



Bakery Express of Central Florida Inc.

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Manager of Quality Assurance and
Regulatory Compliance (10 years as plant manager, 6
years QA)

SQF Practitioner, HACCP Coordinator,
PCQI 2.5 day class



40 years' experience in bakery
manufacturing operations. Yes... I was born
in a dough tub. 😊





7 years (5+2)

When Quality Matters



2 years

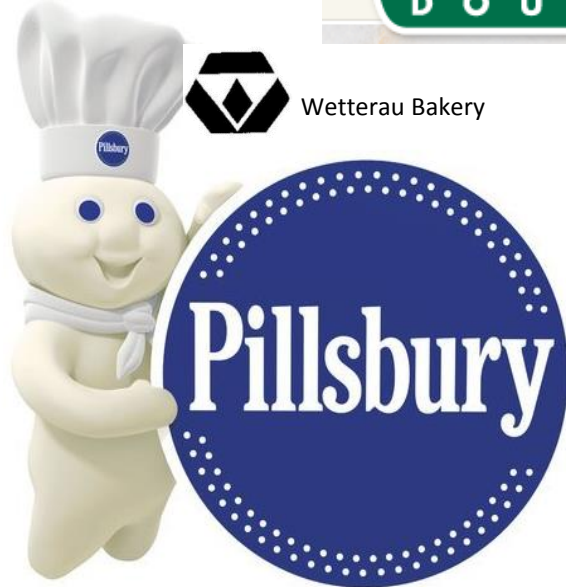


2 years

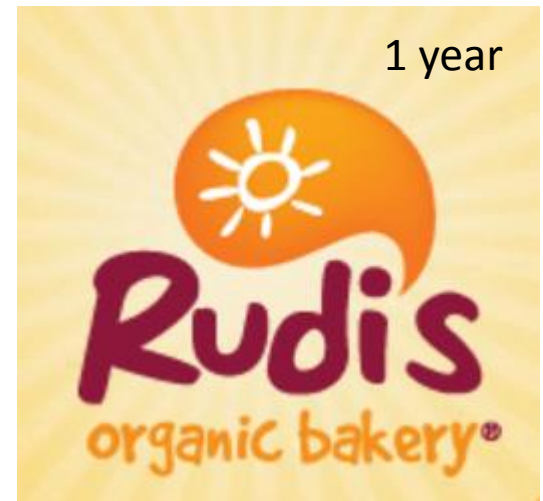
8 years



Wetterau Bakery



5 years



1 year

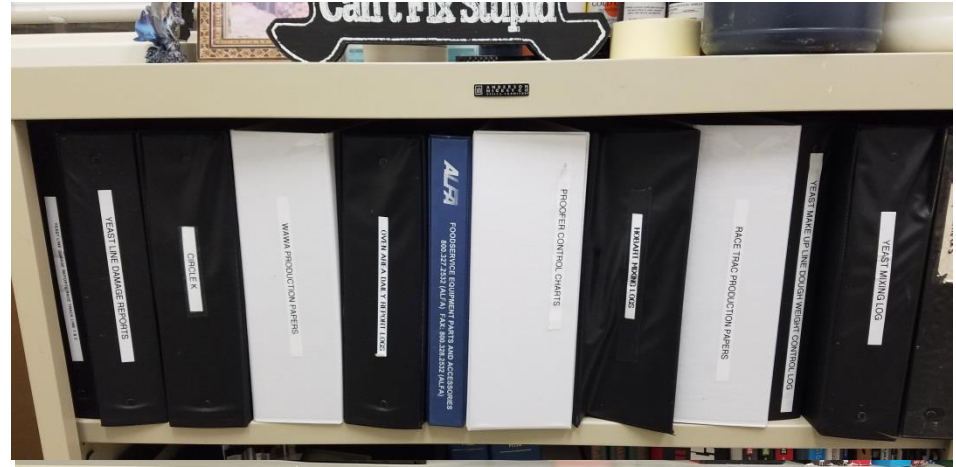


16 years and counting...

Why Purchase Food Safety/Quality Management Software?

