Management Responsibility Lesson

1. Policy
    1.1. Management ensures that the resources required to implement the policy and food safety objectives are available.
    1.2. Management demonstrates that employees understand their responsibility for food safety and are allowed the time, tools, and authority to carry out these responsibilities.
    1.3. This shall be understood by all employees and staff members of the site.
    1.4. Management clearly identifies and provides the resources to achieve food safety objectives.

2. Procedure
    2.1. Policy Statement
        2.1.1. A documented policy statement, signed by the senior site manager, that commits to meeting regulatory and customer requirements and indicates how those requirements shall be met; setting and achieving food safety objectives; reviewing food safety objectives on a regular (at least annual) basis; and continually improving their SQF food safety management system.
        2.1.2. Document policy statement signed by the Bubble Tea Supply CEO, Kari Leong. Refer to *Food Safety Policy Statement.*
        2.1.3. The policy statement is available to all Staff in a form and a language that all Staff understands. Refer to *Food Safety Policy Statement*
        2.1.4. The Food Safety Policy Statement is displayed and made available to all Staff in the following location:
            2.1.4.1. Handwashing sinks;
            2.1.4.2. Break Room / Lunchroom area; or
            2.1.4.3. Hallway bulletin board.
    2.2. Food Safety Culture
        2.2.1. Definition
            2.2.1.1. Food safety culture is defined as "shared values, beliefs and norms that affect mindset and behavior toward food safety in, across and throughout an organization."
            2.2.1.2. The culture of the workforce at sites does not negatively impact the food that we produce, and consumer confidence is ensured.
                2.2.1.2.1. Type of Workforce
                    2.2.1.2.1.1. Efficient workforce
                        2.2.1.2.1.1.1. A workforce with the right culture where everyone is working towards the same aim is efficient.
                        2.2.1.2.1.1.2. This type of workforce will ensure that the product is produced and handled safely and correctly for the first time.
                    2.2.1.2.1.2. Vigilant workforce
                        2.2.1.2.1.2.1. When things go wrong, don't worry about raising the alarm.
                        2.2.1.2.1.2.2. The issue is quickly picked up, minimizing disruption, wastage, and cost.
        2.2.2. Responsibilities
            2.2.2.1. Employees are informed and held accountable for their food safety and regulatory responsibilities;
            2.2.2.2. Employees are positively encouraged and required to notify Management about actual or potential food safety issues; and

Bubble Tea Supply
PO Box 62094, Honolulu, HI 96839

2.2.2.3. Employees are empowered to resolve food safety issues within their scope of work.

2.2.3. Culture Plan

2.2.3.1. Vision

2.2.3.1.1. [ENTER COMPANY VISION]

2.2.3.2. Values

2.2.3.2.1. [ENTER COMPANY VALUES]

2.2.3.3. Mission

2.2.3.3.1. [ENTER COMPANY MISSION]

2.2.3.4. Culture Improvement Activities and Implementation

2.2.3.4.1. This includes how to assess the culture, which can be:

2.2.3.4.1.1. Monthly

2.2.3.4.1.1.1. Discussion Groups

2.2.3.4.1.2. Semi-Annual

2.2.3.4.1.2.1. Survey

2.2.3.4.1.2.2. Polls

2.2.3.4.1.2.3. Implement extra staff reviews

2.2.3.4.1.2.4. Training day

2.2.3.4.1.3. Annually

2.2.3.4.1.3.1. Teambuilding activities

2.2.3.4.1.4. Optional

2.2.3.4.1.4.1. Incentives

2.2.4. Review

2.2.4.1. As the plan is to improve the culture, Bubble Tea Supply continuously monitors the progress.

2.2.4.2. Measures in place to monitor the effectiveness of the SQF System include but are not limited to Process and Continuous Improvement.

2.2.4.2.1. Customer complaints;

2.2.4.2.2. Audit results;

2.2.4.2.3. Product analysis;

2.2.4.2.4. Corrective actions; and

2.2.4.2.5. Reporting Structure

2.2.4.2.6. Product withdrawal and recall.

2.3. Reporting Structure

2.3.1. The Organizational Chart has the position descriptions demonstrating the interrelationships and responsibilities within the site.

2.3.1.1. Refer to *Organizational Chart*

2.3.1.2. Personnel responsible for food safety and continuous improvements are identified with the asterisk mark ("*").

2.3.2. Job Descriptions Key Personnel Provision

2.3.2.1. Food Safety & Regulatory Responsibility: As a part of food safety, the Maintenance Supervisor is responsible for adhering to the SQF Food Safety Code for Storage and Distribution, Food Safety Management System, GMPs, HACCP, and Food Safety Plans, and FSMA required standards.

