Active Managerial Control Principles in Foodservice Operations

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Goal for Today

• Learn how to implement a food safety management program to achieve active managerial control (AMC) of food safety risk during retail operations
Learning Objectives

1) What will the program (webinar) accomplish? The webinar will update participants on the how to implement a food safety management program to achieve active managerial control (AMC) of food safety risk during retail operations. Active managerial control is a system developed by the FDA that prescribes the management of processes in a retail food service and sales environment to prevent hazards from occurring during food prep. This webinar will provide an overview of the systems and how to use them to prevent foodborne disease outbreaks.

2) Why is this session considered an important educational experience? Generally food safety management at retail omits the most important aspect of prevention; monitoring the actual processes and preventive controls during food prep to ensure the controls are working. The FDA promotes an active managerial control system as a means to enhance the dual responsibility of operators and regulators to control risk, and this educational experience will enhance this mission.

3) How will the session help attendees? Attendees should look at food safety management at retail differently after participating in the webinar. Emphasis will be on managing risk via defined SOP’s, monitoring critical SOP’s, and making corrective action of issues before they lead to food adulteration and foodborne disease outbreaks.
**Single Setting foodborne disease outbreak investigations**

- According to the most recently published data from the U.S. Centers for Disease Control and Prevention (CDC), 88 percent of foodborne disease outbreaks in the United States between 2013 and March 26, 2015, were caused by a single food preparation location.

- As reported in previous years, retail foodservice establishments were again the most commonly reported locations leading to foodborne disease outbreaks in the United States.
A **Food Safety Management Program** in a retail foodservice business that is focused on the continuous identification of hazards and the implementation of **Food Safety Management Systems (FSMSs)** to prevent these hazards is the most important means to proactively ensure food safety in a food business.
Implementing a Food Safety Management Program to Achieve Active Managerial Control

Fig. 9.1 Risk analysis used by the food safety management team to influence and gain resources to prevent food safety hazards
All Retail SOP’s and Recipes Based on the Most Current FDA Food Code

What/Why

How/When
Facility’s Designed for Food Safety
Facility’s Designed for Food Safety

Procedure and facility reviews follow the flow of food, from the Restaurant’s receiving door to the customer.
Facility’s Designed for Food Safety
And Regulatory Requirements (Permit)
Facility’s Designed for Food Safety
All Retail Training Based on the Most Current FDA Food Code and Company SOP’s/Recipes
Chick-fil-A's Food Safety Program

All Retail Training Based on the Most Current FDA Food Code and Company SOP’s/Recipes

Owners

Manager Training
SERVSAFE

Employee Training
SERVSAFE FOOD HANDLER

Learn about foodborne illness, how to prevent it and how to train employees in food sanitation. Choose from several online, classroom and language options. Earn nationally accredited food safety certification from the National Restaurant Association.

Learn basic food safety practices for preparing and serving food. Earn your food handler certificate from the foodservice experts, the National Restaurant Association.

- What You’ll Learn
- How to Get Started

SafeBites
Restaurant Owner/Operator Training

- New Owner/Operators are trained in all food prep/food safety procedures before operating a restaurant
- Current Owner/Operators are re-certified on food safety:
  - All New product rollouts
  - Via a Beyond ServSafe course every three years
CFSM Level Training (PIC)

Always have a Certified Food Safety Manager (CFSM) as your Person in Charge of the Restaurant

Equipped to perform and make corrective actions during all daily self-assessments to achieved Active Managerial Control of Food Safety risk
CFSM Level Training (PIC)
Performs and makes prescribed corrective actions during all daily self-assessments to ensure Active Managerial Control of Food Safety risk

- e.g., process HACCP checks or employee health checks
Employee Level Training (food handler)

**General food safe handling of foods with “why”**

- Prevention based- e.g., prevention of cross contamination focus
- Health based- e.g., employees should be trained on when to report symptoms, injuries and infectious disease to the PIC, and must comply to exclusion or restriction orders until they can show they are no longer a risk *(linked to self-assessments and sick log)*
Food Safety Management Systems (FSMS) based on Company’s Facilities, SOP’s. and Recipes

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**Food Safety Management Systems (FSMS) based on Company’s Facilities, SOP’s. and Recipes**

<table>
<thead>
<tr>
<th>Manufacture control systems</th>
<th>Corporate control systems</th>
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<tbody>
<tr>
<td>Prerequisite specifications—suppliers</td>
<td>Crisis preparedness and response</td>
</tr>
<tr>
<td>Prerequisite specifications—retail units</td>
<td>Supplier certification and verification</td>
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<tr>
<td>Supplier HACCP</td>
<td>Retail unit specification verification</td>
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<tr>
<td>Retail unit HACCP</td>
<td>Product traceability</td>
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<tr>
<td>Supplier finished product specifications—recipes/procedures (also see Fig. 4.6)</td>
<td>Customer surveillance and response</td>
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<tr>
<td>Retail unit finished product specifications—recipes/procedures</td>
<td>Product defect surveillance—supply chain</td>
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<tr>
<td>Distribution finished product handling/transportation specification</td>
<td>Ingredient/product defect investigations and resolution</td>
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<tr>
<td>Product defect reporting—retail</td>
<td>Product withdrawal/recall communications and compliance</td>
</tr>
<tr>
<td>Distribution/transportation temperature control</td>
<td>Document control and records</td>
</tr>
<tr>
<td>Education specifications of retail employees/supplier employees</td>
<td>Education specifications of corporate staff</td>
</tr>
</tbody>
</table>

