and at correct temperatures.		
Food is stored in non-corrosive, food grade containers, covered, labeled and "use-by" dated.		
Refrigerated food items (including leftovers) are stored at <41°F, or for times and at temperatures that control the growth of pathogens to less than 10 generations.		
All ingredients used in the preparation of products are inspected and recorded and discarded if quality or safety is questioned.		
Raw and ready-to-eat foods are kept separate; any equipment that is used to prepare raw food is cleaned and sanitized before it is used to prepare any other products.		
Ice meets Environmental Protection Agency water standards.		
Raw food temperature is maintained <41ºF during storage and <50°F during pre-preparation and is not prepared more than 24 hours in advance of use.		
Packaged food is not stored in undrained ice.		
FOOD HANDLING		
All raw fruits and vegetables are double-washed thoroughly in cold, flowing water and drained.		
Food is thawed by acceptable methods that control the growth of *Listeria monocytogenes* to <1 generation of multiplication.		
Recipes for all food production items are HACCP'd to include times and temperatures for all food handling steps in order to control process hazards.		
Food chemicals are used according to regulatory and food facility guidelines.		
All cooked food is considered to be potentially hazardous, unless it has a pH of <4.6, a_w <0.86, or is commercially sterilized in a sealed container.		
Pathogen growth in Hollandaise, Béarnaise, and other cold sauces and salad dressings is controlled by addition of sufficient amount of acid ingredients to maintain the pH below 4.1, along with time or temperature to inactivate vegetative pathogens.		
Food is heated from <50 to >130°F in <6 hours. Raw meat, poultry, and fish are heated for sufficient periods of time to assure that the center temperature reaches a pasteurization temperature necessary to reduce *Salmonella* from 10,000,000:1.		
When raw meat, fish, and poultry are cooked by microwaving, they are covered and heated until all parts of the food reach a temperature of 165°F. The products are then allowed to stand covered for 2 minutes.		
After cooking-pasteurization, all food products will be maintained >135°F or cooled to <41°F. <6 hours or held at any temperature between 135 and 41°F for ≤4 hours. Leftovers are thrown away.		
For quality, food is held hot for service for <30 minutes. Progressive food preparation is used whenever possible to retain high sensory and nutrient quality.		
Hot combination dishes (casseroles, stews, thick soups) composed of pre-cooked ingredients (leftovers) being heated / reheated must reach a center temperature of 165°F for >1 second within 2 hours.		
Cold combination items (salads and sandwich spreads) are prepared with ingredients cooled to <41°F; ingredients are combined and maintained at or <50°F during mixing, then returned to a 41ºF environment and used in <7 days.		
Leftover food is not combined with fresh food. It is only recycled once in another menu item.		
Frozen dessert items are maintained at 0 to 30°F.		
Unwrapped and potentially hazardous food is discarded after it has been served once. Non-hazardous food that is still packaged and in sound condition may be re-served.		
Serving utensils in use are kept >130°F, dry, or in a way that controls the multiplication of pathogenic bacteria to <10 generations.		
Raw, potentially hazardous foods and pasteurized / clean foods are kept separate during service.		
Tableware and flatware (both multiple use and single service) are dispensed in a sanitary manner so that surfaces are protected from contamination.		
Food preparers use a tip-sensitive food-temperature-measuring devices appropriately.		
Ice is dispensed with a plastic or metal ice scoop that is stored in a holder in the upper part of the ice compartment. Ice is not scooped with a glass.		
CONSUMER		
Customers are not allowed to re-use any table or flatware when obtaining additional food from salad bars or buffet lines.		
Customers are given safe handling information for all take-out food items.		
To prevent possible allergic reactions, consumers are informed of ingredients in food if they request this information.		
Any food returned by a customer is never re-used, re-served or sold.		
There is surveillance to prevent customers from touching food directly with fingers or sabotaging food products.		
Food given to charitable organizations is either 135°F or ≤41°F.		

