

# IMPLEMENTING A QUALITY FOOD SAFETY PROGRAM

# TODAY'S OBJECTIVES:

- Share insight that will help to make your existing programs stronger.
- Ensure that we are focused and motivated to promote safe food service within our industry

# AGENDA

- Understanding our roles and responsibilities 10 minutes
- Planning/Training/Auditing 30 Minutes
- Coaching with sense of urgency 10 Minutes
- Preparing for Growth 10 minutes
- Questions and answers 15 minutes

# What Is In It For ME ?

- Food Safety is an inescapable part of our job.!
- Folks with a great safety background are held in high esteem by upper management.
- Anything that I can learn that makes our programs stronger may let me sleep better at night !



# STATISTICS

- THE C.D.C. estimates that there were over 76 million cases of food borne illness in the United States in 2006.
- 1 in 4 Americans experience a food borne illness every year.
- Of the 76 million, there were 25,659 instances of a food borne disease outbreak (FBDO)

# Food Borne Illness Defined

- Any occurrence where two or more people experience the same illness and the cause can be traced back to the same food.

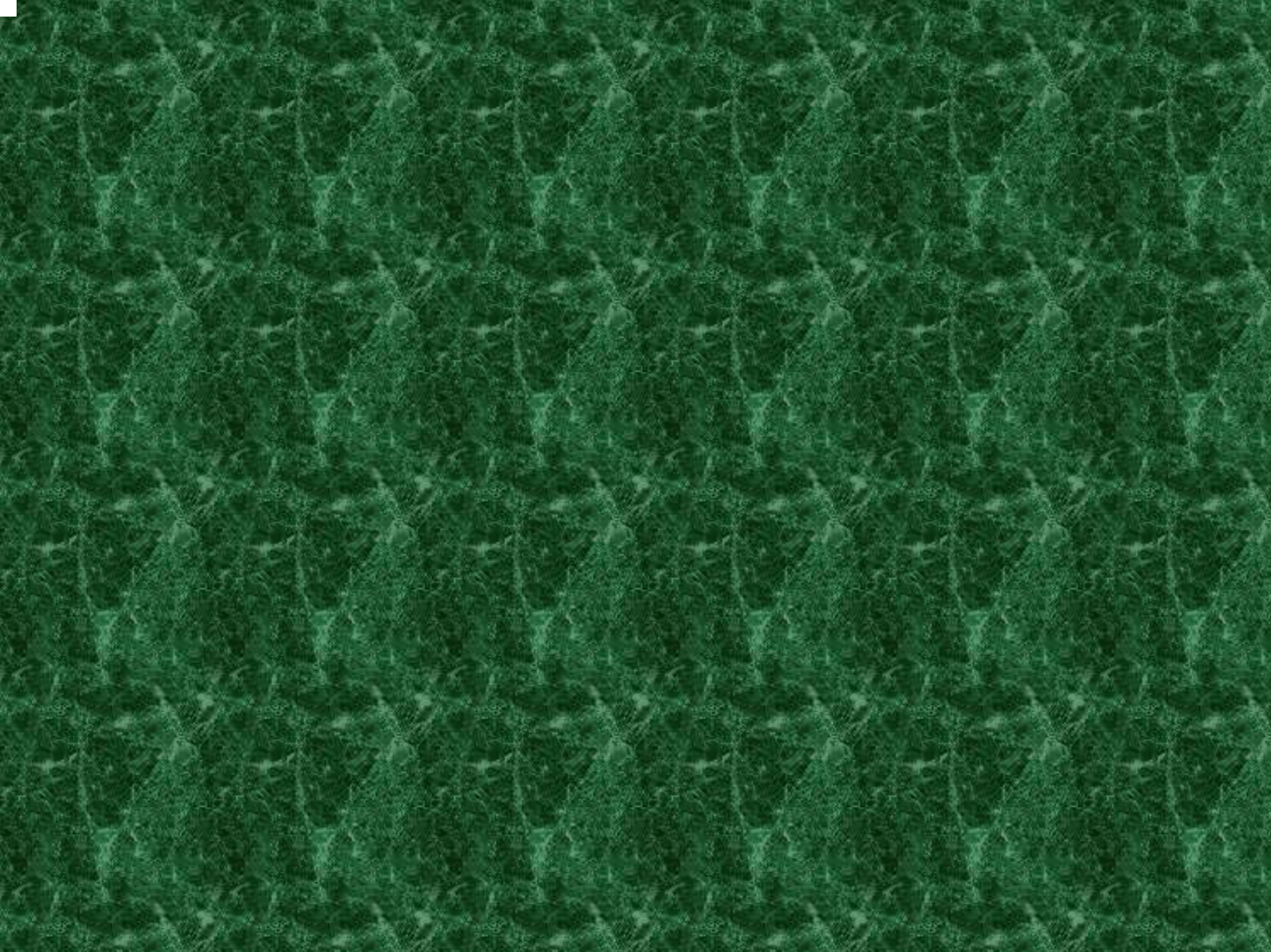
# MORE STATISTICS

- Most food borne illnesses happen within our homes so relatively few get reported.
- Of the food borne outbreaks, the overwhelming majority are the result of a combination of events.
- 58% happen in commercial establishments
- Of the 25,659 outbreaks, most are quietly settled out of court.....However.....

# Aftershocks From A Food Borne Illness Outbreak

- Company's reputation and credibility due to media coverage
- Possible Lost business and profit
- Higher Insurance premiums
- Costs of legal fees/lawsuits
- Employee Morale
- My personal Embarrassment and Reputation
- Doesn't look good on a resume'





# Inescapable Truths

- It starts at the top... We can never escape the fact that we “OWN” the issue of ensuring safety for our customers.
- Folks who serve the food on our behalf may never share your passion or sense of urgency toward Safe food handling.
- No matter how good our programs are, we do have and always will have GAPS in our Implementation.

# Inescapable Truths

- We live in a litigious society where our customers are quick to assign blame.
