

BROCHURE

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FOOD INTEGRITY CONSULTING LTD





About Us

Food Integrity Consulting

We are a technical management consultancy providing support to clients in the food manufacturing, retailing and food service sectors.

Our established team of consultants has many years practical experience in all sectors of the food industry - retailing, finished product, raw material and packaging manufacturing and food service.

We have been established for 10 years and in that time have built a reputation for excellence, using our extensive practical experience to quickly identify with our clients requirements to provide a seamless service.

Our Expertise

We have particular strengths in audit skills, and support many clients with supplier auditing requirements as well as delivering internal audit programmes for them and benchmarking against retailer and BRC audit requirements.

We have also gained a reputation for providing excellent training courses that really engage and develop delegates. We have invested in our own knowledge and qualifications in learning and development skills and have used this to create innovative and enjoyable courses.

Finally we are regarded as a centre of excellence for Allergen Management and have assisted hundreds of food manufacturers with the challenges of allergen risk. This is based on a risk assessment model created some years ago by Julia Banks, and now adopted by many food retailers and reproduced in the Campden BRI Guide - Food Allergens: Practical Risk Analysis, Testing and Action Levels.

The extensive skills and experience of our consultants enables us to offer industry recognised expertise across a wide range of subjects. By listening to our clients and understanding their needs we offer innovative and bespoke support packages utilising the full range of skills within our team. Through this approach we have a proven track record of delivering effective solutions and have developed long term relationships with many of our clients.

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SERVICE OVERVIEW

Training and Development

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At Food Integrity Consulting we have developed in house training solutions as a specialism that is growing in popularity, as our clients return over and over again.

Delivering courses in house provides an excellent opportunity to explore the subject matter in depth in practice, resulting not only in a well-trained team, but also a review of the operation.

Our courses are cleverly and thoughtfully designed to provide delegates with knowledge that they effectively retain and can put to use to maximize their performance in support of broader business objectives. Our most popular courses are available as 'standard packages', although we usually modify them for each client to precisely suit their circumstances.

Our methods are tried and tested and have been modified and fine tuned over the years. We use methods that appeal to all learning styles and include practical elements wherever possible to give delegates the chance to practice new skills. We are also able to offer bespoke training courses tailor made to specifically address the clients' requirements.

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- Managing hygiene & food safety
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- Bespoke training packages
- Implementing a QA culture
- Supplier risk assessment & auditing
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SERVICE OVERVIEW

Bespoke Training Courses

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Bespoke training courses can be created for clients to address specific learning and development requirements. As examples, bespoke courses can be provided in the following subject areas:

- Good manufacturing practice and hygiene management
- In house equivalent Food Safety Training benchmarked against the NVQ Awards
- Pest prevention and management
- Cleaning management
- Foreign body control
- Customer complaint investigation and management
- Food allergy, and allergen risk assessment and control
- Practical microbiology and its uses - for technical and non technical personnel
- Supplier management and auditing
- Internal auditing
- Customer codes of practice and compliance with customer requirements
- Sensory screening and evaluation

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SERVICE OVERVIEW

Managing Hygiene and Food Safety

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Most food businesses would aspire to achieve and maintain consistently high standards of hygiene and food safety but there can be many obstacles.

Our methods of auditing and assessment effectively challenge standards, identify the problems along with their root causes and obstacles to progress, clarify the objectives and provide the tools to consistently achieve the right results.

This can include improving quality management systems, providing bespoke training and ongoing auditing and verification of standards.

Our solutions take full account of the skills and expertise available within our clients businesses and reflect their cultural and management challenges.

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SERVICE OVERVIEW

Managing Quality and Process Control

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Management of product quality and process control is not achieved by the Quality Manual alone. To be effective, management systems must be relevant to the operational environment and trained out in a manner which ensures their requirements are fully understood.

Robust systems for auditing and verifying the management of quality and process control are required to ensure standards are maintained and there is often scope to increase the use of process monitoring and performance indicators as a method of continual assessment.