HACCP TEAM MONTHLY MEETING REPORT

HACCP Team	**Initial if present**
_____	(leader)
_____	
_____	
_____	
_____	
_____	
_____	
_____	

Suggested topics

1. Problems and corrective actions since last report
2. Process changes
3. Plans for improvement

Topics	**Follow-up**

Management review, comments: _____

_____

Signature: _____ Date: _____

Process authority review, comments: _____

_____

Signature: _____ Date: _____

CORRECTIVE ACTION REPORT [1]

Person completing report_____ **Date** _____

Product / process name _____

Process step / CCP _____

☐ **Critical limit corrective action**

☐ **Quality corrective action**

a. Description of the problem: *What was done immediately to take care of the problem? What was done with any questionable food?*

b. Elimination. *It must include what action was taken to put process back into control according to Corrective Action plan.*

c. Verification that process was back in control. *Show data that the critical control point was under control after correction: Example: Take data at the CCP for a time following corrective action to PROVE that problem was fixed.*

d. List measures to prevent recurrence: *Examples: Training in use of nail brush, new thermometer, fans added to refrigerator, food panned <2 inches deep.*

Reviewed by _____
Date _____

[1] Ref. USDA 9 CFR 417.3.A

HACCP REASSESSMENT

Date:

HACCP Plan:

Are changes needed: Yes_____ No_____

Explain:

HACCP Revised on Date:
(add changes to HACCP Revisions Log in from of HACCP Manual)

HACCP Manager: Date:

Plant Manager: Date:

Training Program

TRAINING PLAN

Training and continuing education for all employees is the most important part of HACCP-Total Quality Management. Employees are the individuals who carry out the policies, procedures, and standards of the food production facility. They must be given information concerning foodborne illness hazards and control so that they understand the need for performing their jobs in a designated manner. All employees must be given instruction for expectations of good personal hygiene and proper methods of hand washing while working in food preparation and food service. Encl. C1 (**Training Plan**) shows a blank lesson plan format.

1. Personnel who are responsible for identifying sanitation failures or food contamination shall have a background of education and/or experience to enable them to produce safe food.
2. Training of individuals will be appropriate to the complexity of the manufacturing process and the tasks assigned.
3. Training for food handlers and supervisors shall include proper food handling techniques and food protection principles, and the danger of poor personal hygiene and unsanitary practices.
4. Personnel will be trained to understand the importance of the critical control points for which they are responsible, the critical limits, the procedures for monitoring, the actions to be taken if the limits are not met, and the records to be kept.
5. Personnel responsible for maintenance of equipment impacting food safety should be appropriately trained to identify deficiencies that could affect product safety and take the appropriate corrective action (i.e., in house repairs, contract repairs). Individuals performing maintenance on specific equipment should be appropriately trained.
6. Personnel and supervisors responsible for the sanitation program should be appropriately trained to understand the principles and methods required for effective cleaning and sanitation.
7. Records of training shall be maintained for current staff. Detailed job descriptions shall be provided for staff carrying out specific jobs.
8. All employees shall be issued with documented company rules with regard to hygiene policy.
9. Provisions shall be made to train those employees who are not proficient in English.
10. Additional training should be provided as necessary to ensure current knowledge of equipment and process technology.
11. An evaluation of skill proficiency should be part of the training program.

A good training program has two components:

1. Initial or orientation (new employee) training.
2. Ongoing or continuing education training. All employees must be trained in the procedures and standards that relate directly to their specific jobs, as well as to those policies that affect food safety in general (e.g., personal hygiene).

Encl. C2 shows a **Lesson Plan Form**.

NEW EMPLOYEE TRAINING AND CERTIFICATION

All new employees must be given orientation training as soon as they are hired, using this HACCP manual and Encl. C3 (**Employee Food HACCP Training Knowledge Demonstration Tests and Certification**). No one should be asked to do a task until he/she has been trained and he/she accepts the responsibility for doing the task with zero defects. All new employees must know the policies, procedures, and standards of the foodservice establishment. An employee is not qualified or competent to safely perform assigned tasks until he/she has been taught to do the task and then can demonstrate performance of critical control points without coaching.

When employees are hired, they will be given a copy of this manual to read. They will then be tested using an employee readiness test. The first page of Encl. C3 will be signed by both the employee and trainer.

