



QUALITY SERVICE CLEANING & MAINTENANCE (QSCM)

AUDIT GUIDELINES





Food to Enrich life

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(FOOD BUSINESS)

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C.P. Bangladesh Co., Ltd.
(CP *FIVE STAR*)

Quality Service Cleaning & Maintenance (QSCM) Audit Guidelines
QSCM Audit and Evaluation

2021 version

These guidelines are for use in Quality, Service, Cleaning & Maintenance audits & evaluations of outlets in which C.P. Bangladesh Co., Ltd. supplies products for CP *FIVE STAR*, Inc.

1. Points noted in parentheses **(10 points)** represent points earned.
2. All criteria in **BOLD PRINT** are **Automatic “F”** of the audit. Automatic Failures appear under the "No points" categories. Only the bolded line of criteria will result in immediate failure of this audit. Observation of any actual product contamination by a CP *FIVE STAR* auditor triggers an **Automatic “F”** of the audit/evaluation; however, the audit shall be taken through to completion to identify any further issues. The score is calculated on a weighted percentage factor for each category and is based on the total possible points for each question.
3. Each question scoring an **Automatic “F”** or No Points is to have a request for corrective action inserted into the Corrective Action Plan section of the score sheet. This information is to be completed by the auditor with the operator's input.
4. When guidelines refer to product, the reference is to any product manufactured by CP Bangladesh Co., Ltd. for CP *FIVE STAR* outlets' use.
5. These Guidelines must be in place prior to an outlet attaining Auditor.
6. Those elements not applicable to the type of audit or the outlet being audited shall be designated as N/A on the score sheet.

DEFINITIONS

Full conformance means all requirements are met Minor nonconformance refers to single/isolated instance(s) of failure to meet requirements

Major nonconformance's refer to numerous instances of failure to meet requirements

No points shall be given if there is systematic failure to meet requirements

No points shall be awarded if there are no records, written program or procedures

Audit Sections:

"Category" means the section being assessed (example: 1.0,2.0, etc.)

"Element" the specific bulleted requirement within the audit point (example: 1.1, 1.2, etc.) and sub-bullets

"requirement" required points of the element

"Criteria" is the explanation of each audit point

For the purposes of this audit/evaluation:

"single" occurrence one instance

"isolated" occurrences two or three instances

"numerous" occurrences more than three instances

"maintained" kept up-to-date and are on file at the outlet being audited

"established" written and implemented

"documentation" established documents supplied to confirm requirements

"program" written instructions which include procedures and other documentation

"procedures" written procedures that define the process "records" actual data collected and maintained, based on the criteria outlined in the audit procedures. Auditor will review between 1% and 10% of records since the last audit, enough to get a representative sample. If issues are found, an additional sample of records should be reviewed to determine if the issue is isolated or recurring.

GMP's Good Manufacturing Practices

"significant" systematic failure

"systematic" systems are not in place or obviously not fully implemented

"meat" white meats (e.g. poultry, etc.)

"Ready-to-eat (RTE)" means that the food is ready to eat as produced at the outlet a need for further cooking/processing (i.e., a microbial kill step)

“training”	training must be completed at hire and annually (within a 12-month period)
“annual”	refers to “within a 12-month period”
“job skills”	learned and personal abilities you need for a specific job
“Batch Processing”	a specified volume or mass of ingredients are combined and undergo processing simultaneously as unit (such as mixing or cooking).

C.P. Bangladesh Co., Ltd. reserves the right to audit all corrective actions noted on audits.

In certain situations, multiple audit questions could be marked down for the same finding. In this situation, the auditor should use his/her best judgment and record the finding under the most appropriate audit point. Circumstances may warrant the auditor to mark down an issue in multiple locations.

It is important to understand that local laws and practices may differ from QSCM audit guidelines. In all cases, the more restrictive requirement will prevail. It is important that the auditor realize these differences and judge the auditee/operator accordingly.

QSCM Audit Guidelines

Quality

1.0 Storage of Raw materials, Packaging materials & Chemicals in outlet

(Observation)

All points **(15 points)**: The auditor will observe any instance(s) of actual segregation are ensured to avoid any contamination. This can be accomplished by:

- 1.1 raw chicken and processed chicken are kept in separate in chiller (e.g. opened packet of raw chicken with others products not kept)
- 1.2 all ingredient, packaging items should be kept separately in category wise with marked label (e.g. all packaging in a cabinet, flour, sauce and ketchup in a cabinet)
- 1.3 cleaning agents & equipment organized and separated from food and packaging materials, pest control chemicals.
- 1.4 all ingredients, packaging material is kept in intact/sealed in condition (e.g. bamboo stick, packaging item, cleaning & sanitizing agent, flour bag but opened packet kept in tied etc.)
- 1.5 for chicken & vegetable kept in separate to avoid any contamination (e.g. vegetable kept in upper stage to raw chicken)
- 1.6 damaged ingredients & packaging discarded immediately (e.g. CP for any material kept with labeled)

- 1.7 not kept one product to another packet that violate shelf life & (e.g. sausage in meat ball's packet, meat ball in nugget's packet, etc.)
- 1.8 FIFO (First In First Out) and First Expired First Out (FEFO) are followed for all Food Items, ingredients, packaging materials & chemicals
- 1.9 no other product/ materials are kept in soft drink chiller
- 1.10 no leakage oil container and free of any contamination
- 1.11 refrigerator/Chiller is not full out of its capacity