By understanding our clients, we can design or improve quality and process management systems, deliver effective implementation and maximise their potential.

We also advise on process verification and validation programmes to meet customer and legal requirements.

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SERVICE OVERVIEW

Advice on Factory Projects & Expansion Plans

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Change within any business can be difficult to manage alongside the day to day operational requirements. Major projects require a significant amount of focus to ensure all relevant factors have been properly evaluated and taken account of.

This can include efficient process flow, hygienic equipment design, adequate storage capacity, robust segregation for high care or allergenic products as well as specific customer and regulatory requirements.

Our extensive experience across the food industry enables us to give help and support with projects of all sizes including new factory build.

We can provide support as part of the project team, by giving ad hoc consultancy advice, sharing industry best practice and solutions or through training to ensure new operational arrangements become effectively embedded within the business.

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SERVICE OVERVIEW

Allergen Management

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We are a recognised centre of excellence in the field of allergen risk assessment and management; we have developed an approach to risk assessment that is uncomplicated and effective, but ensuring all risks are systematically considered. This has been widely and successfully adopted by UK manufactures and retailers and incorporated into the Campden BRI Guide - Food Allergens: Practical Risk Analysis, Testing and Action Levels.

We support clients with their allergen management programmes in a number of ways, including:

- Evaluating current allergen management systems and providing authoritative recommendations on areas for development
- Assisting clients with implementing allergen cross contamination controls based on their own risk assessment
- Providing training for clients covering risk assessment and control, to bring allergen control programmes to life
- Assisting clients implementing allergen risk assessment from scratch, offering instruction and support through the entire risk assessment process, and helping implement the required controls

All sectors within the food industry are expected to correctly risk asses and manage allergen cross contamination risks, within their own businesses and at their raw material suppliers and this is challenged within audits carried out by retailers and as part of the BRC audit.

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SERVICE OVERVIEW

Implementing a QA Culture

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It can be difficult for a food business to make the transition from QC to QA and often the result is a hybrid of the two approaches.

Properly implemented and managed, a QA system delivers significant benefits to a business both in terms of technical compliance and reduced costs due to product rejections and complaints.

The key to success is changing the way in which people work and we have supported this change at clients through a combination of bespoke training and auditing. We believe our approach is unique and it involves exposing people to both good and bad practice and securing their commitment to a new way of working.

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SERVICE OVERVIEW

Supplier Risk Assessment and Auditing

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We offer a complete solution to supplier management or ad hoc support with specific aspects of the management programme. Whether your programme is based on self assessment information, verifying independent accreditation (such as BRC), or carrying out supplier audits will depend on a robust risk assessment and customer requirements.

A properly designed risk assessment is an essential aspect of your supplier management programme and it must include criteria which reflect the requirements of your customers and your own business. This is where our support begins. The design and content of supplier self assessment questionnaires is the next challenge. Properly constructed SSAQs can be an effective way of assessing and verifying standards at raw material suppliers.

Supplier auditing can be a drain on limited technical resource within any food business and the use of external auditors is common. Through our team of trained and experienced auditors we offer a bespoke approach ensuring audit protocols and report templates are developed to suit your business needs and audits reflect your specific concerns.

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SERVICE OVERVIEW

Maintaining an Effectively Trained Workforce

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At Food Integrity Consulting we understand that your people are your greatest asset but that they can represent your biggest challenge. By investing in good quality training you can help them develop and maximise their performance in support of your business requirements.

Our tailor-made training gives a practical understanding of the subject matter, delivers measurable and sustainable improvements and can help build teamwork and ownership throughout your business.

The content of our training can include any of the subjects we have covered in our service offering on this website and can range from short sessions up to 1, 2 or 3 day courses. We also provide training programmes which can be completed over a period of weeks or months to support business development, expansion plans and improvement initiatives.