CONTINUING EDUCATION AND EMPLOYEE RECERITIFCATION

1. Managers and supervisors will be re-trained periodically (e.g., every two years). During the interim, they will keep themselves updated by reading professional magazines and books, and by attending seminars and courses.
2. The management staff will review the safety self-control foodborne illness information, which will be used to improve the operations manual and to coach employees to increased food safety assurance levels.

Regularly scheduled training courses and a summary of plans for continuous quality improvement are offered to employees. Continuing education will be recorded on Encl. C4 (**Continuing Education Training Record**). Advanced training using the HACCP policies, procedures, and standards manual and special courses may also be recorded on Encl. C4.

EMPLOYEE TRAINING RECORDS

Records of employee participation in training activities will be kept for two years and used to monitor employee development. Employee training is an investment in an operation's future. The more knowledgeable employees become, the more of an asset they are to a business. If litigation occurs, the court can be shown that employees were trained to use proper procedures.

TRAINING PLAN

Date	Who is to be taught	What is to be taught (Reference)	Instructor	Comments

LESSON PLAN FORM

_____

Lesson title / topic

_____

Instructor

Overview: Skills needed for success

Learning objectives / employee outcomes: By the end of this lesson, employees will be able to:

1.
2.
3.
4.

Length of lesson:

Lesson outline / sequence

In-class activities:

Materials (instructional aids, instructions / handouts / overheads / visuals):

EMPLOYEE FOOD HACCP TRAINING
KNOWLEDGE DEMONSTRATION TESTS AND CERTIFICATION

EMPLOYEE FOOD HACCP TRAINING CHECKLIST

Critical Control Points	Demonstrated Correct Performance	Evaluation Date _____
Prerequisites Personal hygiene If I have vomiting or diarrhea, I will tell the PIC. I will double wash my fingertips when coming from an "unknown location" such as the toilet. When handling raw meat / fish / poultry, I will decontaminate my hands and food contact surface before touching RTE food. I do not touch my skin, face, or hair when working with food. Immediately after glove use, I remove the gloves and wash my hands. Receiving When receiving food / opening food, any food that is damaged or spoiled will be returned to the supplier / discarded. Refrigerate food 41°F. Storage I store raw food on the bottom shelves in the refrigerator and RTE food above the raw food, <41°F. I store chemicals completely separate from food. Equipment I assure that my equipment is clean before I use it. I assure that my equipment is working correctly and calibrated before I begin preparation. Food process hazard controls I double wash raw fruits and vegetables before using in menu items. During pre-preparation, I remove physical hazards from food. During preparation, I consider if any ingredient in a recipe is an allergen and if so, remember it so that customer questions can be accurately answered. If in doubt, I refer allergen questions to the kitchen manager. I cook foods for pasteurization to: a. Solid steaks, chops, fish: 145ºF center temperature, 15 seconds b. Ground meat, fish: 155ºF, 15 seconds c. Poultry: 165ºF, 15 seconds OR: as ordered by the individual customer. I hold hot food >135ºF or <4 hours if time is used as a control. I cool panned food ≤2 inches deep or liquids in ≤1-gallon container. When making a cold combination such as salads, I pre-cool ingredients to <50ºF before mixing and avoid cross-contamination from *Staphylococcus aureus* on hands. I cold hold RTE food at 41ºF food temperature, <7 days; it is labeled. I do not add leftovers to a fresh food.		

On _____, I trained _____ to know the above food safety information, and I verified that he/she could apply it in his/her work.