Restaurants May Only Use Approved Suppliers’ Ingredients/Products Called: *Approved Brands*

Use Gates (arrows) to Reinforce Compliance:
Testing Product Specifications
Suppliers Must Remain in Compliance to Facility Prerequisites As Approved Brands Certification

- FSMA Compliance (HARPC and IA)
- HACCP and Process verification and validation
  - Receiving – processing – packaging – shipping
- GMPs
  - Allergen Control
  - Sanitation
  - Recall
- Food Defense for IA
  - Preventing tampering
  - Pest Control Chemicals

Verifications of HARPC for each product at each production run
Suppliers Must Remain in Compliance to Product Production Specifications as Approved Brands Certification

- Example: Undeclared Allergen Specifications:
  - Each plant specifically lists all allergens used in facility-lines
  - Facility must produce and maintain documentation of ingredient use for each batch of product - retain samples
  - Decision tree used to determine additional undeclared allergen prevention program (undeclared allergen prevention programs based on use of allergens (e.g., peanuts) and cleaning programs/line use within the facility)
  - Verification process (equipment and final product testing to verify ingredients and verification of undeclared allergen prevention program)
  - Updated annually unless change in allergen use within the facility
Restaurants Must Verify Use of Approved Brands

Products Delivered to Restaurants must be verified

- Bulk product labeling (e.g., Corporate selected and tested peanut oil) with validation of approved suppliers.
Surveillance System as a Tool to Measure Compliance in the Supply Chain
Identify Defective Ingredients/Products Before they Reach Customers

Investigate and resolve all
Use a Recall System as a Tool to Remove Ingredients/Products from the Supply Chain

If Product Defect Discovered: Product Withdrawal or Recall May be Initiated

*For Example:* Outbound Interactive Voice Response (IVR) phone call to all Restaurant locations + E-mail / TXT

Remove from Prep/Service
All Product Withdrawals and Recalls Result in Cost

Use a Robust secondary supplier and distribution base to prevent outage of ingredients/products

(e.g., lost sales, re-distribution logistics, accounting, food waste)
All Company SOP’s/Recipes are Validated (for ability to execute) and Verified via Monitoring
Restaurant Operations Food Safety Management Systems
All Retail SOP’s and Recipes Based on the Most Current FDA Food Code

What/Why

How/When

Food Code
U.S. Public Health Service
FDA
2013

SafeBites
Restaurant Operations Food Safety Management Systems

<table>
<thead>
<tr>
<th>HAZARD</th>
<th>ASSOCIATED FOODS</th>
<th>CONTROL MEASURES</th>
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</thead>
<tbody>
<tr>
<td>Bacteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Acidic canned products</td>
<td>Meat, poultry, dairy foods (milk, cheese), soups, sauces, cooked vegetables</td>
<td>Cooking, cooling, cold holding, hot holding</td>
</tr>
<tr>
<td>Campylobacter jejuni</td>
<td>Poultry, raw milk</td>
<td>Cooking, handwashing, prevention of cross-contamination</td>
</tr>
<tr>
<td>Clostridium botulinum</td>
<td>Vacuum-packed foods, reduced-oxygen packaged foods, underprocessed canned foods, garlic-onion, soy sauce, sanitation about breakable pottery, cooked carrots</td>
<td>Thermal processing (time-temperature), cooling, cold holding, hot holding, acidification and drying</td>
</tr>
<tr>
<td>Clostridium perfringens</td>
<td>Cooked meat and poultry, cooked meat and poultry products including casseroles, gravies</td>
<td>Cooking, cold holding, hot holding</td>
</tr>
<tr>
<td>Escherichia coli O157:H7 (Other)</td>
<td>Raw ground beef, raw ground pork, raw eggs, raw vegetables, raw milk, unpasteurized juice, foods contaminated by infected food workers via fecal-oral route</td>
<td>Cooking, no bare-hand contact with RTE foods, employees health policy, handwashing, prevention of cross-contamination, pasteurization or treatment of juice</td>
</tr>
<tr>
<td>Listeria monocytogenes</td>
<td>Raw meat and poultry, raw salad, cheese, pastrami, cooked sausages, dairy products, dairy products, dairy products</td>
<td>Cooking, date marking, cold holding, handwashing, prevention of cross-contamination</td>
</tr>
<tr>
<td>Salmonella spp.</td>
<td>Meat and poultry, shellfish, eggs, raw vegetables, raw milk, unpasteurized juice</td>
<td>Cooking, use of pasteurized eggs, employee health policy, no bare-hand contact with RTE foods, hand washing, pasteurization or treatment of juice</td>
</tr>
<tr>
<td>Staphylococcus aureus</td>
<td>Raw vegetables and herbs, other foods contaminated by infected workers via fecal-oral route</td>
<td>Cooking, no bare-hand contact with RTE foods, employees health policy, handwashing</td>
</tr>
<tr>
<td>Vibrio parahaemolyticus</td>
<td>EEL, PHE touched by bare hands after cooking and further time-temperature abuse</td>
<td>Cooking, cold holding, hot holding, no bare-hand contact with RTE foods, handwashing</td>
</tr>
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</table>

