IND-EXPO CERTIFICATION LIMITED

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME

NON-CONFORMITY REPORT

Name of Organization: The Surf — **NC No. : 03 of 04**

Section : Kitchen — **Team Leader** : S L Ginige

Relevant Standard : ISO 22000:2005 — **Auditor** : -----

Relevant Clause : 7.5 — **Date of audit :** 2013-04-18

Relevant company document : HACCP Plan

Non-conformity detected — **Category :** ~~Major~~/Minor

OP-PRP thawing has not been included the time parameter in the OP-PRP Plan

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Auditor — **Team Leader :**

Correction:

TIME PARAMETER WILL BE INCLUDED IN THE THAWING STEP OF THE OPRP PLAN.

Auditee

Root cause for Non-conformity

FOCUS HAS NOT BEENLAIDOWN THE TIME PARAMETER.

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Auditee

Proposed corrective action : — **Proposed date of completion:** 19-04-2013

TIME LIMIT GIVEN IN THE OPRP WHER THAWING TO BE FOLLOWED AT ALL TIMES AND ~~MERITOREK~~ MONITORED

..... 19-04-2013

Auditee — **Date**

Verification of corrective action — NC Closed/~~Open~~

The corrective action taken is verified as effective The NC is closed

..... 2013-05-18

Auditor — **Date**

Effectiveness of corrective action

Corrective action taken & verified as effective

..... 2014-01-31

Auditor — **Date**

Process Step/s	OPRP No	Hazard Description	Monitoring				Corrective Action	
			What	How	Frequency	Responsibility & Record	Action	Responsibility & Record
01 Receiving Meat Items	OPRP 1	**Biological** Mould & bacterial Contamination due to unhygienic transport condition & handling, transport temperature	Receiving temperature Frozen items close to -18 ^{O}C, refrigerated items below 10 ^{O}C, Hygienic condition of the food containers, vehicle inside.	Using Thermo meter Visually	Every delivery	Responsibility Receiving officer *Records* Incoming Inspection Check Record	If receiving temperatures and receiving condition is not satisfied inform to incharge of butchery and handle it as per his instructions.	Responsibility Incharge of butchery Receiving officer *Records* Incoming Inspection Check Record
05 Storage in Freezer	OPRP 2	**Biological** Mould & bacterial Contamination due to Improper Storage Temperature of Freezer	Temperature (-18 ^{O}C to -15 ^{O}C)	Using Thermo meter	Twice a Day	Responsibility Maintenance Supervisor *Records* Temperature Monitoring Check List	1. If observed high temperature fluctuation adjusts to proper temperature. 2. Handle the affected lot as per the *Procedure for Handling of Nonconforming Products*	Responsibility Butcher Record *-Temperature Monitoring Check List* -Corrective Action Report
06 Thawing in Chiller	OPRP 3	**Biological** Mould & bacterial Contamination due to Improper Storage Temperature of Chiller	Temperature 0 ^{O}C to 5 ^{O}C Thawing time 24 hours – 72 hours	Using Thermo meter	Check temperatur e of chiller twice a day or when ever food is thawed	Responsibility Butcher *Records* Temperature Monitoring Check List	1. If observed high temperature fluctuation adjusts to proper temperature. 2. Handle the affected lot as per the *Procedure for Handling of Nonconforming Products*	Responsibility Chef in Charge Record *-Temperature Monitoring Check List* -Corrective Action Report

PREPARED BY		*APPROVED BY*	
Food Safety Team Leader		*Operational Manager*	

THE SURF Bentota-Sri Lanka	OPRP PLAN **Operational Prerequisite Programmes For Vegetables (Hazard Analysis 4.3)**	Section : V Page : 07 of 20 Date of Issue : 01.11.2011 Date of Revision : 00.00.0000 Revision No. : 00