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SERVICE OVERVIEW

Raw Material & Finished Product Specifications

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There is an ongoing business requirement to maintain up to date and detailed specifications for all raw materials and finished products. This can be a daunting and time consuming task and effort is often expended in chasing detail which will add little value.

By understanding your business and the requirements of your customers, we can advise on the most appropriate format and content for your raw material specifications and ensure they capture key information on subjects such as CCPs, allergens and product standards.

We also have extensive experience of working with retailer specifications in both paper and on line formats including specific expertise in the completion of specifications on the Marks & Spencer FIND system.

We can support your Technical and NPD teams by helping them prepare specifications correctly to achieve success in the approval process.

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SERVICE OVERVIEW

Implementing HACCP

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As a legal requirement for food businesses, the importance of HACCP in day to day operations has increased. The skills and experience of HACCP teams vary and as a result HACCP can range from a useful and effective management tool to an overly complex or simplistic system which delivers little.

To make best use of HACCP it needs buy in and support across the business and should be used as a framework within which systems which are effective and appropriate to the size and nature of the business can be built.

Our consultants are experienced in the practical application and effective use of HACCP. We can guide and advise your HACCP team on all aspects of the system from the pre requisite programme to the identification, management and verification of CCPs.

We can also provide regular audits to challenge your systems and ensure they remain in effective day to day operation.

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SERVICE OVERVIEW

Improving the Effectiveness of Quality Systems

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SERVICE OVERVIEW

Audits and Verification

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We believe that auditing is a powerful management tool which can be used to effectively challenge standards, verify whether a subject which is believed to be under control can still be improved, challenge peoples attitudes, support improvement programmes and lead to positive and sustainable change in business performance.

This can only be achieved by auditors with the right combination of experience, technical knowledge, auditing skills and a practical understanding of how to identify the root causes of problems and recommend effective solutions.

We are able to offer a range of auditing including audits against recognised protocols such as the BRC Global Standard* and specific retail customer requirements. Often however, we provide a more targeted approach by auditing a specific subject related to a current problem or supporting internal audit programmes with an independent external view of standards.

(*We provide support with implementing Quality Systems to meet the BRC Global Standard as well as assistance with pre audit preparation. As we do not perform the accreditation audits, we can therefore offer hands on advice and support without a conflict of interest).

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SERVICE OVERVIEW

Interim Technical Management Support

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We have the resource to provide short, medium and longer term cover as well as support in relation to specific tasks or projects.

We also have available to us a network of high quality interim personnel well qualified to meet the demands of our clients.

When we provide interim support, we also provide our day to day management of the consultant and remain in touch with the client throughout the contract period to ensure the service being delivered meets their requirements in full.

We have the flexibility to adapt to changes in the scope and extent of the service required and if necessary can provide a different consultant if these changes mean that different or specialist skills are needed.

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Preparation for 3rd Party Audits and Verification

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Through our auditing experience and understanding of third party and retailer audit requirements, we can help you prepare and ensure you have the right standards and management systems in place to achieve successful results.

The work we do is not just to get clients through the audit however. We aim to deliver training and management systems which will maintain the required standards and which can be used to build success in other respects such as minimising costly quality errors or hygiene issues.

We have a proven track record in this area and have helped many clients move from failed audits to top grade.

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SERVICE OVERVIEW

Trouble Shooting

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Even with the right people, good management systems and high standards in place, things can sometimes go wrong, creating a negative impression with customers and the need for an on site investigation to understand the root causes of failings. The range of issues can include microbiological contamination (including pathogens, hygiene indicators and mould), ongoing or specific foreign body contamination, raw material related issues and general problems with staff attitudes.

Using our understanding and experience of a wide range of food businesses, we can develop a bespoke approach to investigate and recommend solutions to your challenges.

We are often called for independent help to offer a fresh pair of eyes view of an ongoing issue which, the on site management team have been unable to fully resolve. Our approach is to be challenging to ensure that the best use is being made of the available evidence as well as making a thorough assessment to identify additional evidence to help towards a solution.

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