



Active Managerial Control Principles in Foodservice Operations

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Goal for Today

- Learn how to implement a food safety management program to achieve active managerial control (AMC) of food safety risk during retail operations



Learning Objectives

1)What will the program (webinar) accomplish? The webinar will update participants on the how to implement a food safety management program to achieve active managerial control (AMC) of food safety risk during retail operations. Active managerial control is a system developed by the FDA that prescribes the management of processes in a retail food service and sales environment to prevent hazards from occurring during food prep. This webinar will provide an overview of the systems and how to use them to prevent foodborne disease outbreaks.

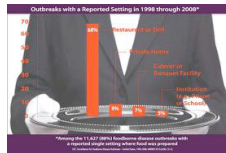
2)Why is this session considered an important educational experience? Generally food safety management at retail omits the most important aspect of prevention, monitoring the actual processes and preventive controls during food prep to ensure the controls are working. The FDA promotes an active managerial control system as a means to enhance the dual responsibility of operators and regulators to control risk, and this educational experience will enhance this mission.

3)How will the session help attendees? Attendees should look at food safety management at retail differently after participating in the webinar. Emphasis will be on managing risk via defined SOP's, monitoring critical SOP's, and making corrective action of issues before they lead to food adulteration and foodborne disease outbreaks.



Single Setting foodborne disease outbreak investigations

- According to the most recently published data from the U.S. Centers for Disease Control and Prevention (CDC), 88 percent of foodborne disease outbreaks in the United States between 2013 and March 26, 2015, were caused by a single food preparation location.
- As reported in previous years, retail foodservice establishments were again the most commonly reported locations leading to foodborne disease outbreaks in the United States.



The Best Means to Prevent a Foodborne Disease Outbreak in Retail Food Service Establishments

A Food Safety Management Program in a retail foodservice business that is focused on the continuous identification of hazards and the implementation of Food Safety Management Systems (FSMSs) to prevent these hazards is the most important means to proactively ensure food safety in a food business.



Figure 2. Components of a Retail Food Safety Management Program?



Implementing a Food Safety Management Program to Achieve Active Managerial Control

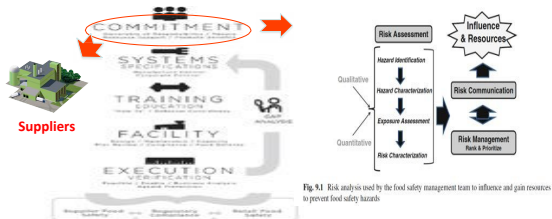
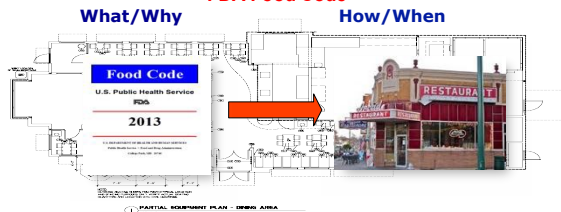


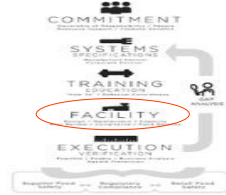
Fig. 4.1 Risk analysis used by the food safety management team to influence and gain resources to prevent food safety hazards



All Retail SOP's and Recipes Based on the Most Current FDA Food Code



Facility's Designed for Food Safety



Facility's Designed for Food Safety

Procedure and facility reviews follow the flow of food, from the Restaurant's receiving door to the customer.



Facility's Designed for Food Safety And Regulatory Requirements (Permit)

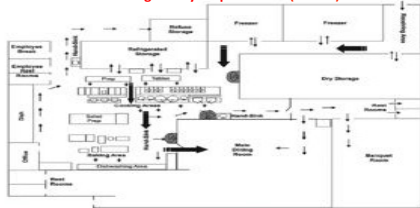
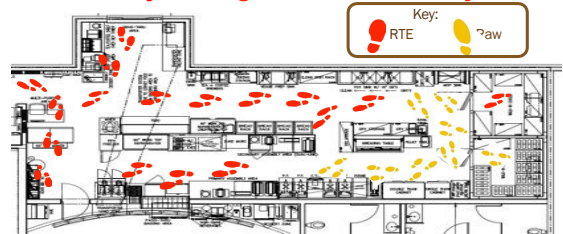


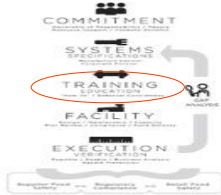
Fig. 4.1 Design of a retail facility to enable separation and only flow of use to RTE food preparation preparation.



