

Conformity to Standards- A prerequisite for Sustainability

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- To outline the benefits of Standardisation.
- To highlight standards applicable for Agro-processors.
- The role of the GNBS in facilitating competitiveness of the local businesses.

Objectives

Benefits of Standardisation

Why implement Standards?

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- **Clear communication**

Standards in Action

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- Knowledge of best practices eg: Foreign Body Detection

Standards in Action

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- **Verification of product quality and safety by engaging in Product Testing and Inspection**

Standards in Action

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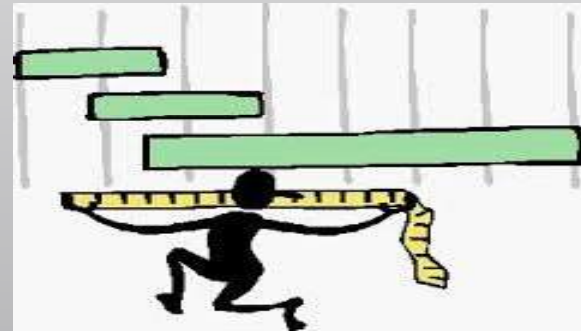
- **Labelling requirements:**

- Name of the product
- List of ingredients
- Net content
- Name and address of the manufacturer and packer
- Country of origin
- Lot identification
- Date marking and storage requirements
- Instructions for use etc.....
- Registration of labels

Standards in Action

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A standard is a document that provides requirements, specifications, guidelines or characteristics that can be used consistently to ensure that materials, products, processes and services are **fit for their intended purpose**.



What is a standard?

- Quality – The totality of characteristics of an entity that bears on its **ability to satisfy stated and implied needs.**
- Quality means
 - Reliable
 - Innovative
 - Safe
 - Fit for intended purpose

What is Quality?

