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| <b>HACCP</b> <i>Europa.com</i> | <b>QUALITY SYSTEMS MANUAL</b>    | <i>Issue: 1</i>       | <i>Ref No:</i> |
|                                |                                  | <i>Issued by:</i>     |                |
|                                | <b>Management Responsibility</b> | <i>Approved by:</i>   |                |
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**PURPOSE:**

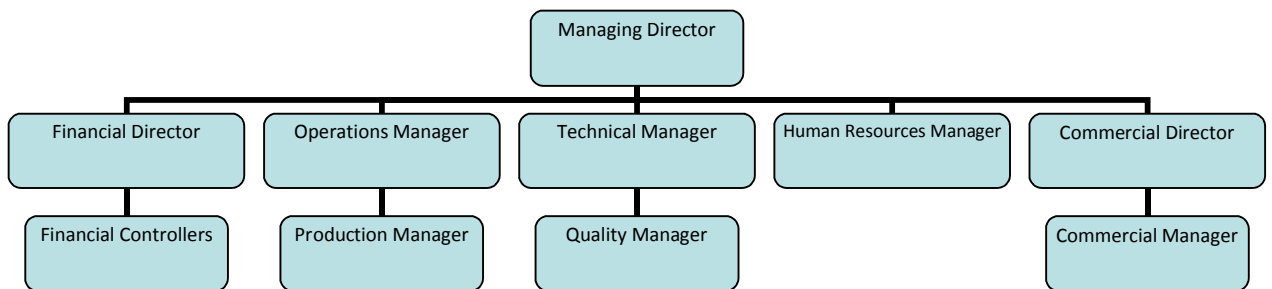
To describe the involvement of management in the operation of the Quality System. It details the management organisation, responsibilities and review of system operations to ensure that the quality system is fully understood, implemented and maintained throughout the Company.

**RESPONSIBILITY:**

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

**INSTRUCTIONS:**

**COMPANY ORGANISATION CHART**



|                                   |                                  |                       |                |
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## KEY COMPANY ROLES

| KEY STAFF MEMBER    | DEPUTY IN ABSENCE    |
|---------------------|----------------------|
| Managing Director   | Commercial Director  |
| Commercial Director | Commercial Manager   |
| Finance Director    | Financial Controller |
| HR Manager          | HR Coordinator       |
| Technical Manager   | Quality Manager      |
| Operations Manager  | Production Manager   |
| Production Manager  | Operations Manager   |

## RESPONSIBILITY AND AUTHORITY

The functional responsibilities and lines of communication for the management, direction, and execution of activities affecting quality are defined as follows.

### Managing Director

#### Objective of the job:

- Approve Capital Expenditure Programmes.
- Assess Overall Performance.
- Give targets to the Business Units.

### Commercial Director

#### Objective of the job:

To maximise the profitability of the unit.

#### Main tasks of the Job:

- Profitability of the unit.
- Agree Contract Packing Terms.
- Average Selling Price.
- Developing New Markets.
- Sales to all customers.

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### **Operations Manager**

#### **Objective of the job:**

To minimise the costs, ensuring availability and that the quality and legality of the product meets and exceeds the customers expectations.

#### **Main Tasks of the Job:**

- Minimise Production Costs.
- Satisfy customer specifications.
- Ensuring Health & Safety, and welfare of all subordinate staff.
- Ensure high standards of hygiene are maintained in all operational areas.
- Motivating all staff to ensure that they operate as effectively as possible.
- Implement the cost control systems.
- Ensure sufficient labour resources are available to ensure predicted sales levels can be met.
- To manage the application of quality assurance procedures throughout the process.

### **Finance Director**

#### **Objective of the job:**

Production of timely relevant and accurate information to relevant management and ensuring all areas of the business has appropriate financial control procedures

#### **Main Tasks of the job:**

- Manage the production of weekly, monthly and annual management information.
- Monitoring Cash Flows of Business
- Preparation of Budgets
- Preparations of Statutory accounts and liaising with Auditors
- Reviewing Creditors reconciliation's
- Ensuring timely payments by debtors
- Preparation of ad hoc financial analysis for management team
- Ensuring all financial procedures are been followed

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## **Human Resources Manager**

### **Objective of the job:**

The continuous development and implementation of ‘ best practice’ human resource policies and procedures.

### **Main Tasks of the job:**

- Recruitment and selection.
- Training and development of all people from induction to continuous training and development.
- Develop and agree effective communication systems
- Performance management and development
- Development of a positive employees relations culture
- Development and implementation of Health and Safety procedures and policies

## **ANNUALLY MANAGEMENT REVIEW**

The purpose of this review is to analyse once a year the suitability, adequacy and effectiveness of the quality systems and to identify the need for change.

Each of the following will be notified of the management review and its agenda before the meeting

- Managing Director
- Commercial Director
- Technical Manager
- Financial Director
- HR Manager
- Operations Manager
- QA Manager
- Any other person deemed necessary

The review will include the evaluation of:

- Internal, second party & third party audits
- Customer performance indicators, complaints and feedback
- Process performance and deviation from defined parameters

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- Product Conformity
- The status of preventative and corrective actions
- Review of the previous management meeting minutes and action points
- Changes that could effect the Quality Management System
- Recommendations for improvement.
- Resource requirements.
- AOB

The next steps are recorded and distributed to all personnel on the distribution list.  
All next steps shall be completed in a timely manor and the date completed recorded.

**RECORDS APPLIED TO THIS PROCEDURE:**

- Annual review

**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 |
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