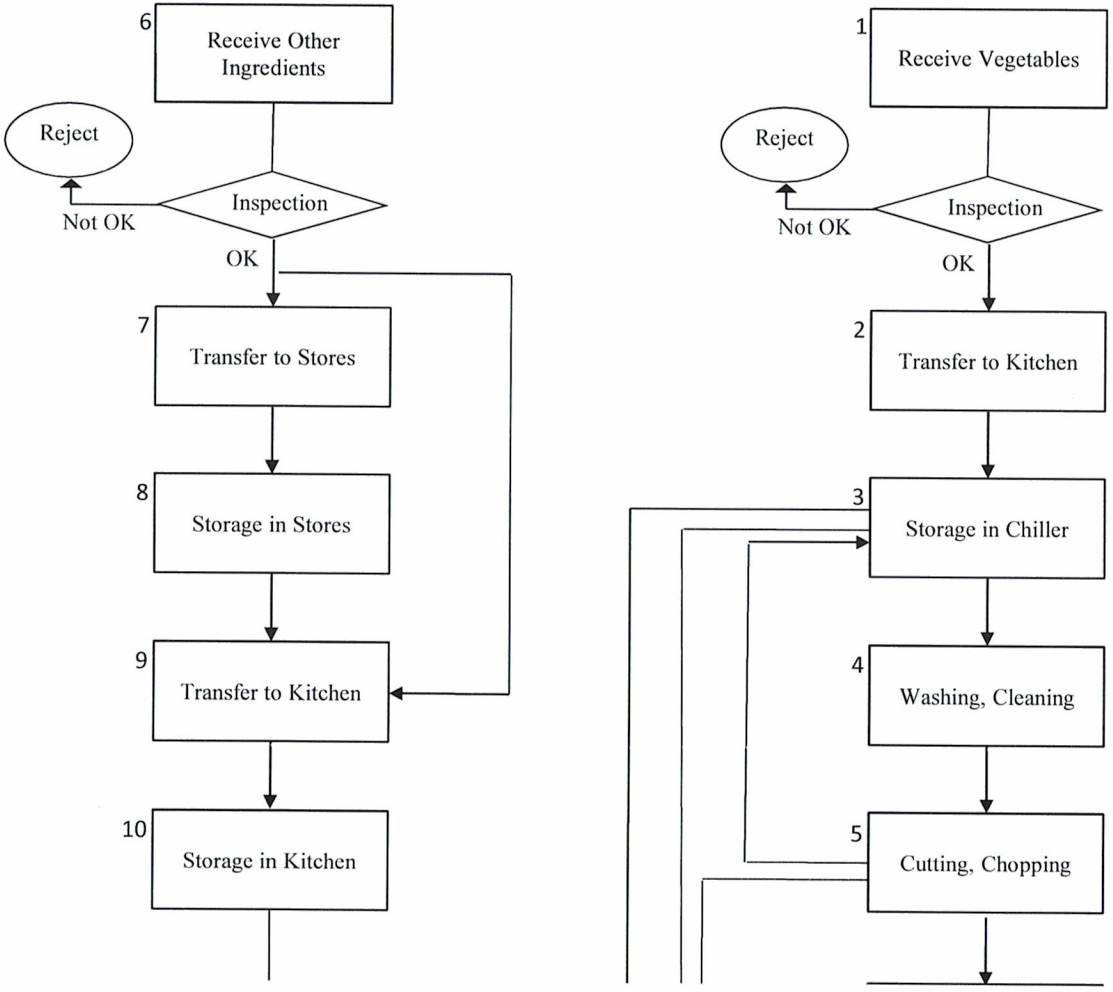
Process Step/s	OPRP No	Hazard Description	Monitoring				Corrective Action	
			What	How	Frequency	Responsibility & Record	Action	Responsibility & Record
3 Storage in Chiller	OPRP 1	**Biological** Mould & bacterial Contamination due to Improper Storage Temperature of Chiller	Temperature (below 8 ^{O}C)	Using Thermometer	Twice a Day	Responsibility Maintenance Supervisor *Records* Temperature Monitoring Check List	1. If observed high temperature fluctuation adjusts to proper temperature. 2. Handle the affected lot as per the *Procedure for Handling of Nonconforming Products*	Responsibility Chef in Charge Record *-Temperature Monitoring Check List* -Corrective Action Report
13 Hot Holding	OPRP 2	**Biological** Mould & bacterial Contamination due to Improper Holding Temperature	Temperature (above 63 ^{O}C for 3 hrs)	Using Thermometer	Once a Shift	Responsibility Supervisor *Records* *Holding Temperature Monitoring Check List*	1. If observed holding temperature below 63 ^{O}C for 3 hrs increase the temperature immediately or replace the food item with new one. 2. Segregate and hold the replaced item and handle it as per the *Procedure for Handling of Nonconforming Products*	Responsibility Chef in Charge Record *- Holding Temperature Monitoring Check List* -Corrective Action Report
16 Cold Holding	OPRP 3	**Biological** Mould & bacterial Contamination due to Improper Holding Temperature	Temperature (below 8 ^{O}C)	Using Thermometer	Once a Shift	Responsibility Supervisor *Records* *Holding Temperature Monitoring Check List*	1. If observed holding temperature above 8 ^{O}C decrease the temperature immediately or replace the food item with new one. 2.Segregate and hold the replaced item and handle it as per the *Procedure for Handling of Nonconforming Products*	Responsibility Chef in Charge Record *- Holding Temperature Monitoring Check List* -Corrective Action Report