**Quality is meeting
customer needs**



Philip Crosby
Four Absolutes of Quality Management
1979

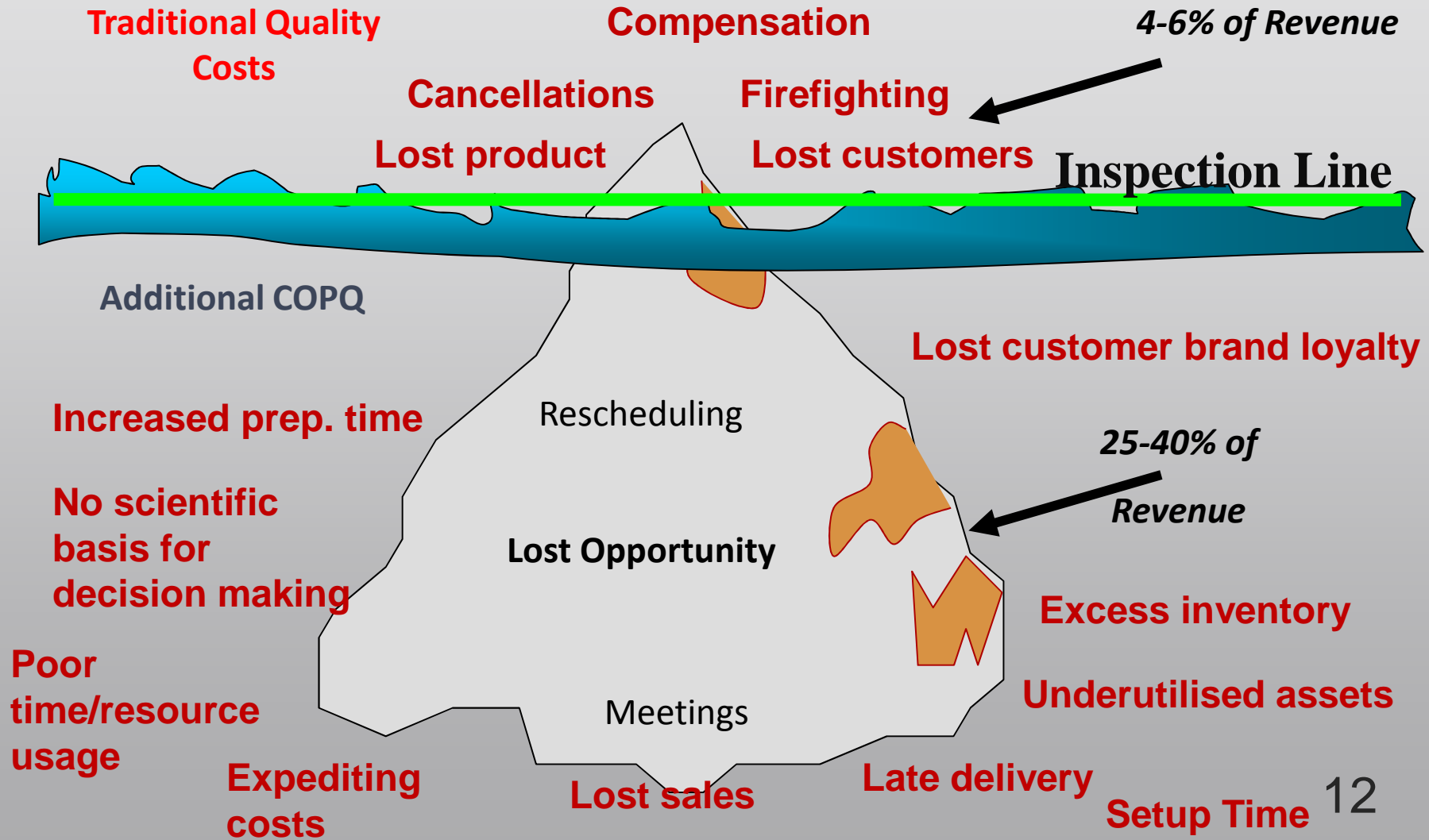
▣ Characteristics of quality

- Conformance to requirements
- Fitness for use
- Value for money
- Reliability
- Dependability
- Maintainability
- Consistency
- Perception
- Safety



Definitions

COPQ – Cost of Poor Quality





Working without Standards!

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The challenges of working without Standards


- Undefined system processes
- Untrained staff
- Little room for innovation
- Compromised product quality
- Untapped local and export potential
- Lack of information on existing standards
- Focus is on cutting cost and not investing in quality and food safety requirements





Initial Challenges

- Finance- standardisation is not cheap
- Infrastructural modifications
- Documentation
- Staff capacity building
- Sustainability of the standard
- Change in habits



International Standards bring technological, economic and societal benefits. Conformity to International Standards helps reassure consumers that products are safe, efficient and good for the environment.

What are the benefits of International Standards?

