

# Classify the Complaint Workshop

## FOOD SAFETY AND SANITATION

### Classify the Complaint Answers

		Priority
1	I purchased a bag of Sour Cream and Onion flavored chips and the product inside was Lightly Salted chips.	2
2	I purchased a bag of Lightly Salted chips and the product inside was Sour Cream and Onion flavored chips	1
3	My family and I had your product for dinner last night. We were all vomiting by midnight.	1
4	I bought a box of your macaroni and cheese and there was no cheese packet in it.	2
5	I bought a box of your macaroni and cheese, and it didn't seem as cheesy as it used to.	3
6	When I opened the package of your product, it had a horrible smell, like diesel.	1
7	Your product turned moldy before the expiration date.	3
8	I didn't like it and I want my money back.	3
9	We ordered 4 pallets of product for delivery by the 1st and only 3 were shipped. There was no prior communication about this shortage.	4
10	There was a piece of hard plastic in the product. Fortunately, my son didn't swallow it.	1
11	I love the pull tabs on your cans, but I recently had a few where the tabs broke off and I still had to use a can-opener.	3
12	There was a long black hair in the product.	2
13	There was a bug baked into the middle of my roll.	2
14	There was a piece of metal in my bag of product.	1
15	I purchased a can of peanuts, but when I opened it, it had mixed nuts inside.	1

Classify each of the following actions as either corrective or preventive.

Recall the product.	
Send replacement product to the customer.	
Provide improved training for employees.	
Replace the broken piece of equipment.	
Increase the maintenance and inspection frequency on the equipment.	
Put the rest of the lot that hasn't shipped yet on hold.	
Add label verification checks to the changeover checklist.	
Increase the frequency of scale verification to daily.	
Repair the leaky roof.	
Increase the rinse time after sanitizer application to 10 minutes.	

### Answers

Recall the product.	Corrective
Send replacement product to the customer.	Corrective
Provide improved training for employees.	Preventive
Replace the broken piece of equipment.	Corrective
Increase the maintenance and inspection frequency on the equipment.	Preventive
Put the rest of the lot that hasn't shipped yet on hold.	Corrective
Add label verification checks to the changeover checklist.	Preventive
Increase the frequency of scale verification to daily.	Preventive
Repair the leaky roof.	Corrective
Increase the rinse time after sanitizer application to 10 minutes.	Preventive

**Answers**

	Root Cause?
The equipment broke.	No
Employees were not following procedures.	No
Training program does not address the various languages spoken in the plant.	YES
Pest control program was not specific to our type of product and environment.	YES
Line was not cleaned properly at changeover.	No
The scale was out of calibration.	No
No one is assigned responsibility for ensuring cleaning tasks are assigned only to people trained on the specific task.	YES
The supplier sent us the wrong ingredient.	No
No one reported the broken light cover.	No
The frequency of preventive maintenance tasks is not based on risk.	YES