- In 2012, we saw the need to certify to GFSI standard in order to grow (Walmart, Dunkin)
- Selected SQF as our Certification Scheme
- Studied SQF Code (module 2 and 11) kind of overwhelming at first. Lots of verification validation and re-assessment.... all with documentation
- “Pro-Tip” Convinced senior management to get QA help to prepare for the SQF Audit, outlined exactly what task needed to be done, ask them which task they would help me do? Or let me hire an assistant.

1st SQF Audit in Spring of 2013. We managed with Word and Excel programs; all records located in 25-30 ring binders (you know what that looks like)



This was not sustainable
and was very inefficient
at audit time

(planned 20 hour audit [8-8-4] took 36 hours [12-16-8])

Very exhausting

We passed the 1st audit and we have one year until next audit, it's time for an upgrade...

Searching for Solutions

- Our main goal was to get document control
- We looked at and tried many, many programs (some of which are no longer out there)





Yes... this is an artist's rendering of me in the dough tub 50 years later.

- We found Safefood 360 to be the easiest to understand, and the document control was exactly what we wanted
- All the other features were considered a huge bonus at this time... now we can't do without them.

Implementation Phase 1

- We tested the software for 30 days, extended for 30 more days, and extended again. Once we knew how to upload documents and “move around” in the program, we purchased the software.
- “Completed” the Excel upload and started the process
- Documents had to be formatted to “fit”
Excel workbooks convert to individual sheets (ASAP software)
Word documents formatted alike to maintain cohesiveness
- Originally I was the only person working with the program (lots of hours in the chair talking to the screen at work and home)
- Twice monthly management meetings were an opportunity to discuss progress and get more buy-in by other managers (once they saw the benefits, most jumped on board)

Implication Phase 2

- Showed managers how to log in to approve documents
- Showed supervisors how to log in and retrieve documents
- Most supervisors and some managers were not very computer savvy and/or ESL, so this was challenging for some



Documents uploaded and Document Control Working (took about 3 months)

Implementation Phase 3

- Now what? What else will this software do?
- Look at all the tabs and drop-down menus... where do we start?

Dashboard Risk Management PRP Control Monitoring Master Data Utilities

Main Dashboard

Summary My Updates My Actions My Calendar

Actions per Module		Total Out
Food Safety Plan	1	6
Complaints	-	-
Corrective Action	-	-
Auditing	1	-
Management Review	4	-
Nonconformance	-	-
Recall / Withdrawal	-	5

Calibration
Cleaning
Maintenance
Code of Practice
Contamination Control
Microbiological Control
Glass & Plastic Control
Pest Control
Medical Screening
Traceability
Supplier Control
Training

- Well.... What does the auditor ask to see every time?
- Internal audits, calibrations, HACCP verification, glass and plastics control, lot tracking, mock recall... what else??

(hint... just about everything under Management and PRP Control)

The screenshot displays a software interface with a top navigation bar and a sidebar. The top bar includes links for Dashboard, Risk, Management, PRP Control, Monitoring, Master Data, and Utilities. The sidebar on the left shows a 'Main Dashboard' section with a 'Summary' tab and a table titled 'Actions per Module'. The 'PRP Control' dropdown menu is open, listing various modules. The 'Management' dropdown menu is also open, showing a list of management-related items.

Module	Count
Food Safety Plan	-
Complaints	-
Corrective Action	-
Auditing	1
Management Review	4
Nonconformance	-
Recall / Withdrawal	-

PRP Control Modules:

- Calibration
- Cleaning
- Maintenance
- Code of Practice
- Contamination Control
- Microbiological Control
- Glass & Plastic Control
- Pest Control
- Medical Screening
- Traceability
- Supplier Control
- Training

Management Modules:

- Complaints
- Corrective Action
- Auditing
- Management Review
- Nonconformance
- Recall / Withdrawal
- Quality Management
- Business Process

- Auditors Motto “ if it isn’t documented, it isn't done.”
- What do we spend time “doing” and then documenting?
- We now started setting up Auditing programs, Monitoring programs, Supplier control, Complaint management, Nonconformance's, Corrective action, Training
This took another 6-8 months.
- One task leads to another. Love how 360 lets you tweak and build programs as you are entering records.
- Our Bi-Monthly managers meeting are now Senior Managers Review of Food Safety Plan (per SQF), and we are using 360 reports and queries to show progress and KPI's.
- Of course we are documenting the meetings under Management Review in 360

One and a half years into implementation of 360...