- Because safety is not a 100% guarantee, our responsibility is to manage risks which are often a seemingly small and safe number. (Million to 1 odds.)(Complacency.)
- A “perfect Storm “ of events cannot exist without negligence.

# MAINTAINING A SAFE ENVIRONMENT

- **PLANNING**----Developing the content and objectives of your program is the critical 1st step
- **TRAINING**----Teaching, Coaching and on-going Communication must be built to match the objectives of your plan
- **AUDITING**---Necessary to identify the gaps between your expectations and actual performance



# PLANNING YOUR PROGRAM

- Your Safety Program has to work for you.....Your objectives, training and procedures must address the critical risks for your operation.

# PROGRAM ESSENTIALS

- Time and Temperature procedures
- Preparation and Holding procedures
- Hand-washing/glove usage
- Receiving and proper storage procedures
- Cooking and product standards
- Personal Hygiene
- Sanitation and cleanliness

# PROGRAM PLANNING: TYPES OF FOOD SERVICE

- Buffets require diligent time/temperature controls
- Concessions may need a greater focus on personal hygiene and sanitation.
- QSR'S need emphasis on proper preparation and holding

# PROGRAM PLANNING: TYPES OF FOOD SERVICE

- Commissary's and caterers need extensive knowledge and focus regarding preparation/storage and transportation of food..
- DON'T forget subcontractors !



# PROGRAM PLANNING

- Establish high objectives for your program.
- Incorporate Federal/State and City requirements into your overall program.
- Take ownership and be the driver !
- Honestly assess risks and evaluate where you are now in relation to where you want to be.
- Ensure a focus on constant improvement..

# PROGRAM PLANNING

- Be aware of potential changes and how they might affect you. Know and use your resources
- Involve your Local Health Authorities
- Establish Long Range Goals and a Realistic Time Table
- Investigate technologies and how you can incorporate
- Involve everyone in some way.

# PLANNING: HACCP

- Hazard Analysis of Critical Control Points
- Must have a plan that ensures safe handling of food at every step along the way.
- Identify potential issues pre-operatively by using “What if” and How do you know “ techniques.