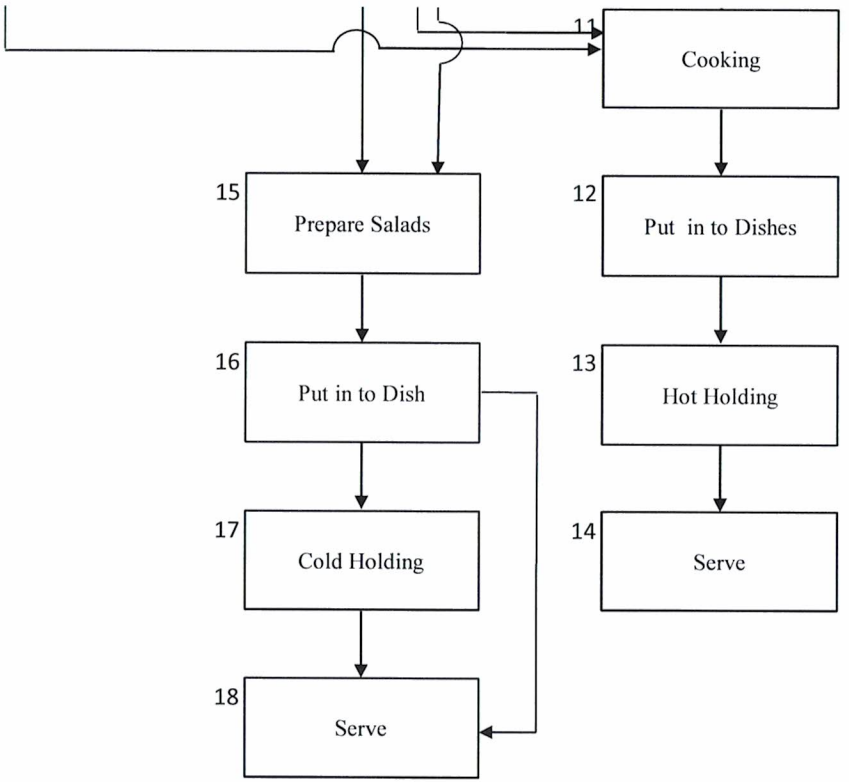
PREPARED BY		*APPROVED BY*	
Food Safety Team Leader		*Operational Manager*	

Process Step/s	OPRP No	Hazard Description	Monitoring				Corrective Action	
			What	How	Frequency	Responsibility & Record	Action	Responsibility & Record
3 Storage in Chiller	OPRP 1	**Biological** Mould & bacterial Contamination due to Improper Storage Temperature of Chiller	Temperature (below 8 °C)	Using Thermometer	Twice a Day	Responsibility Maintenance Supervisor *Records* Temperature Monitoring Check List	1. If observed high temperature fluctuation adjusts to proper temperature. 2. Handle the affected lot as per the *Procedure for Handling of Nonconforming Products*	Responsibility Engineer Chef in Charge Record *-Temperature Monitoring Check List* -Corrective Action Report

Process Flow Diagram For Vegetables

PFD 03




11
Cooking
15
Prepare Salads
12
Put in to Dishes
16
Put in to Dish
13
Hot Holding
17
Cold Holding
14
Serve
18
Serve

IND-EXPO CERTIFICATION LIMITED

INTEGRATED MANAGEMENT SYSTEMS CERTIFICATION SCHEME

NON-CONFORMITY REPORT

Name of Organization: The Surf — NC No. : 04 of 04

Section : FSTL — **Team Leader** : S L Ginige

Relevant Standard : ISO 22000:2005 — **Auditor** : -----

Relevant Clause : 7.8 Verification Plan — **Date of audit :** 2013-04-18

Relevant company document : Annex 6 of FSMS Manual

Non-conformity detected — **Category** : Major/Minor

Verification activities Planned & documented for CCPs & OPRPs have not been described the methods of verifications & responsibilities.

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Auditor — **Team Leader :**

Correction:

INCLUDED THE METHOD OF VERIFICATION ARE RESPONSIBLE OF THE CCP AND OPPRPS THE VERIFICATION SHEDULE

Auditee

Root cause for Non-conformity

UNAWARENESS.

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Auditee

Proposed corrective action : — **Proposed date of completion:** 19-04-2013

PERSON RESPONSIBLE WAS ADVISED TO FOLLOW THE VERIFICATION SHEDULE CAREFULLY.