Facility's Designed for Food Safety



All Retail Training Based on the Most Current FDA Food Code and Company SOP's/Recipes



All Retail Training Based on the Most Current FDA Food Code and Company SOP's/Recipes



MANAGER TRAINING
SERVSAFE



Learn about foodborne illness, how to prevent it and how to train employees in food sanitation. Choose from several online, classroom and language options. Earn nationally accredited food safety certification from the National Restaurant Association.

EMPLOYEE TRAINING
SERVSAFE FOOD HANDLER



Learn basic food safety practices for preparing and serving food. Earn your food handler certificate from the foodservice experts, the National Restaurant Association.

- What You'll Learn
- How to Get Started



Restaurant Owner/Operator Training



- ❑ New Owner/Operators are trained in all food prep/food safety procedures before operating a restaurant
- ❑ Current Owner/Operators are re-certified on food safety:
 - All New product rollouts
 - Via a Beyond ServSafe course every three years



BEYOND SERVS SAFE®
applying food safety principles in your restaurant



CFSM Level Training (PIC)

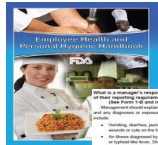
Always have a **Certified Food Safety Manager (CFSM)** as your Person in Charge of the Restaurant

Equipped to perform and make corrective actions during all daily self-assessments to achieve Active Managerial Control of Food Safety risk



CFSM Level Training (PIC)

Performs and makes prescribed corrective actions during all daily self-assessments to ensure Active Managerial Control of Food Safety risk



e.g.,
 process
 HACCP checks
 or employee
 health checks



Employee Level Training (food handler)

General food safe handling of foods with "why"

- Prevention based- e.g., prevention of cross contamination focus
- Health based- e.g., employees should be trained on when to report symptoms, injuries and infectious disease to the PIC, and must comply to exclusion or restriction orders unless they can show they are no longer at risk (linked to self-assessments and sick log)



Food Safety Management Systems (FSMS) based on Company's Facilities, SOP's, and Recipes



H. King, *Food Safety Management: Implementing a Food Safety Program in a Food Retail Business*, Food Microbiology and Food Safety, DOI 10.1007/978-1-4614-6205-7_4, © Springer Science+Business Media New York 2013.



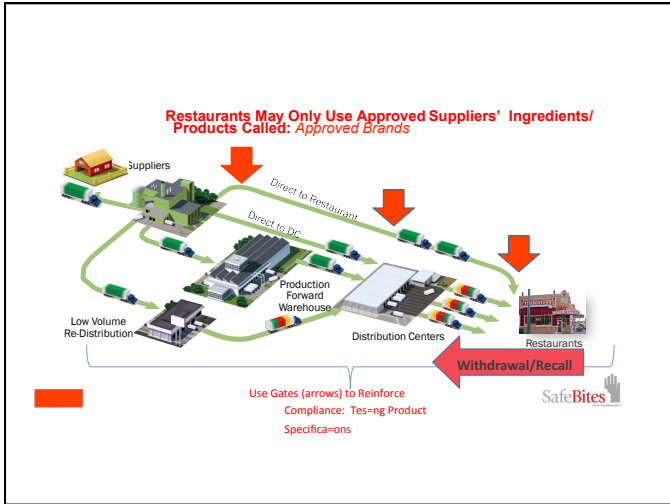
Food Safety Management Systems (FSMS) based on Company's Facilities, SOP's, and Recipes

Table 4.3 Example manufacture and corporate control systems necessary for hazard control managed by the food safety management program

Manufacture control systems	Corporate control systems
Prerequisite specifications—suppliers	Cross-contamination and response
Prerequisite specifications—retail units	Supplier certification and verification
Supplier HACCP	Retail unit specification verification
Retail unit HACCP	Product traceability
Supplier finished product specifications—recipes/procedures (also see Fig. 4.6)	Customer surveillance and response
Retail unit finished product specifications—recipes/procedures	Product defect surveillance—supply chain
Distribution finished product handling/transportation specification	Ingredient/product defect investigations and resolution
Product defect reporting—retail	Product withdrawal/recall communications and compliance
Distribution/transportation temperature control	Document control and records
Education specifications of retail employees/supplier employees	Education specifications of corporate staff employees

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Suppliers Must Remain in Compliance to Facility Prerequisites As Approved Brands Certification

GFSI +

- FSMA Compliance (HARPC and IA)
- HACCP and Process verification and validation
 - Receiving – processing – packaging – shipping
- GMPs
 - Allergen Control
 - Sanitation
 - Recall
- Food Defense for IA
 - Preventing tampering
 - Pest Control Chemicals

Verifications of HARPC for each product at each production run

SafeBites

Suppliers Must Remain in Compliance to Product Production Specifications as Approved Brands Certification