# 7 STEP HACCP PLAN

- Conduct a Hazard Analysis
- Determine Critical Control Points
- Establish Critical limits
- Establish auditing procedures
- Identify corrective actions
- Verify the system works
- Establish procedures for record keeping and documentation



# TRAINING:

## Train To Exceed Mandatory Requirements

- Many states and cities require trained & certified personnel.
- Going beyond establishes credibility and establishes the correct relationship with key health organizations.

# TRAINING

- Remember the 76 million cases of food borne illness each year ?
- **WE ARE HIRING THESE PEOPLE !!!!!**

# TRAINING TIPS TO REMEMBER

- Old habits die hard !
- We are working with individuals.
- The best Folks remember 30% or less from a classroom setting
- A percentage of your folks resent being taught basic stuff
- Open the door to shortcuts and they will be taken

# TRAINING:

- Training----a process where employees are exposed to necessary ideas/ procedures. (Tell, Show Let Do, Critique). Official process with signatures, dates, etc...
- Teaching-----Where knowledge is transferred in a way in which it is permanently absorbed. (Learned)
- Coaching----Correcting behavior with an objective of improving results.



# TRAINING:

- Select the right trainers
- Ensure that folks at the front line level have teaching/coaching skills.
- Ensure there is support to assist in the learning process...Posters, bulletins, safety meetings etc.

# TRAINING:

## Training never stops

- Have constant exposure to new and different learning techniques
- Challenge all levels with safety stretch assignments and tasks.
- Reward the good work !

# AUDITING

- This is the most underutilized but most meaningful step in a total program.
- Excellent auditing technique will eventually yield excellent results

# AUDITING

- Use Of 3rd party sources
- Use technology when you can ie... Testing services, hand held devices.
- Identify measurements that are designed to transfer accountability.
- Understand and teach the purpose and role of auditing performance.
- Change the culture !!!



# Auditing

- Various techniques include:
- 3rd party involvement/inspections/Labs
- Testing
- Visual observation
- Documentation
- Follow up training
- Physical data versus pre-set goals
- Can use technology

# GAP IDENTIFICATION

- Requires an improvement mindset.
- Reflects the drive and passion of it's leaders.
- Is the bridge between Vision, Perception, and Reality
- Requires diligent auditing.

# GAP IDENTIFICATION: OBSTACLES

- Lack of resources
- Intense operational periods which place safety on the back burner
- Not as much passion or interest across the board
- Not enough trained individuals with a purpose.

# COMMON GAPS

- Between folks who are trained and their willingness and ability to teach/coach.
- Between what has been taught and what is actually remembered.
- Between what is taught and what can realistically be accomplished
- Between what is taught and the resources to deliver it.



# Common Gaps

- Between new additions and an old program
- Between what is written and what is communicated..
- Between expectations from outside entities and our program
- Between what we think is going on and what is actually going on.

# FOOD TECHNOLOGY

- Smart Ovens
- Computer Enhanced Digital Thermometers
- Bacteria testing
- 3 M hand held bacteria tester
- Automated hand-washing sinks with memory to record personal use
- Freezer/cooler alarms
- Cleaners/sanitizers

# QUESTIONS THAT SHOULD BE DIFFICULT TO ANSWER

- WHICH EMPLOYEE IS KNOWN FOR THEIR POOR HYGEINE ?
- WHO IS MORE LIKELY TO CHANGE OR IGNORE AN ESTABLISHED PROCEDURE
- WHO ON YOUR STAFF WOULD PLACE WORK ETHIC ABOVE REPORTING AN ILLNESS ?



# QUESTIONS THAT SHOULD BE DIFFICULT TO ANSWER

- WHICH PIECE OF EQUIPMENT IS MOST LIKELY TO MALFUNCTION ?
- WHICH SAFE FOOD HANDLING PROCEDURE IS MOST LIKELY TO NOT BE FOLLOWED ?
- HOW MANY OF YOUR THERMOMETERS ARE CURRENTLY INACCURATE ?