Minor nonconformance **(10 points)**: One of the following will constitute a minor nonconformance:

- all materials are not stored separately in category wise (1.2)
- FIFO (First In First Out) and First Expired First Out (FEFO) are not followed for food & non-food items (1.8)
- more than four instances are not followed

Major nonconformance **(7 points)**: The following will constitute a major nonconformance:

- chicken and chicken-based products is kept in soft drink chiller (1.9)

No points: No points will be awarded if the following situations is encountered:

- **any expired product, ingredients exist in outlet**
- **raw chicken and processed chicken are not kept in separately in chiller (1.1)**

2.0 Operator's health and personal hygiene practices (Observation)

All points **(15 points)**: The auditor will observe any instance(s) of actual violation of operator's grooming and personal hygiene standards and practices. This can be accomplished by:

- 2.1 There is evidence of team members experiencing symptoms of communicable diseases (e.g. coughing excessively, sour throat with fever, fever, covid-19 symptoms, vomiting, diarrhea, jaundice, exposed-infected pustular, lesion on face, neck scalp, arms or hands not properly covered with waterproof bandage when open wound.
- 2.2 operator health certificate (e.g. from any health regulatory body or as applicable)
- 2.3 operator's meet grooming and personal hygiene and practices is at standards (e.g. physically clean with hand and fingernails, wearing clean CP uniform, covering head, beard, mustache with effectively manner, gloves; no jewelry, false eyelashes, false nails, strong perfumes, body glitter or jewels, or exposed nail polish worn, watch, bracelet, except wedding plain ring; no evidence of eating, drinking, chewing gum or tobacco during food processing in non-designated areas such as kitchen area)

Minor nonconformance **(10 points)**: The following will constitute a minor nonconformance:

- single/isolated (one/ two/ three) instance (s) of missing

Major nonconformance (**7 points**): One of the following will constitute a major nonconformance:

- numerous instances (more than three) with operator's health certificate
- Operator not wearing clean CP uniform

No points: No points will be awarded if the following situations is encountered:

- **operator has any communicable disease**

3.0 Operator hand washing practices (Observation)

All points (**10 points**): The auditor will observe any instance(s) of actual violation of operator's hand washing practices. This can be accomplished by:

3.1 operator observes hand washing thoroughly according to sign with minimum 20 seconds (scrubbing) when before

- handling food, after
- handling raw chicken,
- taking break
- exiting rest room
- arriving to work
- coughing, sneezing
- cleaning task

3.2 (s)operator observed washing hands before putting on or changing gloves

Note: operator may change gloves and return to the same task without washing hands.

3.3 (s)operator observed washing hands after touching their face, hair, computer, phone or clothing before moving to a direct food handling task or touching a food contact surface

Note: It is acceptable to move from a non-food handling task to another non-food handling task without washing hands. (e.g. handling trash, washing/ handling soiled dishes/utensils, sweeping, mopping or cleaning.)

Minor nonconformance (**7 points**): One of the following will constitute a minor nonconformance:

- operator observed hand washing but scrubbing less than 20 seconds (3.1)
- hand washing sign is not posted

Major nonconformance (**5 points**): The following will constitute a major nonconformance:

- hand washing not maintain as above order or frequency.

No points: No points will be awarded if the following situations is encountered:

- no hand washing facility

4.0 Product preparation and cooking (Records - Observation)

All points **(15 points)**: The auditor will observe any instance(s) of actual violation of SOP of product preparation and cooking are ensured. This can be accomplished by:

- 4.1 operator is trained on food preparation by CP *FIVE STAR* and has update document
- 4.2 water is supplied from safe & reliable source (potable) that is used for any food preparation
- 4.3 no evidence of thawing any chilled product
- 4.4 time & temperature is maintained as per requirement of different product's SOP during processing (e.g. frying oil temperature 170°-175°C and core temperature 74 °C etc.)
- 4.5 oil quality is good in condition (e.g. oil quality is measured by oil quality tester)
- 4.6 flouring process is followed according to SOP
- 4.7 using basket during frying
- 4.8 bamboo stick is used during frying or as mentioned SOP
- 4.9 different types of products are not mixed up during frying (e.g. spicy chicken & crispy chicken and or chicken meat ball in same dropping)
- 4.10 any product is not heated into the oven with plastic packaging or as followed SOP
- 4.11 oil of fryer is corrected level and permitted in CP *FIVE STAR* outlet or as determined
- 4.12 product quality matches with CP standard (e.g. color, appearance, cutting pattern, physical flack of flouring, crispiness or as defined SOP)
- 4.13 product retaining time is maintained as declared shelf life in SOP

Minor nonconformance **(10 points)**: One of the following will constitute a minor nonconformance:

- product retaining not maintained as declared shelf life (4.13)
- no using basket during frying (4.7)
- any product is not heated into the oven with plastic packaging or as followed SOP (4.10)
- more than four instances are not followed

Major nonconformance **(7 points)**: One of the following will constitute a major nonconformance:

- time & temperature is not maintained as per requirement of different product's SOP during processing (e.g. frying oil temperature was not in range of 170°-175 °C etc.) (4.4)
- product quality not matched with CP standard (e.g. color, appearance, cutting pattern, physical flack of flouring, crispiness or as defined SOP) (4.12)

No points: No points will be awarded if one of the following situations is encountered:

- **product's core temperature observed below 74°C during frying (4.4)**
- **frying oil quality is not comply with SOP or legal obligation (4.5)**

5.0 Measures are taken to prevent cross contamination during food preparation

(Observation)

All points **(15 points)**: Care must be taken to prevent cross contamination. This can be accomplished by:

- 5.1 wearing clean CP uniform, gloves and hair coverings (e.g. CP dress code) is not cause of any contamination
- 5.2 ensuring ingredient containers when any product or ingredient is opened to prevent cross contamination. (e.g. food graded plastic container used in opened product, etc.)
- 5.3 measures are taken to prevent cross contamination from one product to another during handling (e.g. cooked & raw chicken handling).
- 5.4 no equipment used raw Vs cooked (e.g. finished product containers are not used for anything other than finished product)
- 5.5 scissors, or thermometer are cleaned and sanitized before touching raw, cooked, ready-to-eat foods, or food contact surfaces.
- 5.6 aprons contaminated with raw chicken were removed or replaced, before the handing ready-to-eat foods.
- 5.7 for raw chicken foods (general):
 - The chiller, cabinet, or other equipment that holds raw foods free from food or debris on handles.
 - Cooking, frying basket handles, and fryers (including timers) wiped down with an appropriate clean, sanitized wiping cloth after raw chicken food is dropped in fryer, placed in oven, etc.
- 5.8 **(s)** food and packaging free from chemical contamination
- 5.9 **(s)** containers previously used for chemicals are now being used for food storage after proper cleaning
- 5.10 **(s)** if sneezing or coughing on food is observed, product was discarded.
- 5.11 personal items (e.g. shirt, jackets, electronics, keys, etc.) and others not stored with food, packaging or on food contact surfaces.
- 5.12 Single service or single use items not re-used (e.g. bamboo stick, paper bag, aluminum foil box, spoon, knife etc.)

Minor nonconformance **(10 points)**: The following will constitute a minor nonconformance:

- single/isolated (one/ two) instance(s) of missing

Major nonconformance **(7 points)**: The following will constitute a major nonconformance:

- food & packaging are contaminated by any hazardous chemical (5.8)

No points: No points will be awarded if one of the following situations is encountered:

- **the auditor observes product any actual or imminent potential cross contamination**
- **not wearing/unclean or unusable hand gloves & apron and or no covered hair (5.1)**

6.0 Outlet has a procedure to prevent foreign material contamination from water, other matter & when water is used as an ingredient or is in contact with a food ingredient.

(Procedure – Records- Observation)

All points **(10 points)**: Outlet has a water supply system to prevent foreign material contamination from water and or other matter when water/ice is an ingredient or is in contact with a food ingredient.

6.1 Running water will come in contact with food ingredients or using in cleaning of food serving conduct should be from safe & reliable sources.

6.2 Food serving materials are cleaned and prevent from contamination of any foreign materials (e.g. staple using during serving food, dirty plate, dirty tong, dirty gloves, ruptured hand gloves, dirty hand, or any equipment).

For no water sources or contact, this element to be scored N/A.

Minor nonconformance **(7 points)**: The following will constitute a minor nonconformance:

- single (one) instance of missing or incomplete records. (6.2)

No points: No points will be awarded if the following situations is encountered:

- no running water for hand washing & cleaning the dish or food contact material. (6.1)

7.0 Product and facility temperature control measures are effective.

(Records - Observations)

All points **(10 points)**: The auditor must verify that all temperature control measures are effective with observation and records review:

7.1 outlet should be monitored and documented temperatures in each critical area: coolers, freezers, or any storage trailers where temperature sensitive ingredients and products are stored

7.2 product must meet minimum stored at required temperatures declared in storage temperature. (e.g. 0° C to 4° C for chilled, -18° C or below for frozen products)

7.3 **(s)** hot ingredient or products are held $\geq 60^{\circ}\text{C}$

7.4 facility temperatures shall be recorded with records maintained, where temperature sensitive ingredients and products are stored or staged, whether it's automated temperature graph or manual, the frequency of records will be as declared in SOP.

7.5 temperature recording devices should be calibrated per manufacturer's requirements or per the QA plan. Inadequate facility temperature control maybe determined by observation or by records

7.6 **(s)** Cold foods received from distributor during QSCM evaluation were received at temperatures above 5°C instead of rejected.

Temperature conditions should be measured and recorded as documented while the facility is in production. If the automatic recording and alarms are not in use, then temperatures must be measured and recorded manually when there is product or ingredients present.

Minor nonconformance **(7 points)**: One of the following will constitute a minor nonconformance:

- cold foods received from distributor during QSCM evaluation at temperature above 5°C (7.6)
- temperature recording devices not calibrated or per frequency requirements (7.5)
- manual temperatures not taken only once daily (facilities without automated recorders) (7.4)

Major nonconformance **(5 points)**: One of the following will constitute a major nonconformance:

- temperature found chilled product's above 5°C or below 0°C , frozen product's above -12°C (7.2)
- **(s)** Hot ingredient or products are not held $\geq 60^{\circ}\text{C}$ (7.3)

No points: No points will be awarded if the following situations is encountered:

- no records of storage temperature as required products. (7.1)

8.0 Auditor verifies outlet can identify, track and locate 100% of raw materials used in CP FIVE STAR product to finished product lots, and on to first external customer."