2.3.2.2. Refer to Personnel Qualification-Job descriptions

2.3.3. Provision for coverage on all shifts and replacement during the absence.

2.3.3.1. Refer to Food Safety Team, Food Defense Team, and Alternates

2.4. SQF Practitioner designation

2.4.1. Refer to *SQF Designation Letter*

2.4.1.1. Primary SQF Practitioner

2.4.1.2. Alternate SQF Practitioner

2.5. SQF Practitioner Competencies
  2.5.1. The SQF Practitioners are employed as full-time employees and completed the HACCP training.
  2.5.2. Be competent in implementing and maintaining HACCP-based food safety plans; and
  2.5.3. Understanding of the SQF Food Safety Code: Storage and Distribution and the requirements to implement and maintain an SQF System relevant to the site's scope of certification.
2.6. Training needs
  2.6.1. Management's commitment ensures that employees are trained and assessed as competent to carry out job functions on food safety is documented.
  2.6.2. Refer to *Training Program*
  2.6.3. The job descriptions reflect the competencies required of each employee to carry out their food safety responsibilities and the necessary training to ensure those competencies (refer to 2.9).
2.7. Organizational Changes
  2.7.1. Sites Scope of Certification
    2.7.1.1. The scope of certification applies to all operations in compliance with the SQF Food Safety Code for Storage and Distribution Edition 9.
2.8. Blackout dates
  2.8.1. Annual SQF Audits for the facility are scheduled for ==ENTER DATE HERE== yearly. Blackout dates identified are ==ENTER HOLIDAY NAME AND DATE HERE==.
  2.8.2. The blackout date identified will not infringe the certification body to perform the scheduled audit.
    2.8.2.1. Refer to – *Blackout Dates*

3. Responsibility
  3.1. Senior Management
    3.1.1. Required to document the organizational reporting structure that describes each position responsible for food safety.
    3.1.2. Convey the food safety responsibilities to every employee who has been identified as having an impact on food safety.
    3.1.3. Document how they will provide resources to achieve food safety objectives.
    3.1.4. Demonstrate their support of the development, implementation, maintenance, and ongoing improvement of the SQF System.

4. Corrective Action
  4.1. In the event that the Management Responsibility Program does not comply or deviate from the SQF standard requirements, conduct an FSMS Management review to update the responsibilities of the Food Safety Team and SQF leader.
  4.2. Management must review and approve Blackout dates and communicate to 3rd party certification body.

5. Review – Quality
  5.1. A current, documented organizational structure identifies those responsible for food safety and their interrelationship and is agreed upon by senior Management.
  5.2. Job descriptions are in place for the supplier's site responsible for food safety. The auditor may question why positions have been vacant for a long time or whether the site uses a large, temporary labor pool.
  5.3. Adequate resources are in place to meet food safety objectives and the requirements of the SQF System. This includes coverage for all operational shifts and absences.
  5.4. Employees responsible for food safety are identified, aware of their responsibilities, and trained and competent to carry out these responsibilities.

5.5. Senior Management ensures that all designated food safety practices and activities are correctly documented, meet the requirements of the SQF Code, and are correctly and fully implemented on all shifts. This would include a review of the timeliness of implementing corrective actions, action on complaints, and addressing identified gaps in the site's programs.

5.6. A designated SQF practitioner manages the implementation and maintenance of the SQF System daily.

5.7. The designated practitioner has the qualifications necessary to be an SQF practitioner (identified in 2.1.2.4 and 2.1.2.5) and is capable and competent to carry out this function.

5.8. The designated practitioner has the support of senior Management and has the time and availability to monitor the effectiveness of the SQF System; is competent and has the authority to take appropriate corrective actions when necessary and communicates to relevant employees any information necessary to maintain and/or improve the System.

5.9. A documented policy statement, signed by the senior site manager, that commits to meeting regulatory and customer requirements and indicates how those requirements shall be met; setting and achieving food safety objectives; reviewing food safety objectives on a regular (at least annual) basis; and continually improving their SQF food safety management System.

5.10. The currency of the policy statement.

5.11. The availability of the policy statement to all Staff within site. This includes confirming employee understanding of the policy statement.

5.12. Food safety objectives are established and realistic.

5.13. Activities within site meet regulatory and customer expectations.

5.14. Activities within site reflect established food safety objectives. The auditor may seek company food safety meeting minutes and check if Management participated in these meetings.

5.15. The policy statement, including food safety objectives, is reviewed annually.

6. History

Revision No.:	Revision Date:	Description of Change:	Originator / Author Name:	Title / Department:
0	20220719	Original	Arnel Ryan	PCQI / Compliance

Requirements:
(1) The trainee has read or received a verbal translation of all or part of the policy, procedure, method, and or SOP for which they are being trained.
(2) The trainee has demonstrated the task they are to perform or the procedure for which they are being trained as required.
(3) The trainee has demonstrated the ability to perform the task with acceptable proficiency and minimal supervision.