

Quality Assurance – Can
You Afford Not to Have it?

Introduction to Food Safety

- Ensuring that food is safe to eat and is of critical importance to the Food Manufacturing Industry
- **Why?**
- Consumers have indicated that food poisoning is their most common food-related concern
- The food industry relies on consumer confidence for its growth and prosperity

Ask the
Questions –
What are your
Customers
Requiring?

- **Quality assurance does not need to be complex**
- **Implement a base scheme that your processors & buyers are asking for**

Quality Management System



This is not the
option



Doing nothing is not an option!

Our major retailers and exporters are asking all industries to adopt specific forms of quality assurance programs, this will vary between different industries.

- **HACCP**
- **Freshcare**
- **HARPS**

Types of QA programs

- **HACCP (Hazard Analysis Critical Control Points)**
- **Freshcare is designed by industry for industry**
- **Global Gap – Good agricultural practices**

About the Food Safety Program

Food safety programs are designed to provide a high level of confidence in food business ability to produce safe and suitable food.

The manufacturing company is responsible for:

- Identifying all hazards
- Putting controls in place
- Ensuring effectiveness

Quality

- **Say what you do !**
- **Do what you say !**
- **Prove it !**

Risks

Potential risks include:

- Salmonella- Gastroenteritis
- Aflatoxins – Produced by naturally occurring fungi
- MRLs – Breaches in Maximum residue limits

Documentation



- Documented records are a critical component of any food safety program
- They are evidence that all required processes and checks have occurred .
- Food safety records are a legal document and may be required to be present in a court for a legal defence
- **If it wasn't documented, it wasn't done !**

Traceability



Traceability is the process of identifying where, how and when the product was made and which consumers it was sent to.

Traceability is necessary to:

- Protect the consumer
- Protect the company
- Comply with regulations

Contamination



Physical contamination can include

- Human hair
- Band-Aids (especially in almonds due to the same colour as the kernel)
- Glass
- Animal droppings

Chemical contamination



Types of chemical agents that can contaminate food include:

- Cleaning chemicals
- Sanitisers
- Agricultural chemicals
- Food additives
- Allergens
- Genetically modified foods

Food fraud



Food fraud is now a major concern in Australia with over 100 cases being reported to police over the past 18 months. Most of you will be aware of the strawberry case involving sewing needles. This has cost the fruit industry tens of millions of dollars with consumer confidence at an all time low.

Costs to Industry

- **Think you are immune to Quality assurance issues ?**
- **Think again**

Recent cases

In February 2018 a listeria outbreak killed 7 people.

By March 25th rockmelon sales plummeted down 90% costing the industry 60 million dollars in lost revenue to farmers. It is still recovering to this very day.

Consumer confidence

Regaining consumer confidence after consumers have become sick or dead is a lengthy process . Many processors and farmers may not survive the financial turn around. It may take several years to regain consumer confidence and lost markets!

Competition

- In 2011, raw pistachio kernels from the US were rejected due to aflatoxin being detected in excess of the specified MRL.
- In 2009, Sunbeam Foods undertook a product recall of all 80 gram packets of US pistachios due to detection of Salmonella

Take home messages

- Choose a quality assurance program your buyers are asking for
- Streamline your record keeping, don't over complicate it!
- Complete Quality training or use a consultant

Questions or Comments

Thank you