

HACCP <i>Europa.com</i>	QUALITY SYSTEMS MANUAL	<i>Issue: 1</i>	<i>Ref No:</i>
		<i>Issued by:</i>	
	Contract Review and Customer Focus management	<i>Approved by:</i>	
		<i>Issue date:</i>	
		<i>Approval date:</i>	
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PURPOSE:

To ensure that processes are in place to determine any customer requirements and expectations with regard to product safety and quality, and ensure these are fulfilled.

RESPONSIBILITY:

All Managers are responsible for ensuring that all personnel reporting into them carry out their duties as documented in this procedure.

The management shall ensure that customer requirements are determined and are met with the aim of enhancing customer satisfaction. Customers need confidence that the organization produces under controlled conditions.

INSTRUCTIONS:

1. The company's senior management shall ensure that processes are in place to determine any customer requirements and expectations with regard to product safety and quality, and ensure these are fulfilled.
2. All of the requirements have to be relevant to the nature of the product and also the specific requirements of the customer.
3. It needs to be established what are the lines of communication and who are the designated representatives responsible for liaison with the customer base. It must be ensured that the customer has a clear understanding of who they should communicate with and how this is undertaken.
4. Internally within the company, staff should understand their role. The level of communication needs to be appropriate for the nature of the business relationship. In large companies, or those part of a Group, there may well be an individual manager based in head office who is designated for prime contact with the customer and who will co-ordinate all matters both technical and commercial on behalf of the Group. When dealing with a retailer, it is likely that there is a designated Manager for customer contact, however where own brand products are sold to a large number of customers, a review with an individual customer would not be practical. However, the main purpose here is to capture

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a mechanism that ensures feedback is obtained on performance which can then be acted upon.

5. It is clear that product specifications form the basis of the customer's requirements and need to have been agreed and formally signed off by the customer.
6. The review of customer requirements needs to be carefully planned and undertaken on a regular predetermined frequency where appropriate. The frequency is not specified in the Standard and will, of course, vary according to individual customer requirements.
7. The ideal model for a major customer, such as a retailer, would be to ensure a contract review procedure is established and carried out. This would detail the frequency at which this review would take place and have clear meeting or report Agendas, these may include as guidance:
 - Complaints from the customer
 - Specification review
 - Product development
 - Issues from site visits
 - Reporting procedures for out of specification products
 - Production issues
 - Internal audit review
8. "Key Performance Indicators" (KPIs) and regular reports of these targets are often used as a basis for review. These should be documented and the results communicated to staff through meetings or posting on employee notice boards for example.

RECORDS APPLIED TO THIS PROCEDURE:

- Annual review

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DOCUMENTATION RETENTION:

The records applied to this procedure are to be kept on file for a minimum of 3 years.

AMENDMENT RECORD SHEET

Amendment Record Sheet			
Issue No	Date	Revised Issue Details	Revised by