South Coast Business Solutions Evaluation Only

Demonstration Purposes Only

Quality Manual

This document describes our Quality Management System and the manner in which it addresses the requirements of

SQF 2000 5th Edition November 2005

Quality Manual Table Of Contents

Section 1 Quality Policy

This Company Is a supplier of [XXXXXXXXX] products to the wholesale and retail market sectors.

The nature of the [XXXXXXXXXX] products supplied necessitates strict attention to safety and a consciousness at all times of the potential hazards associated with this business.

The success of the company is reliant upon its ability to fulfil its primary objective of meeting the customers requirements by the timely supply of quality products provided through safe working practices and at competitive prices.

We recognise that this objective can only be achieved with the commitment to:

A) conduct our business with full concern for protecting the environment and the health and well being of our employees, customers and the community;

B) establishing a quality culture which emphasises quality as a responsibility of all employees within the company;

C) effectively maintain a Quality Management System based on HACCP principles.

D) seeking ways and opportunities to cost-effectively and continuously improve both Quality and OH&S performance.

The ultimate goal of the company in applying the above operating philosophy is the achievement of a far superior business performance and total customer satisfaction.

.....
A Managing Director
Managing Director
[YOUR COMPANY NAME HERE]
[Insert Date].

Section 2 Introduction

0.00 Quality Manual Administration

.01 Introduction

This manual sets out our Quality Policy and describes the Quality System which has been put in place to implement that policy.

This manual provides:-

(a) A basis for auditing our Quality Management System;

(b) A means of co-ordinating the relationships, responsibilities and activities of quality personnel and the functional elements of the Quality System;

(c) A basis for training personnel in the Quality Management System;

(d) Providing understanding and thereby confidence to our customers as to the effectiveness of our Quality Management System.

Controlled copies are issued to approved holders. Revisions will be issued for controlled copies as and when required.

.02 Revisions

The Quality Manual is issued only by the authority of the Managing Director. Revisions to the manual may only be carried out with that person's approval. Details of revisions are recorded along with the signature of the authority approving the latest change in the Quality Management System Ammendment Register Doc No QA 003.

The Quality Manual will be reviewed as and when required, however the intervals between reviews will not exceed twelve months.

The Quality Manual will be reissued when ammended and identified by Issue and Revision number and Issue date.

Revisions will be issued only under the control of the Quality Manager who shall be responsible for ensuring that all Controlled Copies of the Quality Manual are replaced.

.03 Distribution List

The distribution list is contained in the Master Document Register Doc No QA 004.

.04 Definitions

The definitions included in the relevant standards have been adopted.

Section 3 Organisation Structure

The responsibility and authority and the interrelation of all personnel who manage, perform and verify work affecting quality is defined in this quality manual and in the Standard Operating Procedures (SOP's) which implement the quality system and objectives documented herein.

The corporate and organisational structure for the company is detailed in the Company Organisation Chart Document No QA002.1.

The key responsibilities of senior management are detailed as follows under their respective titles:

Position **Managing Director**

Position Held By **M Director**

Role

The final responsibility and authority for all quality matters is vested in this position.

This position has a specific requirement to investigate and remove causes of customer complaint as an over-riding priority.

Responsibilities

Ensure the quality policy is upheld and improved

Ensure that the accredited system of Quality Management is maintained and improved over time

Approve the Quality Management documentation and subsequent changes

Provide guidance to staff in time of uncertainty

Identify to other members of the team who has the above responsibilities and authorities in the event of absence

Ensure the creation and maintenance of clear definitions of customers requirements as detailed in the Product Catalogue

To ensure that the requirements of ISO 9001, HACCP/Product Recall and Organic certification are implemented and maintained, including customer satisfaction and continual improvement.

Reports To

Statutory Bodies

Position **Administration Manager**

Position Held By **An Administrator**

Role

This position has the authority to maintain systems responsibility function and associated documentation at the level needed to satisfy the registration standards in conjunction with the Quality Manager.

The position has a specific requirement to investigate and remove causes of customer complaint as an over-riding priority.

