

## FOOD SAFETY AUDIT ACCORDING TO FOOD SAFETY MANAGEMENT SYSTEM (ISO 22000:2018) & (HACCP)



Food safety refers to routines in the preparation, handling and storage of food meant to prevent foodborne illness and injury. From farm to factory to fork, food products may encounter any number of health hazards during their journey through the supply chain. Safe food handling practices and procedures are thus implemented at every stage of the food production life cycle in order to curb these risks and prevent harm to consumers.

A food safety audit is a systematic, independent, and documented activity in which objective evidence is gathered and assessed to determine if a food safety system is appropriate and effective. Food safety audits also provide evidence that food is manufactured in a safe environment and help determine if hazards are properly identified and controlled or eliminated. Food safety audits evaluate conformance to different audit criteria such as Hazard Analysis Critical Control Point (HACCP), industry specific standards and guidelines, food safety management system standards, customer specific requirements.

### Benefits of Food Safety Audit

Food safety audits can be used to select suppliers, gain certification or recognition, or to monitor internal conformance with policies and procedures. They can also provide other benefits:

- Identify non-conformances (ex: inadequate or lack of control measures, insufficient training, etc.)
- Identify areas of opportunity for continual improvement
- improve business performance
- Review and update of a food safety system
- Identify trends (inefficient processes, job performance variation by shift, etc.)
- Identify underlying issues (ex: resistance to change, lack of management commitment, etc.)
- Provide feedback to management
- promote a sense of ownership in employees
- improve internal communication



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## INTEGRATED MANAGEMENT SYSTEM Benefits & Constrains



An integrated management system (IMS) refers to the seamless integration of several different standards into a common system that meets the requirements of each of the standards. This allows the organisation to work as a single unit with unified objectives.

When integrating several standards into one system the organisation needs to take certain things into account:

1. The standards being integrated along with their level of integration needs to be clearly considered and defined. Typically, ISO 9001, 14001 and ISO 45001 are integrated into one system, but it is not limited to just these standards. Organisations should look for commonalities between the different management system standards when choosing which ones to implement together, e.g., Plan-Do-Check-Act Approach to management and process control.
2. Any measure taken should be consistent with the basic objective of the system, i.e., does it help in achieving the business plan and do they suit the size and complexity of the organisation. One should think carefully before establishing extensive documented procedures in case they do not align with the organisational culture and practices.
3. The implementation of an IMS can have a considerable impact on how an organisation operates and manages its business processes.



While it can be tedious to meet the needs of the various management system standards in a unified system and many companies use it as a panacea of all ills as they feel it will make their systems leaner and more efficient. If done correctly an IMS can be very valuable to the implementing organisation. Some of the benefits of an IMS include:

- Meeting all standards' requirements with one set of policies and procedures.
- Increased efficiency and effectiveness.
- Reductions in costs associated with audits.
- Displays commitment to continuous improvement for the organisation.
- Presents a clear uniform image of the whole organisation.
- Reduces duplication, bureaucracy and maximizes resources.
- Increases time available to management to implement proactive measures.
- Improves internal and external communications
- The initial implementation of an IMS will require a significant number of resources such as time and effort in terms of training staff and conducting internal and external audits. The degree and effectiveness of the integration will also depend on the structure of the organisation. For example, in certain organisations different departments may handle different management system standards, e.g., environment and quality. For the benefit of the IMS these departments should work more closely together to ensure the successful implementation of the system. Constraints may arise here due to experience, educational background, or the effectiveness of the team.



An effective IMS can be of key importance to an organisation in facilitating trade and promoting sustainable development as well as adding value to the business.

# NEWSLETTER NO. 06



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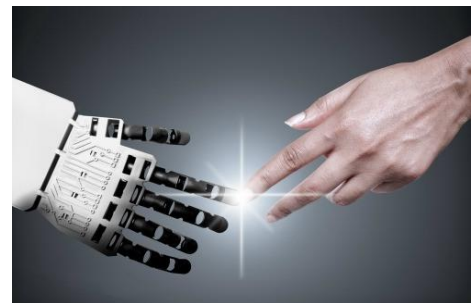
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## DRIVE DIGITAL TRANSFORMATION, WITH HUMANIZE OUTCOMES! DIGITIZATION EVERYTHING SUCCESS

Human Data with a combination of Ai and behaviour tools, corporate communications and applied advanced artificial intelligence (AI) and natural language processing (NLP) to give objective, data-driven measurements of diversity and inclusion, centrality (social cohesion), collaboration, and nuanced emotional signals between teams. These insights measure employee inclusion and diversity by analysing multiple factors including race, gender, age, interaction between teams, helpful vs toxic relationships, and dozens more. And these insights are tracked over time, so you can see improvements and disruptions across your organization.



## CUSTOMER CONTACT CENTRE THE MOST IMPORTANT FEATURE OF IMPLEMENTING (ISO 18295-1:2017)



Contains service requirements for in-house and outsourced customer contact centres of all sizes.



The requirements apply for all sectors and interaction channels, both inbound and outbound.



Relevant themes are the protection of customers, including their data, the competence and satisfaction of the centre staff and also their commitment.



The standard offers a proactive approach to consistently fulfilling the needs of both the corporate clients and their customers who use the centre.



Quality indicators are defined for communication of information, for customer interaction and for handling of complaints.



Certification is available individually or in combination with ISO 18295-2 and ISO 9001.

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## LATEST NEWS:

Burgan Bank got the awareness training session of Customer Contact Centre ISO 18295-1:2017 for Customer Service Department by our expert & approved trainer: Fadi Kheder



## BUSINESS ETIQUETTE & PROFESSIONALISM TRAINING

**Business Etiquette training course** will improve your staff's understanding of exactly what professional etiquette is, and with some customization, introduce them to the expected levels of etiquette in your organisation. As participants, your staff will learn how to conduct themselves more professionally, communicate more effectively and acquire the tools to create that all important first impression.

## INDIVIDUAL & COPORATE TRAINING

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