(Observation -Records)

All points **(5 points)**: The auditor will select a single raw food ingredient or food contact packing material code number or lot number and ask them to trace it to finished product lots, any work in process, product on hold or destroyed (if applicable) onto the first external customer.

The auditor will initiate a test of the operator's product recovery during the course of this audit, and is required to begin the recovery prior to close of day, to assure the operator enough time for recovery completion and to correct any issues that may arise.

AUDITOR GUIDELINE: When tracing a raw ingredient, first identify total quantity of raw ingredient received by outlet. This raw ingredient quantity must be 100% reconciled to initial raw ingredient batch records, including portions used or still in storage. From this point on, only percentage of raw ingredient product used for CP *FIVE STAR* product is to be traced through to finished product and to first external customer.

To receive full points, 100% of the ingredient or packing material must be traced to finished product, as well as 100% of the finished product lots to first external customer.

Minor nonconformance **(3 points)**: The following will constitute a minor nonconformance:

- process does not or cannot track packing materials to finished product lots

Major nonconformance **(1 points)**: The following will constitute a major nonconformance:

- numerous instances of incomplete or missing records

No Points: No points will be awarded if the following is encountered:

- Outlet does not have the ability to track and locate product

9.0 Records indicate incoming materials (ingredients/packaging) are from CP or approved suppliers and meet specification requirements based on in-house testing or Certificates of Analysis. Letters of Guarantee are maintained for each franchise (Records - Observation)

All points **(5 points)**: This element is meant to be a review of records and observation. It indicates that all incoming materials (food ingredients and packing materials) are from CP or as approved:

9.1 are sourced from a list of approved suppliers used in CP formula (s) (e.g. soft drinks & water from Coca Cola, oil from as recommended SOP)

9.2 meet CP *FIVE STAR* specification requirements based on in-house testing or a Certificate of Analysis.

9.3 food contact materials (e.g. hand gloves, any plastic containers, bamboo stick etc.) are food grade

Minor nonconformance **(3 points)**: The following will constitute a minor nonconformance:

- records contain single (one) omission

Major nonconformance **(1 point)**: The following will constitute a major nonconformance:

- records contain isolated (two) omissions

No points: No points will be awarded if the following is encountered:

- **materials received from disapproved or non-approved suppliers**
- **non-CP products (ingredients and food contact materials) are received or used**

Service

1.0 Product's display is maintaining in organized manner that customer can identify easily(Observation)

All points **(20 points)**: This would include, but not be limited to:

1.1 products are kept in separately in warmer.

1.2 products are kept in different shelf as per CP standard (e.g. for two chamber of warmer in topmost shelf kept crispy fried chicken, spicy fried chicken & hot wings and similar category and in lower shelf kept Chicken ball, Chicken sausage, Chicken nugget, chicken sticks, karaage chicken, lollipop bologna and similar category ; for three chamber of warmer in topmost shelf kept crispy fried chicken, spicy fried chicken & hot wings and similar category , in middle shelf kept spicy fried chicken & similar category and in lower shelf kept Chicken ball,Chicken sausage,Chicken nugget, chicken sticks, karaage chicken, lollipop bologna or similar category)

1.3 non-food item not kept in warmer

Minor nonconformance **(15 points)**: The following will constitute a minor nonconformance:

- single instance(one) of missing

Major nonconformance **(10 point)**: One of the following will constitute a major nonconformance:

- isolated (two) instances of missing

No points: No points will be awarded if the following situations is encountered:

- products are kept in same shelf of different category.

2.0 Operator's Approach to customer or customer handling in outlet (Observation)

All points (20 points): This would include, but not be limited to:

- 2.1 Customer is greeted with warm reception approach (e.g. Welcome to CP Five Star) with a welcoming smile and Addressing customers with appropriate word such as “Sir/Madam/Ma’am”
- 2.2 Customer priority is taken account first and conversation is helpful, informative with appropriate polite manner.
- 2.3 Listening carefully to customer during conversation (e.g. When customer arrive and/or while talking to customer not engaging with other unnecessary activities like using mobile, engaging personal talks with a known person, not maintaining comfortable eye contact etc.)
- 2.4 Offering politely to take more items & re-inviting the customer with a warm smile when departing

Minor nonconformance **(15points)**: The following will constitute a minor nonconformance:

- single (one) instance of missing

Major nonconformance **(10 points)**: The following will constitute a major nonconformance:

- isolated (two/three) instances of missing

No points: No points will be awarded if the following situations is encountered:

- numerous (more than three) instances of missing

3.0 Operator receiving order from customer (Observation)

All points (20 points): This would include, but not be limited to:

- 3.1 for promotional products are introduced & offered to customer as per menu
- 3.2 all products are available in the chiller for sale (all marinated chicken and processed chicken)
- 3.3 customer demand accepted as per order (e.g. available in outlet and order accepted)
- 3.4 operator confirming the order to customer finally (e.g. operator verified the order)

Minor nonconformance **(15 points)**: The following will constitute a minor nonconformance:

- single (one) instance of missing

Major nonconformance **(10 points)**: The following will constitute a major nonconformance:

- isolated (two/ three) instances of missing

No points: No points will be awarded if the following situations is encountered:

- numerous (more than three) instances of missing

4.0 Operator serving after getting order from customer (Observation)

All points (20 points): This would include during serving product, but not be limited to:

- 4.1 products are served as SOP e.g. providing tissue paper, sauce/ ketchup (if applicable)
- 4.2 not using any unauthorized poly bags or similar bags
- 4.3 not using any food safety hazard material (e.g. Pin, stapler, broken equipment etc.)