Responsibilities

Act as the nominated custodian of the Quality Assurance controlled documentation

Authorise the controlled copies of the Quality Assurance documentation to reflect the latest practice in the company, including ISO, HACCP and other standards.

Ensure that the overall Quality documentation meets the Quality Standards & maintain library.

Arrange for periodic audit of quality systems by the accreditation body and manage internal audits.

Ensure the completion of competence and training records for all employees.

Maintain a library of Work Instructions, Inspection and Calibration Procedures used in the operations

Maintain stocks of documentation, labels and information texts to meet operational needs

Ensure that all personnel are familiar with the Quality Policy of the company

Understand and implement our HACCP Plan, ISO Certification and OH&S, in conjunction with the Quality Manager.

Reports To

Managing Director

Position **Production Manager**

Position Held By **John Production**

Role

This position has the responsibility & authority to control & maintain production and administration quality systems & their daily operations for the factory area. This position reports to the Administration Manager. The Production Manager shall also act in the Administration Manager's stead.

Responsibilities

Arrange for the implementation of work instructions for special procedures.

Ensure that all operator tasks are documented in the form of:

Work Instructions
Inspection Procedures
Calibration Procedures

Ensure that trial and interim practices are controlled and will be surplanted by documented practice before that control is abandoned.

Ensure Internal Audits are done to the required standard.

Carry out R & D work, record results & document into quality records.

Ensure that identified necessary changes in process technique are notified to the Managing Director through the use of corrective action procedures

Issue & control daily work instructions:
Customer catalogues
Customer requirements, contract review
Deliveries forthcoming(Fax documentation, phone etc)

Control security & emergency procedures & their relevant functions & Quality documents in conjunction with the Quality Manager.

Arrange training timings & their functions & to liaise with the Quality Managerr for documentation.

Utilise the skills and knowledge of all staff to maximise the value of task documentation.

Ensure that training and assessment for all employees is up to date. This documentation is under the control of the Quality Manager.

Arrange outside contractors, supervision & security.

Implement cross training of staff in times of absence.

Continually ensure all staff have a complete working understanding of the Quality Policy & improving the system including Occupational Health & Safety and HACCP.

Reports To

Managing Director

Position

Quality Manager

Position Held By

Mrs Quality

Role

This position has the authority to maintain systems responsibility function and associated documentation at the level needed to satisfy the requirements of standards that the company is certified to or aspires to be certified to.

Responsibilities

Act in the stead of the Managing Director and Administration Manager.

Act as the nominated custodian of the Quality Assurance controlled documentation

Authorise the controlled copies of the Quality Assurance documentation to reflect the latest practice in the company

Ensure that the overall Quality documentation meets the Quality Standards & maintain library.

Arrange for periodic audit of quality systems by the accreditation body and manage internal audits.

Ensure the completion of competence and training records for all employees.

Control the recording of all corrective actions procedure and to publish progress reports for ISO, HACCP, OH & S, Certification when required.

Understand and implement our HACCP Plan

Prepare and submit reports on an as required basis with regard to OH&S.

Monitor and review Training program for staff and ensure that latest OH&S, Quality and HACCP Practices are included in training program.

Control security & emergency procedures & their relevant functions & Quality documents.

Arrange training timings & their functions & to liaise with Managing Director for documentation.

Continually ensure all staff have a complete working understanding of the Quality Policy & improving the system including Occupational Health & Safety and HACCP.

Reports To Managing Director

Position **Production Co ordinator**

Position Held By **Mr Production Co ordination**

Role This position has the responsibility and authority to ensure that all operators have the means necessary to carry out the production operation so that customer requirements are met.

Responsibilities Ensure all documentation is correct, complete and ready in the production area before the commencement of job.

Ensure product, packaging materials, batch codes and labels are correct and available.

Assist operators understand the jobs and associated paperwork including correct reconciliation of results and forms.

When jobs are completed ensure all results and paperwork is complete and accurate.

Assist the Factory Manager in the development of new or modified Work Instructions, Inspection and Calibration Procedures.

Roster staff to jobs including changeovers.

Keep accurate timesheets for factory staff.

Responsible to the Factory Manager for Staff Dispute Resolution.

Maintain operating skills by acting as a production operator when demand requires.