- 2nd SQF audit (Remember, this is what started it all)
- Were using 360 100% to access Policies, Procedures, Specifications etc. (documents only) Auditor is impressed with the program's ability to track changes and approvals
- Still have about half of those 3-ring binders as supporting documentation (safety net?) of monitoring, verification and validation task and all of HACCP program. Did use 360 for some verification documentation. Audit took less time about 30 hours (10-12-8)

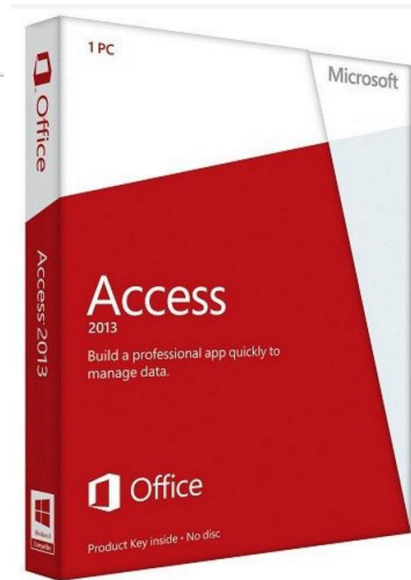


Two and a half years of using and perfecting Safefood 360...

- 3rd SQF Audit... no ring binders, almost all Food Safety monitoring and verification task conducted using 360.
- Audit went very well, closer to 20 hours to complete
- We honestly didn't do anything special to prepare for this audit

What's still not in 360...?

- Daily 90 sheets of paper used in manufacturing and receiving
- Maintenance is using COGS CMMS program
- Sanitation is using Access CMS program (we have MCS in 360)
- Pest Control is using Orkin PowerTrac



Vision for the Future

- Production Process Controls Entered into 360 Live
- Receiving Entered into 360 Live
- Maintenance and Sanitation use 360 so there is more Accountability and Continuity
- Work Stations and Touch Pads Needed



What Might I do Differently?

- Spend more time and energy completing the Excel upload document from 360 (get it all in there)
- Develop an Overall Implementation Plan (all we wanted was document control)
- Outline programs before designing programs
- Read and Follow the Guidance Material offered by 360 before designing a program (more than once, I did a lot of work only to discover that it could be done easier)
- Curb my impatience; it's good to be eager, but time spent planning is going to save time in the long run

Tips and Tricks...

- Don't be afraid to try. No one is an expert at first, and you're not going to "break" the software
- Start by entering a program (must do before entering a record) and 360 will "tell" you what to do next (red box and can't save)
- Expect to spend a lot of time playing (obsessing?) with the software. Design a program then try it and change it
- I think it's better to have one person setting up programs (especially at first)... Too many chefs spoil the soup and You need to learn what it can do
- Look for opportunities to "do it in 360"; any tasks you or others do that could be documented in 360
- Do simple things first. Don't try to redo your HACCP plan right away (monitoring task are easy)

- Make a simple outline of the Program you want to implement before designing it in 360
- Add as many task as possible into an individual program
- Use ambiguous language for attribute & variable “TEST”
(a 2 oz cookie test can be used for a 2 oz donut etc... so name it 2 oz Weight Test)
- Use common names for program titles (QA Calibration, QA Metal Detector Check, QA Product Score etc...) helps with Queries and sorting
- Get other departments involved by assigning simple tasks conducted frequently so they stay “connected” (freezer check by maintenance, trailer check by shipping)
- Keep senior management aware of your progress (they will be wondering why you are talking to your monitor all day)
- Show it off. Use 360 reports and queries etc. in management meetings. Volunteer to setup monitoring task for repeated questions. (how much of this do we use, how much waste is generated etc...)

- Send PDF's of nonconformance's to suppliers so they know you are documenting issues
- Send PDF's of complaint corrective actions to customers so they know you take their concerns seriously
- Ask other managers “what kind of report or monitoring task would help them”, and do it
- Excitement is contagious, so stay excited and positive about the program



That's all Folks... questions?



I have more photos of my granddaughter if anyone is interested. 😊