Example: Undeclared Allergen Specifications:

- Each plant specifically lists all allergens used in facility-lines
- Facility must produce and maintain documentation of ingredient use for each batch of product- retain samples
- Decision tree used to determine additional undeclared allergen prevention program (undeclared allergen prevention programs based on use of allergens (e.g., peanuts) and cleaning programs/line use within the facility)
- Verification process (equipment and final product testing to verify ingredients and verification of undeclared allergen prevention program)
- Updated annually unless change in allergen use within the facility

Verification on at product production runs

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Restaurants Must Verify Use of Approved Brands

Products Delivered to Restaurants must be verified

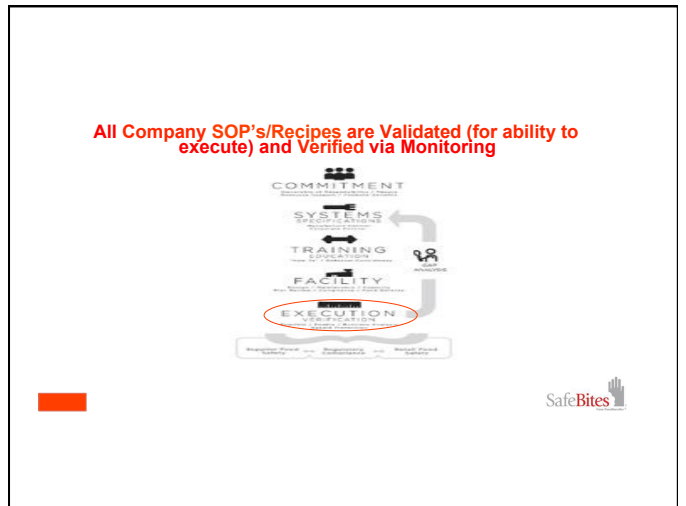
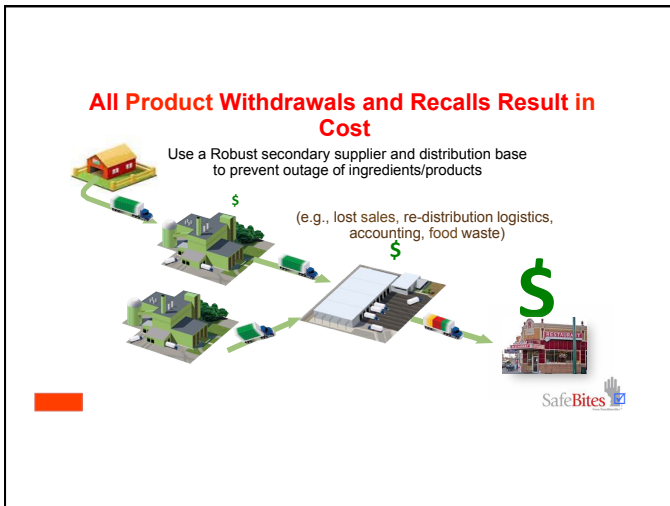
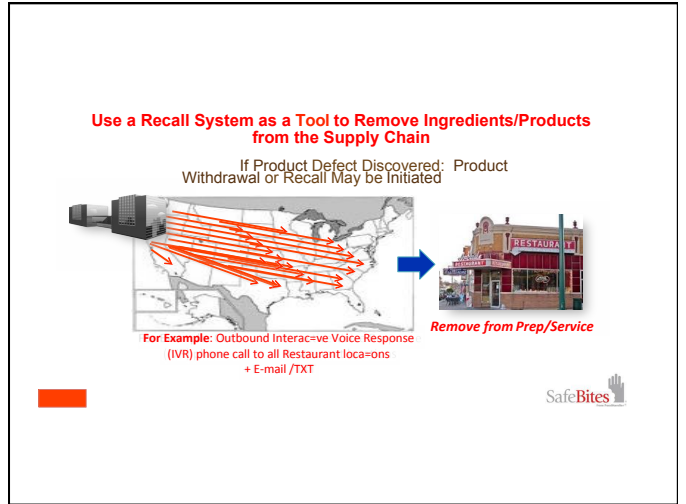
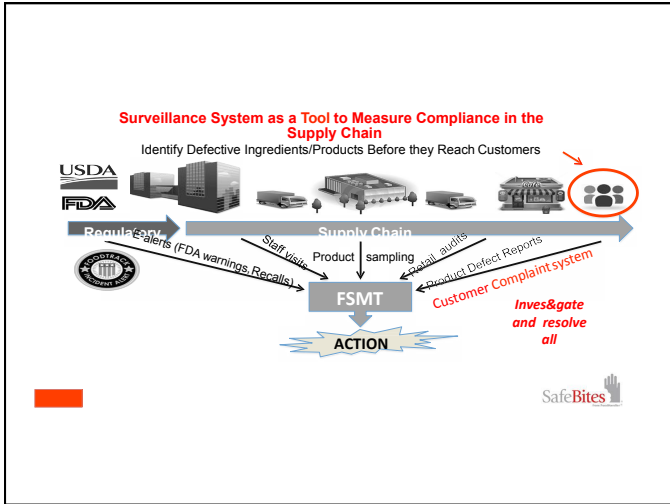
- Bulk product labeling (e.g., Corporate selected and tested peanut oil) with validation of approved