Learn the Quality Policy of the company and make every effort to work to it.

Understand and implement our HACCP Plan

Endorse data produced as necessary.

Reports To Production Manager

Position **Logistics Manager**

Position Held By **Mr Logistics**

Role This position has the responsibility and authority to ensure that operators have the materials necessary to carry out the production operation so that customer requirements are met

Responsibilities Ensure that material requirements are met by assessment of stock levels and fitness for each production run or shift.

Ensure that all goods received meet the standards laid down in Inspection and Calibration procedures.

Ensure that storage of raw materials, work in progress, quarantined material, consumable and finished goods meet the requirements of the supplied work instructions.

Assist the Factory Manager in the development of new or modified Work Instructions, Inspection and Calibration Procedures

Ensure that information on materials movements is prepared and available when required for scheduling decisions.

Understand the Quality Policy of the company and make every effort to work to it.

Understand and implement our HACCP Plan

To record supplier performance details for use in the Supplier performance assessment procedures.

To endorse data as required

Reports To Production Manager

Position **Production Operator**

Position Held By **A Good Operator**

Role

This position has the responsibility and authority to;

Responsibilities

Set up equipment to make the product as instructed

Operate the equipment as instructed

Adjust the process within limits of instructions

Stop the process if non-conforming product is being made

Call for assistance to resolve problems

Suggest ways of improving the process or instructions

Train operators with lesser skills

Ensure that product being produced conforms to the customer's requirements

Help colleague operators to interpret work instructions

Report problems on quality to Fitter/Electrician and Factory Manager

Report equipment defects to the Production Managerr or Factory Manager.

Ensure that materials used to make the product meet the customers requirement.

Ensure that work instructions, inspection procedures and calibration procedures are understood and worked to.

Report matters of occupational health and safety to Management.

Understand and implement our HACCP Plan.

Learn the Quality Policy of the company to work to it.

To endorse data as required

Reports To Production Co ordinator

Position **Electrician**

Position Held By **John Sparks**

Role

This position has the responsibility and authority to maintain production equipment so that it functions as required by operators so that they can achieve the customer requirements

Responsibilities

Ensure that operators understand the machine requirements so that they do not load the equipment beyond its capability.

Assist in the development of Work Instructions, Inspection and Calibration procedures so that machine operation is done in a way that maximises the reliability of machines.

Carry out Work Instructions, Inspection and Calibration procedures laid down for machine maintenance.

Report equipment and product defects that cannot be rectified immediately.

Learn the Quality Policy of the company and make every effort to work to it.

Report matters of occupational health and safety to Management.

Understand and implement our HACCP Plan.

To endorse data as required

Reports To Production Co ordinator

Position **Fitter**

Position Held By **Mr Maintenance**

Role

This position has the responsibility and authority to maintain production equipment so that it functions as required by operators so that they can achieve the customer requirements

Responsibilities

Ensure that operators understand the machine requirements so that they do not load the equipment beyond its capability.

Assist in the development of Work Instructions, Inspection and Calibration procedures so that machine operation is done in a way that maximises the reliability of machines.

Carry out Work Instructions, Inspection and Calibration procedures laid down for machine maintenance.

Report equipment and product defects that cannot be rectified immediately.

Learn the Quality Policy of the company and make every effort to work to it.

Report matters of occupational health and safety to Management.

