

Field Operations Inspections Service Blueprint Meat Hygiene - UAI & Audit (March 2020)

Service value chain		Approvals [out of scope]		Inspections		Sampling & testing		Audit		Enforcements																												
User journey stage		Plan		Schedule		Prep		Visit		Report		Follow up		Service admin																								
Service enabling components																																						
Stage	Jobs to be done	Success criteria	User (Inspection team roles)	Meat Hygiene Inspector Lead	Meat Hygiene Inspector	Competent Meat Hygiene Inspector	Officer Veterinarian	Other Veterinary Lead	Field Veterinary Coordinator	Interim/Delegated Inspector Lead	Interim/Delegated Inspector	Author	Other	Internal stakeholders	External stakeholders	Governance	Documentation	Information & Technology	K2	MIS Access	Chorus	PowerBI	Webform	Objective	No/None	MIS Sharepoint	MIS Forms	MIS Outlook	MIS Office	Mobile Forms	Timeline	Resources (People)	Metrics	Constraints & considerations				
	Complete post audit visit procedures	Routine audit wrap-up tasks have been completed; information captured, stored, and shared as required; records updated.		#	#	#	#	#											#	#																		
	Sampling & testing (Stressed)																																					
	Receive request to collect meat samples	The meat hygiene inspection team has been asked to collect meat samples for testing.		#	#	#	#	#											#																			
	Prepare for meat sampling	The inspection team has all the equipment ready for visit inspection.		#	#	#	#	#	#	#	#																											
	Carry out meat sampling	The inspection team has understood the current status of the FBO, including policy and good practice guidance.		#	#	#	#	#	#	#	#																											
	Send meat samples for testing	Meat samples have been sent to the laboratory for testing.		#	#	#	#	#	#	#	#																											
	Secure meat during testing period	Meat samples have been secured while the samples collected are tested, following policy and good practice guidance.		#	#	#	#	#	#	#	#																											
	Receive and assess meat sampling results	The samples collected have been tested and the meat hygiene team has received and assessed the results.		#	#	#	#	#	#	#	#																											
	Follow enforcement procedures	Enforcement actions have been completed, as determined by sampling results.		#	#	#	#	#	#	#	#																											
	Sampling & testing (Reactive)																																					
	Identify animals for testing	Suspected or non-compliant animals have been identified and restricted before meat can be released to the food chain.		#	#																																	
	Carry out meat sampling	Meat samples have been taken following policy and good practice guidance.		#	#																																	
	Send meat samples for testing	Meat samples have been sent to the laboratory for testing.		#	#																																	
	Issue enforcement warnings or notices	The inspection team has been advised of any non-compliance.		#	#																																	
	Receive and assess meat sampling results	The samples collected have been tested and the meat hygiene team has received and assessed the results.		#	#																																	
	Follow enforcement procedures	Enforcement actions have been completed, as determined by sampling results.		#	#																																	
	Enforcement																																					
	Gather evidence of non-compliance	Evidence is gathered following policy and good practice guidance.		#	#																																	
	Communicate enforcement actions	The inspection team has advised the FBO of the actions required to meet compliance.		#	#																																	
	Agree corrective action date	A timeline for completing corrective action has been agreed between the FSA and the FBO.		#	#																																	
	Carry out enforcement follow up visit	The inspection team has followed up with the FBO to check if the corrective action has been completed.		#	#																																	
	Monitor enforcement follow up action	Enforcement follow up actions have been put in place and completed following policy and good practice guidance.		#	#																																	
	Manage food detention	Suspected or non-compliant food is detained following policy and good practice guidance.		#	#																																	
	Record compliance achieved	When the FBO meets compliance, the inspection team has recorded following policy and good practice guidance.		#	#																																	
	Refer for investigation	Where required and appropriate, a non-compliance case is referred to the enforcement team for further action.		#	#																																	
	Operate the service																																					
	Maintain the Manual for Official Controls	The MOC is current and accurate.		#																																		
	Update list of approved FBOs	Inspection planning and scheduling is based on the most up to date approved FBOs.		#																																		
	Record inspection activity	Inspection activity and time is captured. FBOs are charged for applicable services in an accurate and timely manner.		#	#	#	#	#																														
	Review Business Review Reports	Heads of Department can view regular working hours and overtime and compare against targets.		#																																		
	Review Target to Submit Met reports	Heads of Department and Heads of Leads can view target to submit met reports.		#																																		
	Review UAI Performance reports	Heads of Department and Leads can view individual inspector performance.		#																																		

- Audit reports are not necessarily completed during the week of the audit.

- Charges for auditing activities may be split across different charging periods meaning FBOs receive more than one invoice for audit work.</