1. Purpose
   1. This procedure describes Management Responsibilities for the SQF Food Safety Management system at The Company.
2. Responsibilities
   1. Top Management is responsible for
      1. Providing evidence of its commitment to implement and maintain an effective Food Safety Management System meeting the requirements of SQF, and supporting its ongoing improvement.
      2. Establishing and reviewing food safety objectives.
      3. Establishing a Policy Statement, and reviewing it for continuing suitability.
      4. Communicating the Policy Statement, and making sure it is implemented at all levels of the organization.
      5. Preparing an organizational chart and job descriptions to show the reporting structure for all those with food safety responsibilities.
      6. Providing adequate resources for the SQF System.
      7. Designating an SQF Practitioner.
      8. Identifying the Management Review Team.
      9. Ensuring the availability of resources.
   2. It is the responsibility of the management review team to schedule and conduct management review meetings in compliance with this procedure.
   3. The SQF Practitioner is responsible for collecting summary reports and data from the responsible functions for input to management review, and providing monthly updates to management on the status of the system.
   4. The management review team members are responsible for bringing information and progress reports on action items assigned to them at previous management review meetings, information on planned changes that could affect the SQF System, planning needs and activities and recommendations for improvements to the system.
   5. The SQF Practitioner is responsible for correction and corrective action on food safety related customer complaints.
   6. Top management is responsible for establishing, implementing and maintaining procedures to manage potential emergency situations and accidents that can impact food safety.
   7. Top management is responsible for notifying SQFI and the Certification Body within 24 hours if a food safety event requires public notification.
3. Definitions
   1. Top Management: Put your definition of top management here
   2. Management Review Team: Identify who will be on the management review team. By title of function, not individual names.
4. Instructions
   1. Top Management has established a Food Safety Policy, and reviews it for continuing suitability during Management Review meetings.
   2. The Policy Statement is:  
      Insert your policy here. Outline your commitment to supply safe food. Define methods used to comply with customer and regulatory requirements. Include a statement of top management’s commitment to continually improve the food safety management system. Have a copy of the statement signed by senior management, and prominently displayed in your facility.

Example Policy (create your own): *THE COMPANY is committed to building customer trust and confidence by providing our customers with safe, quality food products and ingredients. We strive for full compliance to all customer, statutory, and regulatory requirements. Our company has designed, implemented and maintains an SQF Food Safety Management System and objectives to effectively manage food safety throughout the organization. We strive to continually improve the SQF System. THE COMPANY involves its employees, suppliers and customers in food safety management efforts through effective communication of food safety issues.*