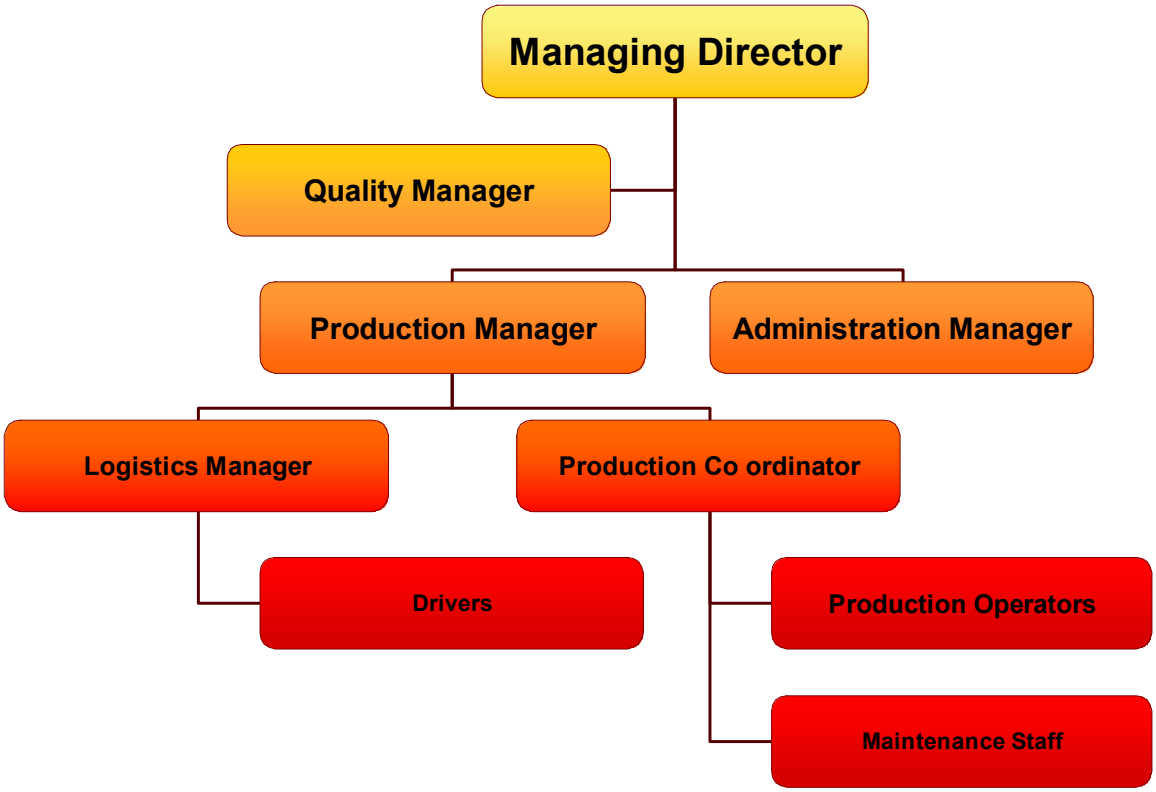
Understand and implement our HACCP Plan.

To endorse data as required

Reports To Production Co ordinator

The responsibilities for all company personnel are detailed in Job Descriptions which are held in the Job Descriptions Master file.

Organisation Chart



Section 4 Standard Elements

4.1 Commitment

4.1.1 Management Policy

Our Quality Policy is reproduced as the first page of this manual. It is reviewed Annually during Management Review Meetings (see Proc No 425 Management Review).

The Quality Policy is communicated to all staff at induction (see Proc No 505 Induction of Staff and Contractors.)

The Quality Policy is a controlled document and is Doc No QA 001 in the Master Document Register.

4.1.2 Policy Manual

This Quality Manual (Doc No QA 000.0 Quality Manual) outlines the manner in which our company meets the requirements of this code.

4.1.3 Organizational Structure

Our Organisation structure and Organisation Chart describing those who have functional responsibility for continuous improvement, food safety and quality and their interrelationship is contained in (Doc No QA 002 Organisation Structure)

4.1.4 Training

Appropriate training has been provided for personnel carrying out the tasks at the critical steps identified in the Food Safety and Food Quality Plans and other instructions critical to effective implementation of the SQF 2000 System.

Our Standard Operating Procedures set out how these tasks are to be performed. A training register (Form No 510-01 Training Record of Attendance) is maintained.

Training Matrices by both Position and Procedure are consulted to determine training needs.

4.2 Specifications

4.2.1 Supplier Specifications

Where considered critical to our HACCP Plan supplier specifications are attached to the Approved Input within the Approved Supplier Management system.

4.2.2 Incoming Goods and Services

Our company only accepts goods from Approved Suppliers. An Approved Suppliers Register (Doc No QA 007) is maintained and an Approved Inputs Register is maintained (Doc No QA 008)

Approved Suppliers are monitored by review of Non Conformances raised against the supplier, Annual Approved Supplier Questionnaires and if considered necessary by site visits and third party certification audits.