..... 19-04-2013

Auditee — **Date**

Verification of corrective action — **NC Closed/~~Open~~**

Corrective action taken is verified as effective The NC is closed

....2013-05-18

Auditor — **Date**

Effectiveness of corrective action

Corrective action taken is verified as effective

....2014-01-31

Auditor — **Date**

The Surf Beruwala - Sri Lanka A CNC Prestige Hotel	Verification Schedule Annexure- 06	Date of Issue	: 01.11.2011
		Issue No.	: 01
		Rev. No:	: 00
		Date of Rev:	:00.00.0000

ACTIVITY	SPECIFICATION	FREQUENCY	RECORDS
Verify Flow Diagram	Process Flow	Once a year or change in the process	HACCP Flow Diagram Internal Audit Report
1) Review identified hazards 2) Risk Assessment Table 3) Review appropriateness of the established CCPs		Once a year or change in the process	Analysis HACCP Internal Audit Report
1) Critical Limits Verification Review	Against the Currant standards	Once a year	Internal Audit Report
1) Monitoring Records	-	Every three months	Check List pertaining to ISO 22000 Internal Audit Report
1) Records of Corrective Action	-	Daily / Weekly	Corrective Action Records Internal Audit Report
1) PRP's a) Building Maintenance b) Water Supply c) Personal Hygiene Facilities d) Supplier Evaluation e) Preventive maintenance of Equipment f) Calibration records g) Cleaning and sanitation procedures h) Drainage and waste disposal i) Personal Health status j) Illness and injury k) Personal cleanliness l) Pest Control		Once every 6 months Once every 6 months Once a year Once every year Once every 6 months -do- Once every 6 months Every Month Ones a year Annually Once every 6 months Once every 6 months Once every 6 months	Internal Audit report Analysis Report

Prepared By:	Approved by:
Food Safety Team Leader	General Manger Operations

Specific Control Measures-			
Rice/Peanuts – Aflatoxin analysis	-	Annually	Food Analysis Report
Chemical analysis for Fish - Histamine	-	Annually	Food Analysis Report
Water quality Test		Once in six month	Water quality Test Report
CCP & OPRP Verification			
Microbiological Analysis for food items	-	Annually	Food Analysis Report
Calibration of Thermometers/Fridges/Ovens	-	Annually	Calibration records

7.8 Verification planning

Verification planning shall define the purpose, methods, frequencies and responsibilities for the verification activities. The verification activities shall confirm that

a) the PRP(s) are implemented (see 7.2),

b) input to the hazard analysis (see 7.3) is continually updated,

c) the operational PRP(s) (see 7.5) and the elements within the HACCP plan (see 7.6.1) are implemented and effective,

d) hazard levels are within identified acceptable levels (see 7.4.2), and

e) other procedures required by the organization are implemented and effective.

The output of this planning shall be in a form suitable for the organization's method of operations.

Verification results shall be recorded and shall be communicated to the food safety team. Verification results shall be provided to enable the analysis of the results of the verification activities (see 8.4.3).

If system verification is based on testing of end product samples, and where such test samples show nonconformity with the acceptable level of the food safety hazard (see 7.4.2), the affected lots of product shall be handled as potentially unsafe in accordance with 7.10.3.

7.9 Traceability system

The organization shall establish and apply a traceability system that enables the identification of product lots and their relation to batches of raw materials, processing and delivery records.

The traceability system shall be able to identify incoming material from the immediate suppliers and the initial distribution route of the end product.

Traceability records shall be maintained for a defined period for system assessment to enable the handling of potentially unsafe products and in the event of product withdrawal. Records shall be in accordance with statutory and regulatory requirements and customer requirements and may, for example, be based on the end product lot identification.

7.10 Control of nonconformity

7.10.1 Corrections

The organization shall ensure that when critical limits for CCP(s) are exceeded (see 7.6.5), or there is a loss of control of operational PRP(s), the products affected are identified and controlled with regard to their use and release.

A documented procedure shall be established and maintained defining

a) the identification and assessment of affected end products to determine their proper handling (see 7.10.3), and

b) a review of the corrections carried out.

Products manufactured under conditions where critical limits have been exceeded are potentially unsafe products and shall be handled in accordance with 7.10.3. Products manufactured under conditions where operational PRP(s) have not been conformed with shall be evaluated with respect to the cause(s) of the nonconformity and to the consequences thereof in terms of food safety and shall, where necessary, be handled in accordance with 7.10.3. The evaluation shall be recorded.