Minor nonconformance **(15 points)**: The following will constitute a minor nonconfor

- products are served without providing tissue paper, sauce/ ketchup (if applicable) (4.1)

Major nonconformance **(10 points)**: The following will constitute a major nonconformance:

- using any unauthorized poly bags or similar bags (4.2)

No points: No points will be awarded if the following situations is encountered:

- using any food safety hazard material (e.g. Pin, stapler) (4.3)

5.0 Customer satisfaction(Observation)

All points (20 points): This would include, but not be limited to:

- 5.1 Customer is getting all CP *FIVE STAR* products in the outlet as declared (e.g. product is available in outlet marked without cross sign in menu)
- 5.2 Serving product according to customer's order on time (e.g. customer ordered chicken ball but got chicken sausage, customer ordered two spicy chicken but got more or less etc.)
- 5.3 Customer feedback (e.g. customer is satisfied or not, any suggestion etc.) taken politely

Minor nonconformance **(15 points)**: The following will constitute a minor nonconformance:

- single (one)instance(s) of missing

Major nonconformance **(10 points)**: The following will constitute a major nonconformance:

- isolated (two) instances of missing

No points: No points will be awarded if the following situations is encountered:

- customer was not satisfied with the service of operator (5.3)

Cleaning

1.0 Cleaning procedures and practices are maintained so as to prevent cross contamination. (Procedure - Records)

All points **(20 points)**: There is a documented master sanitation procedure to include a cleaning schedule of the physical structure, equipment and all other areas of the facility. Records shall be maintained to support each requirement. These shall include:

- 1.1 outlet shall be cleaned before opening and after closing (e.g. floor, seating arrangement, equipment, dishes, empty trash bin, chiller, kiosk, warmer, oven, cabinet, tray etc.)
- 1.2 all methods and procedures for cleaning (SOP's) is maintained.
- 1.3 cleaning agents used as per instruction by manufacturer
- 1.4 individual accountability and sign-off for each task completed (a position or a name; typically, the sanitation operator, supervisor etc.)
- 1.5 cleaning procedures are designed and ordered to prevent potential contamination of product and re-contamination of cleaned areas
- 1.6 cleaning agent or cleaning equipment should not be source of chemical or physical hazard (e.g. chemical residue after cleaning operation, pest control chemical residue) for any food, food contact materials etc.
- 1.7 records are maintained with corrective/follow-up actions documented.

Note: If any procedure is not applicable then auditor will be observed above other element as applicable

Minor nonconformance **(15 points)**: One of the following will constitute a minor nonconformance:

- any equipment /seating arrangement /product display is not clean (1.1)
- two or more instances is not followed.

Major nonconformance **(10 points)**: The following will constitute a major nonconformance:

- three or more instances in not followed.

No points: No points will be awarded if the following situations is encountered:

- no records or evidence of any effective cleaning practice (1.7)

2.0 A training for the operator.(Records)

All points **(10 points)**: The operator must have a training on cleaning practice, personal hygiene & sanitation and considering food safety operation. If members are trained as a team, the team member training must be reflected in records. The auditor shall verify that:

- 2.1 training is ongoing and updated (at minimum annual basis)
- 2.2 training certificate should be updated (at minimum annual basis)

Minor nonconformance **(7 points)**: The following will constitute a minor nonconformance:

- certificate dated is above 12 months but less than 18 months (2.2)

Major nonconformance **(5 points)**: The following will constitute a major nonconformance:

- training certificate is not available

No points: No points will be awarded if the following situations is encountered:

- **no training (untrained)**

3.0 Cleaning and sanitizing chemicals are approved for use in outlet.

(Documentation – Records - Observation)

All points **(10 points)**: The auditor shall verify that:

- 3.1 all cleaning and sanitizing chemicals utilized in the outlet must be approved (e.g. detergent is not allowed for dish wash, tray, basket, tong, oil Quality Tester , knife, fryer, in kiosk, etc.) & meet regulatory guidelines
- 3.2 current label or supporting documentation (e.g. MSDS) for all cleaning and sanitizing agents must be in food outlet
- 3.3 sanitizer or cleaning agent(s) are not expired

Minor nonconformance **(7 points)**: The following will constitute a minor nonconformance:

- single missing of label or MSDS (3.2)

Major nonconformance **(5 points)**: The following will constitute a major nonconformance:

- more than one missing chemical labels or MSDS (3.2)

No points: No points will be awarded if one of the following situations is encountered:

- unapproved chemicals being used (3.1)
- sanitizer or cleaning agent(s) are expired (3.3)

4.0 Housekeeping is acceptable cleaned in EXTERIOR of outlet(Observation)

All Points **(5 points)**: This can be accomplished

- 4.1 Outside adjacent floor or premises is cleaned and debris free
- 4.2 outside banner/sign board, adjacent wall, stair, shutter, lollipop board, outlet view from outside are cleaned
- 4.3 no unnecessary things, weeds or idle equipment stored within the immediate vicinity (20 feet / 6 meters) of outlet.