4.2.3 Finished Product Specifications

Finished Product Specifications that meet all of the requirements of this standard are maintained within the Product Specifications Register (Doc No QA 000.4.)

4.3 Control of Production

4.3.1 Process Control

a. Our site plan is contained in Form No 110-02 Site Plan

b. Our premises and equipment are designed and maintained to enable effective cleaning of all food storage and processing areas.

c. Maintenance activities are documented in Proc No 135 Maintenance - Premises and equipment.

d. The risk of cross - contamination has been considered at all steps in our process from Goods Receival to Dispatch. Cross - contamination with Allergens has been treated as a chemical hazard and other sources of cross - contamination have been considered as microbial hazards.

Our Allergen Management system is documented in Proc No 140 Allergen Management.

e. Training matrices by both Position and Procedure have been developed based on the activities performed by staff within our Standard Operating Procedures. These Training Matrices are used as a basis for the development of training plans. Training is carried out in accordance with Proc No 505 Induction of Personnel and Contractors and Proc No 510 Training Staff and Contractors. Training is recorded on Form No 510-01 Training Record of Attendance.

f. Vermin and Pest Control is carried out in accordance with Proc No 110 Pest Control

g. Foreign Object contamination is managed by GMP Policy (Doc No QA 011 Good Manufacturing Practices (GMP) Policy) GMP compliance is verified in accordance with Proc No 115 GMP Compliance Checking. Metal detection is carried out in accordance with Proc No XXX Metal Detector Operation.

h. Waste is managed in accordance with Proc No XXX Waste Management

i. Rework is avoided wherever possible, where rework does occur it is carried out in accordance with the relevant processing procedure and its associated Hazard Analysis.

j. Good Hygiene Practice:
1. Personnel Hygiene is managed in accordance with Proc No 105 Personal Hygiene
2. Cleaning and sanitation of buildings and equipment is carried out in accordance with Proc No 130 Cleaning - All Areas and PPE

k. Calibration of equipment is carried out in accordance with Proc No 120 Calibration of Measuring and Testing Equipment. A calibration register is maintained (Doc No QA 010 Calibration Register)

l. Only potable water supplied by [Insert name of local water supply authority] is used throughout our premises. Water is tested twice yearly in accordance with Proc No 430 Microbiological Testing.

m. Approved Suppliers are managed in accordance with Proc No 125 Approved Suppliers - Selection and Monitoring.

An Approved Suppliers Register (Doc No QA 007 Approved Suppliers Register) an Approved Inputs Register (Doc No QA 008 Approved Inputs Register) and an Allergen Register (Doc No QA 009 Allergen Register) are all maintained as part of our Approved Supplier Management System. Approved suppliers are reviewed annually based on their response to our Approved Supplier Questionnaire.

4.3.2 Corrective and Preventive Action

Corrective and Preventive Action is managed in accordance with Proc No 015 Non Conformances - Correction and Prevention. Records of corrective nd preventive action are maintained and recorded on Doc No QA 006.1 Non Conformance Report and summarised within Doc No QA 006 Non Conformance Report Register.

The Non Conformance register is reviewed at Quarterly Management Review Meetings in accordance with Proc No 425 Management Review.

4.3.3 Non-Conforming Product

A procedure outlining how non-conforming product identified during receipt, storage, processing, packing, handling or delivery is isolated and identified shall be provided. Non-conforming product or materials shall be handled and disposed of in such a manner that minimizes the risk of inadvertent use, improper use or risk to the inteqrity of finished product. Records of the disposal of non-conforminq product shall be maintained.

4.3.4 Food Legislation (Regulation)

4.4 Verification

4.4.1 Calibration

4.4.2 Internal Audits

4.4.3 System Review

4.4.4 Customer Complaints

4.4.5 Finished Product Sampling, Inspection and Analysis

4.4.6 Product Release

4.5 Document Control and Records

4.5.1 Document Control

4.5.2 Records

4.6 Product Identification, Trace and Recall

4.6.1 Product Identification

4.6.2 Product Trace

4.6.3 Product Recall