Preventive Controls of Hazards in Recipes/SOPS
Restaurant Operations Food Safety Management Systems

Food Handling and Preparation per Recipes

Preventive Controls of Hazards in Recipes/SOPS

(Like FSMA HARPC)
verification of restaurant operations food safety management systems

- Employ three levels of assessments:
  - **Self-assessments** performed by a CFSM at restaurant operations level
  - **Field staff** consultant assessments
  - **Third-party assessments** performed by auditor trained on all SOP’s and recipes

- Provide real-time actionable corrective actions at the restaurant level and track completion/resolution issues at corporate level

- Perform ongoing performance review, data mining, analysis, and menu change updates

An Integrated Assessment Program Approach
Daily/Weekly Verification of Restaurant Operations
Food Safety Management Systems

Restaurant Self Assessments

Critical Food Safety Validations: The re-designed Food Safety Evaluation in the RQA is intended to help create Team Member and Operator confidence in critical food safety practices and to help you prepare for local health department inspections. Critical Food Safety Validations will now showcase a new section at the beginning of each day’s content, with different tasks for each day of the week. These Daily Food Safety Checks are now accompanied by icons, which visually depict each task. As these checks become routine, the icons will help identify tasks more quickly. A copy of this new Critical Food Safety Validation Summary is available in Appendix D of this communication.
Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems - e.g., “Cook”

Restaurant Self Assessments

Corrective and Preventive Action

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Corrective Action: Re-cook the chicken 1 minute and recheck temperature; Check next batch cooked before corrective action complete.
Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems
Daily/Weekly Verification of Restaurant Operations
Food Safety Management Systems- e.g., “Cook”
Alerts and root-cause analytics

A Case Study

Corrective Actions Defined and Implemented
During Corporate Management
Monitor employee health

- *Person in Charge (PIC)* must be trained on how to restrict or exclude employees from working with food if they have certain symptoms, injuries, and infectious diseases.
- Team members must also be trained on when to report these symptoms, injuries and infectious disease to the PIC, and must comply to exclusion or restriction orders until they can show they are no longer a risk.

Ensure personal hygiene

- Use proper hand washing procedures and eliminate bare hand contact with foods that are ready-to-eat (RTE).

*These basic procedures are important components of a health policy in the off chance that an team member or PIC is not properly monitoring team member health. (i.e. a team member may not report an illness or injury to the PIC or the PIC may not notice a team members illness)*
Daily/Weekly Verification of Restaurant Operations
Food Safety Management Systems- e.g., “employee health”

Verify daily and document

• Verify training of managers on *Employee Health Monitoring Requirements* and team members on *Employee Illness Reporting* as part of a restaurants health policy inspection. Keep updated records that show all PIC and team members have been trained.

• The PIC should be checking to verify employee health and personal hygiene daily

• The PIC should keep a “sick log” of employees who have called in sick and what actions were taken
Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems - e.g., “employee health”

1. Check employees during this shift for signs of illness (click here for list of signs of illness)
2. Ask each employee if they have had any of the following symptoms today or within the last 48 hours (click here for list of symptoms to review)

Corrective and Preventive Action

Corrective Action Taken?
- Issue corrected during assessment
Daily/Weekly Verification of Restaurant Operations Food Safety Management Systems- e.g., “employee health”

**Corrective Action**

Exclude employee from work

- Record employee's name and symptoms in the Sick Log (*click here for current sick log*)
- Require doctors note before employee may return to work
Validation of Restaurant Operations Food Safety Management Systems

*Field and Third Party Assessments become Corrective Action and Coaching Based Value (with validation of SOP’s)*

For Example
Value Proposition for Achieving Active Managerial Control

Retail Foodservice Businesses:
• Ensure the business always serves safe food and enhance the business’s reputation as a safe place to eat

• Empower self-regulation to reduce health inspection violations and low health inspection scores/grades that negatively affect the business

• Enhance food quality and more consistent products in restaurant chains for consumers

• Due to better supplier management controls, reduce paying for defects and enable more rapid recall of ingredients and foods discovered to be adulterated
For More Details on Food Safety Management to Achieve Active Managerial Control

Questions?

Learn more @
http://www.publichealthinnovations.biz