Receiving and Storing Products

General Procedures

1. Receive and store all products in timely manner, minimizing exposure of frozen and refrigerated products to the Temperature Danger Zone (40°-140°F).
2. Examine all products upon receipt.
 - Verify that products have come from Chick-It-A approved suppliers. In particular, only approved brands of peanut oil (Cargill and ADM), which are ordered through MBM, can be used.

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Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems

Restaurant Self Assessments



Paper based



Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems- e.g., "Cook"



Mobile device based



Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems- e.g., "Cook"

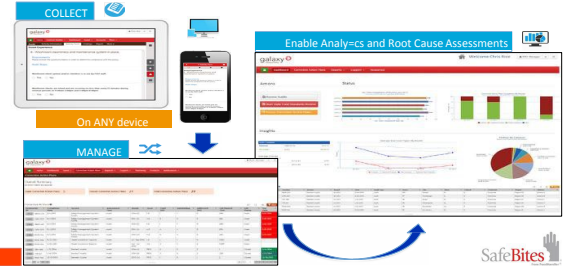
Restaurant Self Assessments



Corrective Actions Defined and Implemented During Self-Assessments



Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems



Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems- e.g., "Cook"

Alerts and root-cause analytics

A Case Study

Chicken size/weights not to SPEC Does not thaw and cook in current SOP

Discover it's a supplier not operational issue; **Corrective Action** = ensure size/ weights in SPEC from suppliers

Corrective Actions Defined and Implemented During Corporate Management

SafeBites

Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems- e.g., "employee health"

Monitor employee health

- Person in Charge (PIC) must be trained on how to restrict or exclude employees from working with food if they have certain symptoms, injuries, and infec-tious diseases.
- Team members must also be trained on when to report these symptoms, injuries and infec-tious disease to the PIC, and must comply to exclusion or restric-on orders un-l they can show they are no longer a risk.

Ensure personal hygiene

- Use proper hand washing procedures and eliminate bare hand contact with foods that are ready-to-eat (RTE).

These basic procedures are important components of a health policy in the off chance that an team member or PIC is not properly monitoring team member health. (I.e. a team member may not report an illness or injury to the PIC or the PIC may not notice a team members illness)

SafeBites

Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems- e.g., "employee health"

Verify daily and document

- Verify training of managers on *Employee Health Monitoring Requirements* and team members on *Employee Illness Reporting* as part of a restaurants health policy inspection. Keep updated records that show all PIC and team members have been trained.
- The PIC should be checking to verify employee health and personal hygiene daily
- The PIC should keep a "sick log" of employees who have called in sick and what ac-tions were taken

SafeBites

Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems- e.g., "employee health"

Restaurant Self Assessments

- Check employees during this shift for signs of illness ([click here for list of signs of illness](#))
- Ask each employee if they have had any of the following symptoms today or within the last 48 hours ([click here for list of symptoms to review](#))

To complete Corrective Action for this issue review a TRIP assessment


Corrective Action Taken?

Issue corrected during assessment

Mobile device based

SafeBites

Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems- e.g., "employee health"



Restaurant Self Assessments

If Not Compliant:

CORRECTIVE ACTION

Exclude employee from work

- Record employee's name and symptoms in the Sick Log ([click here for current sick log](#))
- Require doctors note before employee may return to work

Mobile device based



Validation of Restaurant Operations Food Safety Management Systems

Field and Third Party Assessments become Corrective Action and Coaching Based Value (with validation of SOP's)



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For Example



Value Proposition for Achieving Active Managerial Control

Retail Foodservice Businesses:

- Ensure the business always serves safe food and enhance the business's reputation as a safe place to eat
- Empower self-regulation to reduce health inspection violations and low health inspection scores/grades that negatively affect the business
- Enhance food quality and more consistent products in restaurant chains for consumers
- Due to better supplier management controls, reduce paying for defects and enable more rapid recall of ingredients and foods discovered to be adulterated



For More Details on Food Safety Management to Achieve Active Managerial Control




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Questions?

Learn more @

<http://www.publichealthinnovations.biz>