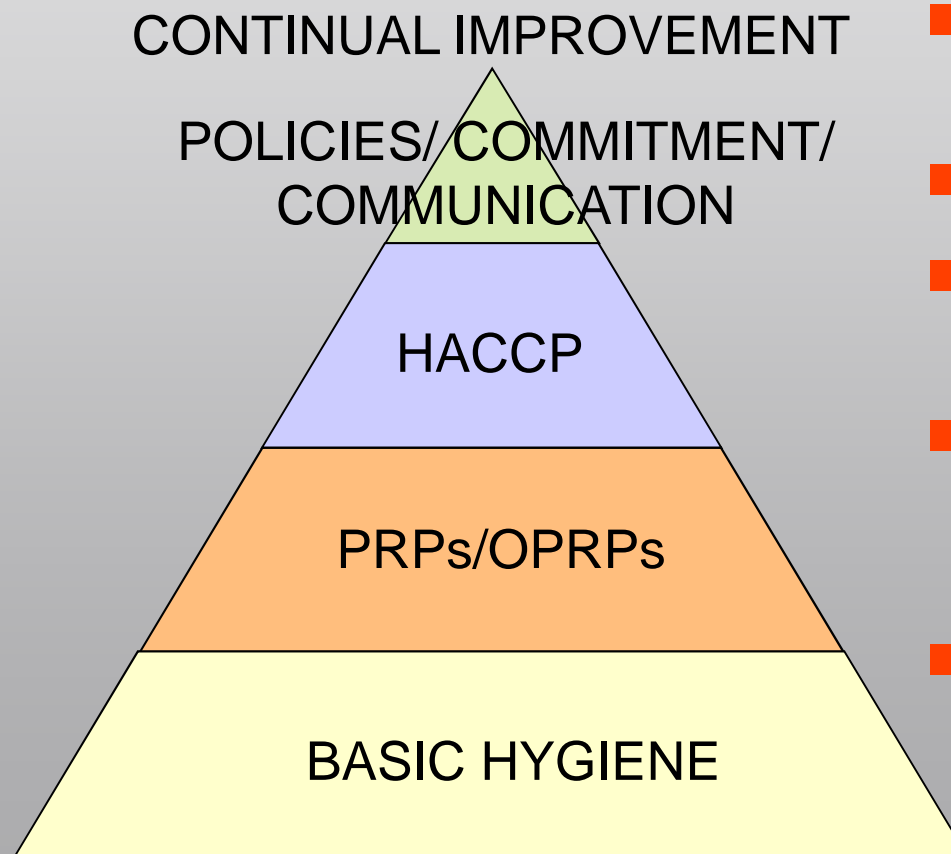


What is required to implement Standards?

- Unwavering leadership (not only when convenient)
- Clear deployment strategy, tangible goals & measurable, traceable objectives
- Frequent & clear communication with ALL staff
- A dedicated “champion role” in managing the food safety programme
- Reward/recognition incentives related to conformance to food safety criteria



Building a Sustainable System



- Controlled formal management system
- Top Down Focus
- Systematic management policies & objectives
- Homogeneous procedures, work instructions & specifications
- Internal & external audits

Benefits of standardisation

➤ ENHANCED PRODUCT QUALITY

Standardisation allows for increased product testing. Improved Packaging to reflect the customer's need.

➤ WELL DEFINED PROCESSES

This will allow for effective traceability of raw and packaging materials. From farm to fork.

➤ REDUCTION IN TBT's

Access to local and export markets in spite of stringent regulations and legislations.



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➤ **GOOD MANUFACTURING PRACTICES**

Provides independent verification that the basic practices and prerequisites for the implementation of an effective HACCP food safety programme are being followed.

➤ **TRAINED AND COMPETENT STAFF**

Staff will become competent in quality and safety management procedures and protocols through training

➤ **JOINING THE GLOBAL COMMUNITY**

Standardisation will position the company on par with other international companies within the global food chain.

➤ **CUSTOMER SERVICE REVOLUTION**

An ability to determine gaps between management's expectations of customer service levels and actual delivery levels

Benefits of standardisation

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➤ **FOSTERS INNOVATION**

Standardization is an enabling process, that pushes forward innovation

➤ **PREVENTIVE MAINTENANCE**

Preventive maintenance is essential for maintaining customer service

➤ **CATALYZES EXPANSION**

Reaping the benefits of standardization will create an enabling environment for further expansion

1. **GYS 238 (ISO 9001) standard, *Quality management systems – Requirements.***
2. GYS 89 (ISO 14001) standard, *Environmental management systems - Requirements with guidance for use.*
3. GYS 461 (ISO 22000) standard, *Food safety management systems - Requirements for any organization in the food chain.*
4. **GYS 231 standard, *Requirements for good management practices for micro, small and medium enterprises.***
5. GYS 471:2009, *Quality Management – Customer Satisfaction – Guidelines for Codes of Conduct for organization.*

Standards applicable for Agro-processors


6. GYS 469:2009, *Quality Management – Customer satisfaction – Guidelines for dispute resolution external to organization.*
7. **GYS 209 (ISO/TS 22002-1) standard, *Prerequisite programmes on food safety, Part 1: Food manufacturing***
8. **GYS 13 (CRCP 5:2010) standard, *General Principles of food hygiene***
9. **GYS 9-9 (CRS 5:2010) standard, *Specification for labelling of pre- packaged foods***
10. ***HACCP Requirements***

Standards applicable to Agro-processors

- BRC (British Retail Consortium)
- SQF (Safe Quality Foods)
- IFS (International Features Standard – Food)
- FSSC 22000 (Food Safety System based on ISO 9001)

Global Food Safety Initiative (GFSI) certification schemes




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- Food Safety Modernisation Act
 - Good Agricultural Practices
 - Global GAP
 - Codex Alimentarius

Food Safety Regulations/Requirements

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Prerequisites for Trade 26

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- Training and Consultancy Services
 - Calibration and verification Services
 - Standards Development
 - Publication and sale of Standards

The role of the GNBS

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Deming On Processes

“Eighty-five percent of the reasons for failure to meet

Customer expectations are related to deficiencies in

systems and process... rather than the employee.

The role of management is to change the process

rather than badgering individuals to do better.”

– W. Edwards Deming 28

Thank you

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