

Field Operations Inspections Service Blueprint: Wine Standards (March 2020)

	Service value chain	Approvals [out of scope]	Inspections	Sampling & testing	Audit	Enforcements
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User journey stages	Plan	Schedule	Prep	Visit	Report	Follow up	Service admin

Service enabling components																																													
Stage	Jobs to be done	Success criteria	User (Inspection team roles)	Internal stakeholders	External stakeholders	Governance	Documentation	Information & Technology												Timeline	Resources (People)	Metric	Constraints & considerations																						
			Wine Standards Inspector Lead	Wine Standards Inspector	Wine Standards Inspector Assistant	Other	F&V Operations	Diversions Assistance	C&SU	R&A Legal	RSA IT / R&A Digital	R&A Finance / Insurance & Accounting	Other	BDO	Data	Trading Benefits	HMAC	Wine GB	Other	Manual for Process Controls (MPC)	Other	Legislation	Forms	Zenquiry Management Compo	Proliferation Notice	Comprehensive Handbook	Other	X2	MS Access	Charts	PowerBI	Watson	Oxbridge	K Drive	MS SharePoint	MS Teams	MS Outlook	MS Office	Laptop	Telnet	Mobile phone	Other			

[illegible]

Investigations															
Receive request to investigate FBO	Wine Standards Team is made aware of a potential non-compliance at a winery or trader.	#				#					#	#	#	On demand.	- Additional inspections must be incorporated into the existing plan and inspection schedules. - Additional inspections could increase the demand on available inspectors.
Prepare for inspection visit	Equipment is ready for visit; inspector understands the current status of the FBO. Inspector is aware of any issues with the FBO and prepared accordingly.	#				#	Legislation matrix		#			#		Up to one day before the visit.	
Carry out pre-visit risk assessment		#				#	Legislation matrix		#			#		Up to one day before the visit.	
Carry out inspection	Inspections takes are completed.	#				#	Legislation matrix							Variable: Time required for inspection is dependent on the type of FBO, the size and scale of the FBO, the nature and scope of the suspected non-compliance.	- Additional inspections must be incorporated into the existing plan and inspection schedules. - Additional inspections could increase the demand on available inspectors.
Follow enforcement procedures	Appropriate enforcement procedures have been completed, as determined by investigation findings.	#				#	Legislation matrix		#			#		Variable: Time required for enforcement procedures is dependent on the type of FBO, the size and scale of the FBO, the nature and scope of the suspected non-compliance.	- Additional inspections must be incorporated into the existing plan and inspection schedules. - Additional inspections could increase the demand on available inspectors.

Sampling & testing (Annual grape sampling)																				
Collect grape samples	Grape samples have been collected from vineyard.	#																	Annual	Annual grape sampling is a seasonal activity.
Send grape samples for testing	Grape samples have been sent to approved lab.	#																	As soon after sample collection as possible.	
	The FSA has received and assessed the results of grape samples sent for testing and the FBO have been advised of any non-compliance issues.	#																	Once sample testing results have been returned from the approved lab.	
Inform FBO of annual grape sampling results		#																		

Incidents & enforcement visits													
Schedule inspection visit	Short-term inspection schedule for known FBOs has been updated.	#			#							As soon as possible after the incident has been raised.	- Incidents may impact the existing plan and inspection schedules.
Prepare for inspection visit	Equipment is ready for visit; inspector understands the current status of the FBO.	#			#	Legislation matrix	#				#	Up to one day before the visit. Variable: Time required for enforcement procedures is dependent on the type of FBO, the size and scale of the FBO, the nature and scope of the suspected incident.	
Carry out trade/vineyard inspection visit	Incident management inspection tasks have been completed.	#			#	Legislation matrix	#				#	Camera	
Assess incident/enforcement visit findings	Incident management inspection findings have been reviewed and assessed against legislation and guidance.	#			#	Legislation matrix	#						
Record incident/enforcement visit outcome	Incident management inspection has been recorded.	#			#	Legislation matrix	#				#		
Manage case and monitor outcome	Incident management monitoring activities have been put in place and/or completed.	#			#	Legislation matrix	#	#			#		
Follow protection procedures	Appropriate protection procedures have been completed, as required.	#			#	Legislation matrix	#				#	After the visit.	

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	Upload FBO Production Returns	Production Returns are collated from all known producers and the information is stored centrally.		#	#									#	#	#			#										#																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																</