_____ _____
Trainer Date

EMPLOYEE DEMONSTRATION OF COMPETENCY TO IDENTIFY AND CONTROL HAZARDS

Requirement	Performance
Personal hygiene Can demonstrate the double hand wash procedure.	Turn on water to warm. Put soap on nail brush. Scrub fingertips under flowing water for 15 seconds or until the soap is gone. Put nail brush down. Soap hands. Lather under flowing water, about 5 seconds, until soap is gone. Paper towel dry.
Chemical storage Can point to hazardous chemicals.	Remember, this includes bottles of detergent.
Cleaning food contact surfaces Can demonstrate cleaning a cutting board in the sink Can demonstrate cleaning a fixed cutting board (or tabletop) in place.	In the sink. Scrub the board with a brush under flowing water to remove waste; scrub with a pad or brush and a little detergent in the first sink; rinse; sanitize; air dry. In place. Get a 1-gallon bucket of clean detergent water with a clean towel; a 1-gallon bucket of rinse water with a clean towel; and sanitizer solution in a squirt bottle. Wash the cutting board (table) with the detergent water and cloth, picking up microorganisms with the wet cloth and rinsing them in the water. Rinse, using the clean, wet cloth from the rinse bucket to pick up loose microorganisms. Finally, sanitize by fully covering the surface with sanitizer solution. Let the surface air dry.
Knowing which foods the supplier made safe and which foods the cook makes safe Point to 5 foods of each kind and correctly identify which is which.	Cook makes safe (examples): Chicken, Hamburger, Fish Supplier made safe (examples): Canned food, Salad dressing, Pre-cut, washed lettuce
Washing fruits and vegetables Can show what sink to use, what fruits and vegetables need washing, and how to wash them.	Wash and sanitize sink. Fill with water. Wash and scrub fruits and vegetables. Put in second sink with water. Scrub. Drain. Dry.
Cooking food Can cook a chicken breast or hamburger without the use of a thermometer to ±5°F of correct temperature.	You will cook a hamburger or chicken breast.
Hot hold food Point to 3 hot foods. Can show how to take food temperatures correctly and hold food ≥130ºF.	You will estimate the temperatures of the food on the hot line and then measure them.
Cooling food Can point to correct containers to cool food.	The container is <1 gallon, or food is <2 inches deep.
Making cold combinations Can describe how to make a cold salad such as tuna or potato.	Get all ingredients <50°F.
Leftovers Can describe the correct procedures to handle 3 different types of leftovers.	The key is, "Do not mix old and fresh."

CERTIFICATION

Name of organization _____

Employee's name _____ **Date** _____

Food preparation jobs _____**Certifier** _____

Knowledge

1. If I am sick with _____ or _____, I will tell my supervisor.
2. After I use the toilet, I use the double hand wash, which uses a _____.
3. It is not acceptable to handle raw meat and then handle ready-to-eat food without doing the _____ hand wash.
4. When I am finished using gloves, I remove them and wash my hands using the _____ hand wash.
5. If any spoiled or damaged food is received, it will be returned to the _____ or discarded.
6. Refrigerated food is held at or below _____°F.
7 Ready-to-eat food is always stored *OVER / UNDER* (choose one and circle) raw food in the refrigerator.
8. Chemicals are stored separate from _____.
9. When I use a piece of equipment, I will always assure that it has been _____ and sanitized.
10. Raw fruits and vegetables are washed with the _____ wash method before being used.
11. Glass, metal, and rocks in food (i.e., not bacteria or pesticides) are examples of _____ hazards in foods.
12. When a customer says that he/she is allergic to an ingredient, it is up to the _____ to know if the menu item has that ingredient.
13. Pasteurization time-temperature for poultry is _____ºF, 15 seconds.
14. Pasteurization for hamburger is _____°F, 15 seconds.
15. Hot holding is at or above _____ºF for all food except roast beef.
16. Panned food will be no more than _____ inches deep while cooling.
17. Liquid foods are be cooled in _____-gallon containers or smaller.
18. When making salads, I pre-cool ingredients to _____°F or below before mixing so that *Staphylococcus aureus* cannot make a toxin.
19. I can keep cooked, covered food stored in the refrigerator for up to _____ days.
20. Leftovers are not added to _____ food.

EMPLOYEE KNOWS AND CAN DEMONSTRATE (English only)

Name _____ **Supervisor** _____

Preparing for Work
___ Employees inform supervisor of diarrhea / communicable illness and do not work with food.
___ Employees wear clean, appropriate uniforms, and protective shoes. Nails are short, unpolished, not fake. Only jewelry worn by food preparers are wedding bands.
___ Employees eat, drink, and smoke only in designated areas.

Washing Fingertips when Entering the Kitchen
___ Employees cover any hand bandages with a glove when working with food. Cuts and sores are cleaned, disinfected, and bandaged.
___ Employees cough and sneeze into their shoulders, not into their hands or in food.
___ Employees wash hands with double hand wash using a fingernail brush upon entering the kitchen when coming to work; after using the toilet.
___ Employees wash hands with single hand wash method after handling raw food, before handling ready-to-eat food, and other times to prevent cross-contamination.

