

HACCP <i>Europa.com</i>	QUALITY SYSTEMS MANUAL	<i>Issue: 1</i>	<i>Ref No:</i>
		<i>Issued by:</i>	
	New Product Development	<i>Approved by:</i>	
		<i>Issue date:</i>	
		<i>Approval date:</i>	
		<i>Page: 1 of 5</i>	

PURPOSE:

The purpose of this procedure is to manage the process of implementing new products, promotions packaging and or label changes or any other new product development for the customers and or suppliers. The procedure is designed to ensure that all lines of communication are opened and that all aspects of product safety, legality and also customer requirements are met.

New products developments, new packaging development will be studied by HACCP team and risk assessments will be conducted where appropriate.

RESPONSIBILITY:

Account Manager:

- Identify new product opportunities
- Inform all parties in a timely manner to ensure that the product line is manageable within the systems and processes and agreed time frames
- Agree the product line, packaging and launch dates with customers
- Identify supplier and or ingredients for the new lines
- Ensuring that all of the steps outlined are completed before launching any line.

Technical Manager:

- Approve source
- Approve packaging in conjunction with the customer
- Update specifications or create new specifications
- Train staff on relevant product lines
- Approve quality
- Issue and update the project tracker for reference

Operations Manager:

- Provide input to the practicality of processing the product through the system
- Ensure that sample are carried out
- Ensure staff are available for training
- Trial product formats to ensure smooth running of the new product lines
- Inform staff of launch dates and other relevant issues

HACCP <i>Europa.com</i>	QUALITY SYSTEMS MANUAL	<i>Issue: 1</i>	<i>Ref No:</i>
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		<i>Issue date:</i>	
		<i>Approval date:</i>	
		<i>Page: 2 of 5</i>	

Quality Manager:

- Ensure that there is adequate training for the Quality staff
- Update specifications
- Inform QA staff of proposed launch dates etc

INSTRUCTIONS:

1. The Account Manager will identify any new opportunity and communicate this to the relevant managers. This will be done through opening and completing a copy of the New Project Development Form. The form must be kept up to date by each individual stakeholder, for each of the areas of responsibility. This is done by changing the colour of the status block under each of the task descriptions.
 - a. RED indicates that the task is no completed,
 - b. AMBER indicates that the task is actioned but pending results / confirmation,
 - c. GREEN indicated that the task is complete and no more action needs to be taken on this. Comments and outstanding information can be added in to the Actions / Justifications column to define any pending or outstanding actions. This can also be used to justify the approval of any actions.

The product cannot be launched until the New Project Development Form has been signed off by the Account Manager.

2. The Account Manager will identify the proposed source of the new product line and forward all information to the Technical Manager. This needs to include all the relevant contact names and details.
3. The Technical Manager will ensure that the source for the new proposed line will be approved for use to the relevant suppliers by completing all the required Due Diligence information as per the customers' requirements.
4. The Operations Manager will ensure that Production trials are carried out. The Technical Manager will validate that product formulation and manufacturing processes are capable of producing a safe and legal product against the proposed shelf life by thorough testing.
5. The Operations Manager will ensure that the new packaging format is trialed if needed.

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		<i>Issue date:</i>	
		<i>Approval date:</i>	
		<i>Page: 3 of 5</i>	

6. The Technical and Operations Managers are responsible for conducting shelf life trials. Shelf-life trials will be undertaken using documented protocols reflecting conditions during storage and handling throughout shelf life. Results will be recorded and retained and must confirm compliance with relevant microbiological, chemical and organoleptic criteria.
7. The Technical Manager will be responsible for carrying out risk assessments for specific materials. Where appropriate relevant procedures must be introduced.
8. The Account Manager will investigate the proposed packaging for the new line / promotion. They will confirm the packaging format, case count and any other details that will be relevant to a new product launch with the Technical Manager and Operations Manager. The Operations Manager will be responsible for the packaging design and procurement. The Technical Manager will ensure that product packaging conforms to relevant food safety legislation and specification and is suitable for its intended use.
9. The Technical Manager in conjunction with Operations Manager will ensure that a system is in place to confirm that labelling of the product or other forms of customer information meets legislation for the designated country of use and in accordance with the appropriate product specification.
10. The Account Manager will also be responsible for identifying the source of all of the packaging components. This information must be passed on the Technical Manager for approval of all labels / packaging with the suppliers.
11. The Technical Manager will produce specifications for the new product and communicate these to the Account Manager, Operations Manager. These must also be approved with the supplier and source. All relevant customer requirements must be also completed.
12. The Operations Manager will ensure that the production facilities will cater for the technicalities of production for the line (e.g. organic packing accreditations, changes to HACCP etc)
13. The Account Manager and Operations Manager must confirm the date of delivery for the product and packaging respectively.
14. The Account Manager will ensure that all information are introduced into internal system (inspection, invoicing etc.)
15. The Operations Manager must arrange training for the staff. Quality Manager should arrange training for the QC staff responsible for handling the product.

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		<i>Issue date:</i>	
		<i>Approval date:</i>	
		<i>Page: 4 of 5</i>	

16. Once all of the above have been completed the Account Manager will confirm a start date with the customer and communicate to the business of that date.
17. The Account Manager must confirm that all of the steps in the process have been satisfactorily completed in full. Confirmation will be validated by the Account Manager stating his approval on the New Project Development Form.
18. The Quality Manager will be responsible for monitoring the quality of the first production of the new line. Any issues must be reported and targeted immediately. After the first production run the line will fall into the scope of the standard product management strategy.

CORRECTIVE ACTION:

1. If project does not meet legal, safety or customer requirements at any stage of the process, the project must be stopped. The project's step must be verified and the project must be returned to the point where the step began.
2. The issue must be recorded and reported through the business.
3. The deviations must be reviewed during management review.

RECORDS APPLIED TO THIS PROCEDURE:

- New Project Development Form

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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		<i>Page: 5 of 5</i>	