* 1. Top Management communicates the Policy Statement in employee orientation training and during company and department meetings and functions.
  2. Top Management has established measurable food safety objectives to support the food safety policy.
  3. Senior Management has designated an SQF Practitioner and documented the assignment on the organizational chart.
     1. The SQF Practitioner is responsible for
        1. Leading the development, implementation, review and maintenance of the SQF System.
        2. Taking appropriate action to ensure the integrity of the system.
        3. Communicating information regarding the system to relevant personnel to ensure the continued effectiveness of the system.
        4. Validating changes to food safety plans.
        5. Providing a monthly update to management on the status of the food safety system and maintaining records of the updates.
     2. The SQF Practitioner completes the training modules in the Complete Training & Implementation Package for SQF Edition 8 for Manufacturers, or other training.
     3. Training certificates are maintained to demonstrate successful completion.
  4. Senior management communicates reporting structure, responsibilities and authorities through the use of the organizational chart and job descriptions.
  5. Senior management approves the organizational chart and job description, and records approval by signing the original copies.
     1. Management prepares the organizational chart, clearly showing the reporting structure for all functions with responsibilities or tasks that have an effect on food safety.
     2. The organizational chart is printed, signed and posted to communicate to all staff.
     3. Management assigns responsibility for preparing and maintaining job descriptions for all functions with responsibilities or tasks that have an effect on food safety.
     4. Each job description designates the function responsible for covering responsibilities of the position in case of the absence of the primary person filling the position. A record of each job and their designated back up is maintained on the Designated Cover Personnel Register F-210-001.
  6. Senior management assigns the responsibility for the Training of Personnel to ensure that all personnel in functions that affect product legality and safety have required competencies.
     1. The responsibilities, process, records and implementation for the training are documented in the procedure P-290, “Training”.
  7. Senior management emphasizes to all staff their responsibility to report food safety and quality problems to their Supervisor, the SQF Practitioner or directly to Senior Management.
     1. Reporting food safety and quality problems is included in employee orientation, SQF Training and in regular department meetings.
  8. Management Review
     1. The SQF Practitioner meets with management at least monthly to review the system, and keep minutes of the meeting and actions assigned.
     2. The management review team performs reviews at least annually to evaluate the continuing suitability and effectiveness of the SQF system in satisfying the requirements of the code and the Food Safety Policy. The SQF Practitioner schedules the meeting and notifies team members.
     3. The Practitioner collects data and summary reports and provides copies to the members of the management review team one week before the scheduled meeting.
     4. The Practitioner Leader prepares an agenda for each meeting that includes review of:
        1. The Policy Statement
        2. The Food Safety Manual
        3. External audits or inspections
        4. Internal audits
        5. Corrective actions, investigation and resolution
        6. Customer complaints, investigation and resolution
        7. Any changes to the GMPs and Food Safety Plans.
     5. Review may also include relevant information such as:
        1. Data from the SQF system
* Review of validation and verification monitoring
  + - 1. Follow-up actions from previous management reviews,
      2. Planned changes that could affect the SQF system,
      3. Emergency situations, accidents and withdrawals
      4. Results of system-updating activities
      5. Communication activities and customer feedback
    1. Management analyzes the data, identifies improvement opportunities and assigns action items, and corrective actions as appropriate.
    2. Management takes action on any resource needs, appropriate revisions to the food safety policy, and any actions needed related to assuring food safety.
    3. Minutes are taken at each meeting, recording discussions, decisions and actions and due dates assigned. Data and reports that are reviewed are attached to the minutes of the management review meeting.
    4. The minutes, with attached data and reports, are maintained as a record of management review.
  1. Customer complaints are received by customer service and entered into the complaint and feedback spreadsheet. Quality assurance reviews the information to determine if there is a possible food safety hazard.
     1. Each complaint is assigned a category:
        1. Possible food safety hazard
        2. Not Food Safety
     2. All complaints classified as a possible food safety hazard are immediately brought to the SQF Practitioner.
        1. The Practitioner determines if immediate correction is required, and initiates any required action.
        2. The Practitioner initiates a Corrective Action for each food safety or quality related complaint through the corrective action process.
     3. The Practitioner trends consumer complaint data and brings the information to Management Review Meetings and operational meetings for discussion and to assign actions on negative trends.
  2. Crisis Management Planning
  3. Senior management identifies possible accidents and emergency situations and prepares a Crisis Management Plan. (You may want to use the template F-210-002 Crisis Management Plan. Complete one form for each type of incident or each response plan)

Research risks and hazards as they apply to the company and products

Research government or association plans to identify relevant issues or existing plans

Identify best practices for the industry or area for emergency response

Identify resources

Possible situations include:

1. Food adulteration caused by a deliberate act of sabotage or terrorist like incident
2. Product contamination
3. Foreign objects in product
4. Communicable disease
5. Mislabeling
6. Package defects
7. Consumer claims
8. Supplier notifications
9. Tampering or threats of tampering
10. Fire
11. Water leak
12. Toxic chemical leak or dispersion
13. Terrorism
    1. Prepare a list of possible situations.
14. Determine if the risk can be reduced or eliminated with risk control measures. Evaluate the process, facility or other factors that lead to the risk to see how they can be changed or managed
    1. If you are unable to eliminate the risk, perform a risk analysis for each potential situation to determine the need for a prepared response plan. Base your risk analysis on:
       1. The likelihood of occurrence
       2. Ability to predict the situation and ability to prevent occurrence
       3. Potential effect on food safety
       4. Probability product will cause adverse health or death
       5. Potential effect on safety of personnel
       6. Time required to respond
       7. Ability to control affected product
15. Forms and Records
    1. F-210-001 Designated Cover Personnel Register
    2. F-210-002 Crisis Management Plan
    3. Minutes of management review meetings
16. Attachments
    1. None
17. Related Documents
    1. None
18. References
    1. None