Minor nonconformance **(3 points)**: The following will constitute a minor nonconformance:

- single (one) instance of inadequately maintained grounds that do not pose a risk of pest attraction or harborage

Major nonconformance **(1 point)**: The following will constitute a major nonconformance:

- isolated (two) instances of inadequately maintained grounds that do not pose a risk of pest attraction or harborage

No points: No points will be awarded if the following situations is encountered:

5.0 Housekeeping is acceptable cleaned in INTERIOR of outlet (Observation)

All Points **(20 points)**: Interior housekeeping will be clean. Physical inspection of the outlet shows all areas to be properly maintained to prevent possible product contamination and to protect product integrity.

- 5.1 product preparation area cleaned (e.g. flouring area, cooking area, basin, cabinet)
- 5.2 equipment and its parts are cleaned (e.g. fryer, chiller & its gasket, soft drink chiller & its gasket, kiosk/warmer inside and outside, oven, timer, oil tester, thermometer and as brand defined)
- 5.3 utensils and its parts are cleaned (e.g. basket, bus pan, spray bottle, tong, knife, scissor, ceramic bowl, scrapper, oil siever, and as brand defined)
- 5.4 cleaning equipment are properly cleaned prior to storage
- 5.5 no aged ice build-up evident in freezer (e.g. frost build up shall be kept to a minimum)
- 5.6 no mold/mildew shall be evident in cooler, over exposed product, in lights, or in the ceiling
- 5.7 no condensation leaks near or dripping on product, product contact surfaces, or product packing material or pooled water observed in floors
- 5.8 walls and ceilings in storage areas are clean (practices to maintain acceptable levels shall be evaluated for effectiveness)
- 5.9 interior floor, walls, drains, and ceilings are cleaned

Minor nonconformance **(15 points)**: One of the following will constitute a minor nonconformance:

- single (one)/isolated (two/three) instance(s) of minor housekeeping cleaning issues which pose a risk to ingredient/product/packing
- single(one)/isolated (two/three) instance(s) of improperly maintained trash receptacles or trash/product build up, inadequate number or odor evident

Major nonconformance **(10 points)**: One of the following will constitute a major nonconformance:

- numerous (more than three) instances of housekeeping cleaning issues
- a single condition which may pose the potential risk of ingredient/product/packing contamination is observed

No points: No points will be awarded if the following situations is encountered:

- product display or warmer is not clean in condition (5.2)

6.0 Waste disposal management of outlet especially discard/fried oil and debris and trash

(Record - observation)

All points **(10 points)**: Waste management of outlet shall be in an appropriate manner and well in condition to prevent further contamination of any foreign material and pest activity or as regulatory compliance. This can be accomplished by but not limited to

6.1 trash and product spills are promptly cleaned up (no aged spills).

6.2 cleaned trash bin when it is overflow or once in a day

6.3 discard oil must not be kept in outlet or premises to comply local law (e.g. Food Safety act-2013 clause no. 28 of BFSA)

Minor nonconformance **(7 points)**: The following will constitute a minor nonconformance:

- single (one) instance of missing

Major nonconformance **(5 points)**: The following will constitute a major nonconformance:

- isolated (two) instances of missing

No points: No points will be awarded if the following situations is encountered:

- **discard oil was kept in outlet or premises (6.3)**

7.0 A pest control program is established. Pest management Professional (PMP) is licensed, insured and certified

(Program - Documentation)

All points **(10 points)**: Operator must provide a documented pest control program. The service shall be provided by a licensed, insured and certified Pest Management Professional. Pest Management Professional trainee can apply pesticides if authorized under any local laws to apply pesticides. A license and certificate may be one and the same in some locations, but the name must match the name signed on service reports. If on-site employee is certified, he/she may supervise someone else applying pesticides. Under either scenario, copies of all documents should be maintained at the facility. License(s), insurance and certification must be current. The program shall include:

7.1 a designated pest management professional (PMP) or company name

7.2 defined frequency of scheduled service intervals: shall be minimum monthly basis

7.3 how all traps, bait stations, glue boards and insect glue light traps (insect zappers that causes the insects to explode are not allowed inside the facility) shall be labeled (include PMP initials and date inspected)

7.4 approved list of pesticides used in the outlet (e.g.where they are applied and how they are applied)

7.5 up-to-date schematic map (e.g. map shall be dated and have all traps, bait stations, glue boards and insect light traps designated and identified in a way to allow for ease of tracking and trending)

- 7.6 pest control company's proof of liability insurance
- 7.7 license for company updated as required
- 7.8 certification for the PMP

In countries where certifications are not used/available, the operator shall furnish documentation that pest management professional has formal and ongoing training.

Note: For no pest-control services sources or contact, this element to be scored N/A.

