

HACCEuropa.com	QUALITY SYSTEMS MANUAL	<i>Issue: 1</i>	<i>Ref No:</i>
		<i>Issued by:</i>	
	Purchasing Management	<i>Approved by:</i>	
		<i>Issue date:</i>	
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SCOPE: This procedure applies to employees who are responsible for purchasing.

PURPOSE: To provide confidence that the purchased product conforms to the specified requirements and that customer's order will be met.

RESPONSIBILITY: It is the responsibility of the management to ensure that the following procedures are adhered to and understood by all relevant personnel and the personnel follow State or local health department requirements.

The Commercial Manager is responsible for the purchasing of all quality related products and services. The Technical Manager is responsible for the evaluation of food suppliers and packaging suppliers

INSTRUCTIONS:

Supplier approval

1. The Technical Manager is responsible for agreeing a specification or letter of agreement for the product with the supplier.
2. For a new product supplier the Technical Manager must approve the supplier having regard to our own customer requirements and once satisfied with the specification and due diligence information will authorise the supplier.
3. The due diligence information will be as a minimum
 - Completed Supplier Audit or BRC Certificate or National Equivalent or GlobalGap certificates or national equivalent
 - HACCP Plan
 - Ethical trading self audit or third party audit
 - Supplier self audit
4. The information can be held on file with the Technical Manager or can be requested from the supplier at 24 hours notice
5. The Technical Manager must ensure ongoing assessment.
 - New suppliers intake performance is reviewed after their first delivery and then is based on ongoing assessment

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- Intake Quality Performance, results are reviewed by the Technical Managers and at the Management Meeting
 - Supplier visits at the discretion of the Technical Manager.
6. Approved Supplier database is reviewed by the Technical Managers and at the Management Review.
 7. Each supplier must be risk assessed.
 8. Where a supplier is causing quality issues for the company or is uncompetitive the Commercial Manager and Technical Manager are notified and have the authority to remove them from the Approved Suppliers database.
 9. All purchases must be made from the approved supplier database
 10. The Company recognises that from time to time due to unforeseen circumstances purchases may need to be made from not approved suppliers.

Supplier Complaint Procedure

1. Where the product does not meet the specification due to failing the quality inspection, incorrect packaging, or incorrect temperature, the Manager is responsible for notifying the Commercial Manager with a copy of the relevant Intake Inspection Log.
2. Where product defects exceed specification, corrective actions are carried out to ensure the product meets the specification.
3. The supplier is informed by electronic mail (copies held on the computer) of the delivery failure.
4. Where the product / service does not meet the agreed specification, the Manager responsible for the product / service are to contact the supplier and agree resolution.

Vendors Approval

1. The approved Vendors list will be kept by the Facilities Manager
2. Where the service complies with the specified requirements it may be added to the approved vendors list.

Approved packaging suppliers

1. All packaging suppliers must comply with relevant food safety legislation and hold certification of an approved standard such as BRC, IOP, ISO or can demonstrate they are working towards.

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2. All packaging suppliers must complete the Self Audit Questionnaire.
3. All packaging suppliers shall be risk assessed. If this risk assessment indicates an audit is needed a visit shall be carried out audit completed and any non conformances followed up.

MONITORING:

1. A designated employee will monitor supplier performance during deliveries.

CORRECTIVE ACTION:

1. Any product does not meet the specification or requirement must be rejected.
2. Supplier must be contacted and corrective action must be agreed.
3. If corrective action is not agreed the supplier must collect the rejected product within 48 hours.

VERIFICATION AND RECORD KEEPING:

1. Each supplier performance will be reviewed during management review.
2. The manager will ensure that supplier performance is monitored during the year.
3. The manager may conduct visit on supplier site for further assessment.

RECORDS APPLIED TO THIS PROCEDURE:

- Approved Supplier Log

DOCUMENTATION RETENTION:

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