Receiving Food
___ Food is stored within 10 minutes upon receiving, in proper location (freezer, refrigerator, dry storage). Raw refrigerated food is placed underneath cooked refrigerated food.
___ Food is covered, labeled, and dated.
___ Refrigerators and freezers are cleaned according to schedule; are maintained in good repair.
___ Employees check for metal staples and other physical hazards when opening boxes to make sure they do not get into food.

Cold Food Preparation
___ Cold food is stored below 41ºF and is used, based on time and temperature of storage, so that there are less than 10 multiplications of pathogens.
___ Employees know and can describe the safety reason for the use of acid in food and how to use acid in food.
___ When making salads, ingredients are precooled to less than 50ºF and kept below 50ºF when mixed.
___ Employees use utensils or wear clean gloves to mix salads when possible.
___ Old and fresh food are never mixed. Old food is used up, and a new container and new food are then obtained.

Pre-preparation
___ Employees know when and can demonstrate how to properly pre-rinse, clean, and sanitize food contact surfaces and equipment (e.g., cutting board, knives).
___ Food is thawed in the refrigerator.
___ Raw meat, poultry, and fish are not washed before cooking. (If these foods are washed, the sink and surrounding area are decontaminated.)
___ Employees keep food at temperatures below 50ºF during pre-preparation, and prepare only small amounts at a time.

Washing Fruits and Vegetables
___ Employees know and can demonstrate how to double-wash raw fruits and vegetables to reduce pathogens to a safe level.

Cooking-Pasteurizing
___ Employees understand limitations of bimetallic coil thermometer. (Thermistor or thermocouple thermometers are used instead of bimetallic coil thermometers.)
___ Employees know pasteurization times and temperatures and can demonstrate how to take food temperatures with a thermistor / thermocouple unit in order to validate pasteurization.
___ Food is heated from 50 to 130ºF or above within 6 hours to prevent *Clostridium perfringens* multiplication.

Hot Holding
___ Employees make that sure hot food is held above 135ºF for safety.
___ Progressive food preparation methods are used and leftovers are at a minimum.
___ Fresh food is never added to old food.

Serving Food
___ Hot food, when eaten by the customer, should be at customer satisfaction temperatures of 150ºF or above and below 170ºF to avoid burns.
___ Waitpersons know specific ingredients in menu items and communicate to customers, when asked, about what each item contains, in order to prevent allergic reaction / toxicity in customers.
___ Cooks never use "secret" ingredients and do not mix leftovers with different ingredients.
___ Servers are always alert for the presence of hard foreign objects in food.

Take-out and Deli Food
___ Customers who take out hot food are informed to eat it in 2 hours or refrigerate it less than 2 inches deep.

Cooling Food
___ Food is cooled, covered, less than 2 inches deep, from 135 to 41ºF in 6 hours or less (*from 135 to 70°F (21°C) within 2 hours followed by cooling to 41°F (5°C) or below within a total cooling time of 6 hours*).
___ Leftover food is labeled and dated for use within 6.5 days at 41ºF, or less than 10 multiplications of pathogens.

General
___ Concentrated chemicals are locked up and all chemical containers are labeled. Employees know MSDSs.
___ Ice is scooped with a scoop, never with a glass.
___ Foods such as rice or flour are scooped with a food scoop, which is stored in the food or a sanitary holder in the food container. The handle is kept out of the food.
___ During preparation, employees put food scraps into the trash; never let them fall onto the floor to create a slip hazard.

CONTINUING EDUCATION TRAINING RECORD

_____
(Date)

I acknowledge that on the date shown, I attended a training program in which the subjects listed on the other side of this page were taught and discussed. All of my questions about how to apply the knowledge have been answered. I believe that I can use the knowledge to meet the expectations of management. I will keep my supervisor fully informed of any coaching that I need or any suggestions I have to make operations more quality assured. I will always ask for help immediately if I have any doubt about how to perform a task correctly.

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