Minor nonconformance **(7 points)**: One of the following will constitute a minor nonconformance:

- single (one)/isolated (two/ three) instance(s) of unclear or incomplete documentation
- one element of above requirements is not on file or current (frequency addressed as a major nonconformance)
- list of approved pesticides not up to date or complete (7.4)

Major nonconformance **(5 points)**: The following will constitute a major nonconformance:

- two elements in the above list of requirements are not available or current
- scheduled service intervals are less frequent than monthly (7.2)

No points: No points will be awarded if one of the following situations is encountered:

- pest control services conducted by non-certified or non-licensed individual (7.7+7.8)
 - **more than two elements are not available or current**
 - **no program**

8.0 Pest control conducting documents are updated (Documentation - Observation)

All Points: **(10 points)**: Pest control conducting documents are includes but not limited to:

- 8.1 approved for use in a food outlet facility
- 8.2 label or any MSDS must be provided for pesticides used
- 8.3 trained operator and proper knowledge of pesticide
- 8.4 pesticides are used as per schedule or as required and kept document (e.g. date, methods, dosing, application, sign off and supervision)
- 8.5 MSDS must be readily available for employees' reference
- 8.6 labels and mix procedures shall be on file

If pesticides are kept on site, they:

- 8.7 must be properly labeled
- 8.8 stored (according to MSDS) in a locked, secured area accessible to authorized personnel only
- 8.9 Unlicensed/unapproved pest control chemicals are not acceptable for use in a food outlet (example: cans of Raid).

Minor nonconformance **(7 points)**: One of the following will constitute a minor nonconformance:

- MSDS and labels are not current (less than 5 years old) and available, but filing system or fax system are disorganized making quick access to the information difficult (8.2)
- single (one)/isolated (two/three) instance of missing MSDS and/or sample label (8.1)

Major nonconformance **(5 point)**: One of the following will constitute a major nonconformance:

- greater than three MSDS and/or labels are missing for pesticides (s) found in use
- pesticide dosing not as declared label or MSDS (8.4)

No points: No points will be awarded if the following situation is encountered

- use of unapproved pesticide by local law. (8.1)

• **pesticides not secured and/or labeled and found in common storage with food or packaging material (8.7+8.9)**

9.0 There is a pest activity and trend report with corrective action(s) identified (Records)

All points **(5 points)**: Documentation is available which: this can be accomplished by but not limited to

- 9.1 identifies and analyzes pest activity
- 9.2 trend analysis for all pest control/monitoring devices (e.g. including traps, bait stations, glue boards, pheromone traps, insect light traps, etc.)
- 9.3 includes follow-up/corrective actions documented when a trend is identified
- 9.4 no evidence of pests including insects, cockroaches, spiders/webbing, rodents, lizards, ants or birds in the facility (e.g. freshly trapped rodent is acceptable)

The auditor should look for a pictorial representation of activity by trap or station over time. All traps shall be included in review, however, only activity is diagrammed. This could be in the form of a Pareto chart, a frequency diagram or a checklist (CP FIVE STAR does not specify the type of chart to be used).

Note: PMP will complete the trend analysis and will take corrective action with the help of Customer Development (CD) team.

Minor nonconformance (**3 points**): One of the following will constitute a minor nonconformance:

- trend analysis is conducted, but follow up actions are not formalized (9.3)
- single (one)/isolated (two/ three) instance of missing records
- single (one)/isolated (two/ three) instance of an individual trap / station not included in trending

Major nonconformance (**1 point**): One of the following will constitute a major nonconformance:

- one type of pest control/monitoring devices are not trended (9.2)
- numerous (more than three) instances of missing records
- numerous (more than three) instances of an individual trap / station not included in trending

No points: No points will be awarded if one of the following situations is encountered:

- **no corrective action taken (9.3)**
- **evidence of a live rodent (not in trap) or a cockroach inside the facility (9.4)**
 - numerous (more than three) instances of insect activity noted in the interior of the facility
- **any observation of contaminated ingredient, product or product contact material (e.g. rodent cutting product, etc.)**

Maintenance

1.0 Preventive maintenance procedure is maintained as to prevent M/C breakdown
(Program – Records- Observation)

All points (**25 Points**): The auditor shall verify that there is a documented master Preventive Maintenance program to include a periodical maintenance inspection and schedule for all the structure, equipment, utensils and all other areas of the facility to prevent small problems, fixing them before the major one developed. Record shall be maintained to support each requirement. These shall include:

- 1.1 preventive Maintenance procedures are designed and ordered to prevent potential breakdown of equipment, utensils, structure, branding materials, furniture, plumbing, water supply, electrical connection, gas connection and any other facilities.
- 1.2 preventive Maintenance plan and inspection frequency will be as included the procedures
- 1.3 individual accountability and sign-off for each task completed (e.g. a position or a name; typically, the operator, supervisor etc.)
- 1.4 for maintenance systems, the maintenance records should be included
- 1.5 all preventive Maintenance inspection record are available

- 1.6 work order and purchase order record are available
- 1.7 spare parts names list is available
- 1.8 system should be calibrated and recorders verified, per manufacturer's requirement

Minor nonconformance **(20 points)**: the following will constitute a minor nonconformance:

- single (one)/isolated (two/three) instances of incomplete records

Major nonconformance **(15 points)**: One of the following will constitute a major nonconformance:

- numerous (more than three) instances of incomplete records
- procedures not have the potential to prevent any kind of breakdown (1.1)

No points: No points will be awarded if the following situations is encountered:

- no record of preventive maintenance of last two frequency of scheduled maintenance team or as defined CP *FIVE STAR* brand (1.5)

2.0 Branding materials management & maintenance (Observation)

All points **(20 Points)**: Branding materials should be well in condition and decoration or as appropriate to the facility or regulatory compliance. This can be accomplished by the following

- 2.1 Sign board is available & well in condition and or as appropriate by CP brand
- 2.2 lollipop board is available well in condition and or as appropriate by CP brand
- 2.3 warmer/kiosk branding/sticker is available & well in condition
- 2.4 electric menu board is available & well in condition
- 2.5 wall menu board is available & well in condition
- 1.6 promotional sticker is available & well in condition (if exist)
- 2.7 festoon/banner is available & well in condition
- 2.8 electronic device (e.g. LED TV/ monitor etc.) for any advertisement is available & well in condition

Minor nonconformance **(15 points)**: The following will constitute a minor nonconformance:

- single (one) instance is missing

Major nonconformance **(10 points)**: The following will constitute a major nonconformance:

- isolated (two/three) instances are missing

No points: No points will be awarded if the following situations is encountered:

- numerous (more than three) instances are missing

3.0 Equipment & utensils shall be maintained all time in effective condition (Records - Observation)

All points **(15 Points)**: Equipment & utensils should be available & well in condition and decoration or as appropriate to the facility to prevent contamination of any foreign material. This can be accomplished by the following

- 3.1 equipment & utensils list is available & updated
- 3.2 all equipment & its parts are usable in condition (e.g. Chiller & its gasket, fryer & its accessories, warmer & its parts, oven, soft drinks chiller, timer, thermometer, air exhaust unit, and as brand defined)
- 3.3 utensils and its parts are usable in condition (e.g. basket, bus pan, spray bottle, tong, knife, scissor, ceramic bowl, scrapper, oil sieve, and as brand defined)
- 3.4 cleaning agents & equipment (e.g. mop, mop head, broom, wiping cloth,) are available and usable condition (e.g. functioning as designed, without defect or need to replacement because of wear.)

Minor nonconformance **(10 points)**: The following will constitute a minor nonconformance:

- single (one) instance(s) of missing

Major nonconformance **(7 point)**: The following will constitute a major nonconformance:

- isolated (two/three) instances of missing

No points: No points will be awarded if the following situations is encountered:

- numerous (more than three) instances of missing

4.0 Outlet facility repairs are completed for equipment, physical structure, walls, floors and ceilings with no temporary repair materials used (Records - Observation)

All points **(25 Points)**: Construction/ Structural and utility should be well in condition and decoration or as appropriate to the facility to prevent contamination of any foreign material or any emergency crisis. Physical inspection of the facility shows:

- 4.1 general maintenance and appearance are properly maintained
- 4.2 exterior adjacent walls are of sound construction, with no cracks
- 4.3 interior ceiling, walls and floors are in good repair with no leaks or cracks
- 4.4 all repairs and equipment modifications are professionally completed without the use of string, tape, wire or other improvised materials
- 4.5 at times temporary repairs labeled with not for use or under maintenance.
- 4.6 all the furniture (e.g. Wall cabinet, front desk/ cash counter, racks, doors, seating arrangement etc.) is good in condition
- 4.7 electric wiring is properly arranged and properly secured

- 4.8 all the plumbing/ pipes function properly, with no leakage
- 4.9 drains must function properly (no standing water)
- 4.10 hand washing facility and hand washing sign board are well in condition (e.g. with hand free, pedal, or automatic sensor system)
- 4.11 outlet facility layout and working space is complied with CP *FIVE STAR* brand standard
- 4.12 records are maintained with corrective action/follow-up actions documented as per preventive maintenance practice

Minor nonconformance **(20 points)**: The following will constitute a minor nonconformance:

- single (one)/isolated (two/three) instances of incomplete records or evidence

Major nonconformance **(15 points)**: The following will constitute a major nonconformance:

- numerous (more than three) instances of incomplete records

No points: No points will be awarded if one of the following situations is encountered:

- order, procedures and inspections do not conform to Preventive Maintenance practices (4.12)
- no consideration given to the possibility of outlet operation hampers (4.11)

5.0 Corrective action plans from previous CP *FIVE STAR* audit have been completed.
(Records - Observation)

All points **(15 points)**: The operator can demonstrate all corrective action plans from the previous CP *FIVE STAR* audit were completed on time, and were effective in addressing issues. Observation should confirm that the documented corrective action plan is completed.

*NOTE: If this is the operator's first assessment with CP *FIVE STAR*, score this question as N/A.

Minor non-conformance **(10 points)**: Substantial progress was made in addressing items, but one corrective action item was not completed within the time frame allotted.

Major non-conformance **(7 points)**: Some progress was made, but corrective action plans were not completed within the allotted time or failed to adequately address problems.

No points: Little or no progress made in addressing items mentioned in corrective action plan.

_____ The End _____



Quality Services Cleaning & Maintenance (QSCM) Audit Guidelines



C.P. BANGLADESH CO., LTD.
FOOD BUSINESS