



Exceeding SQF Expectations: Addressing the Human Element of Food Safety

LeAnn Chuboff, SQF Institute | Laura Dunn Nelson, Alchemy Systems

September 22, 2016

#alchemywebinar



Today's Speakers



LeAnn Chuboff
Senior Technical Director



Laura Dunn Nelson
VP of Business Development



Agenda

- Key insights from the 4th annual Global Food Safety Training Survey
- SQF perspective on food safety training
- Common SQF audit results
- SQF Edition 8 preview
- Closing the gap between training and food safety culture
- Q & A

The Global Food Safety Training Survey



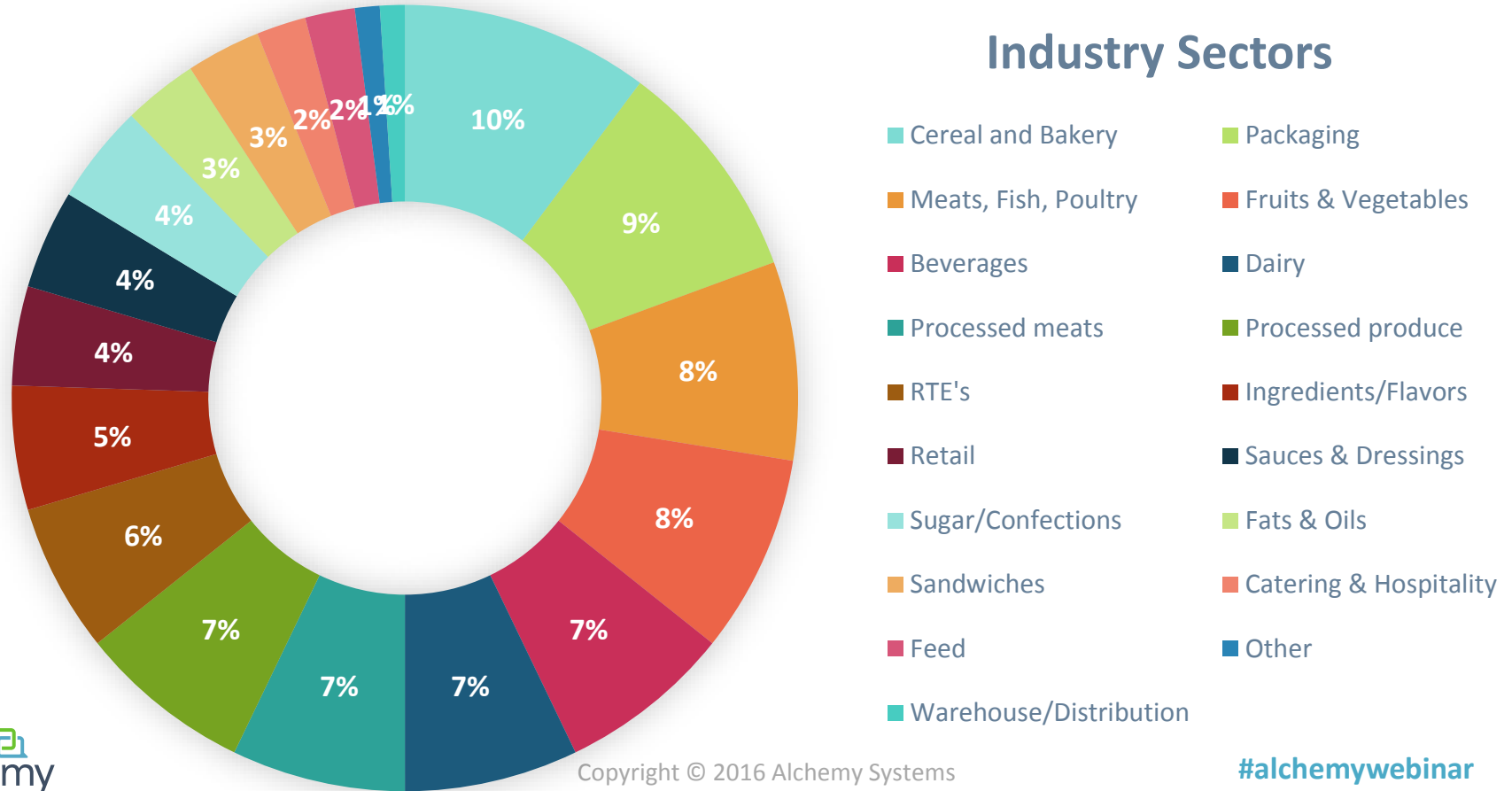
Key Insights

- Commitment to Food Safety
- The Gap: Behavior Change
- Closing the Gap

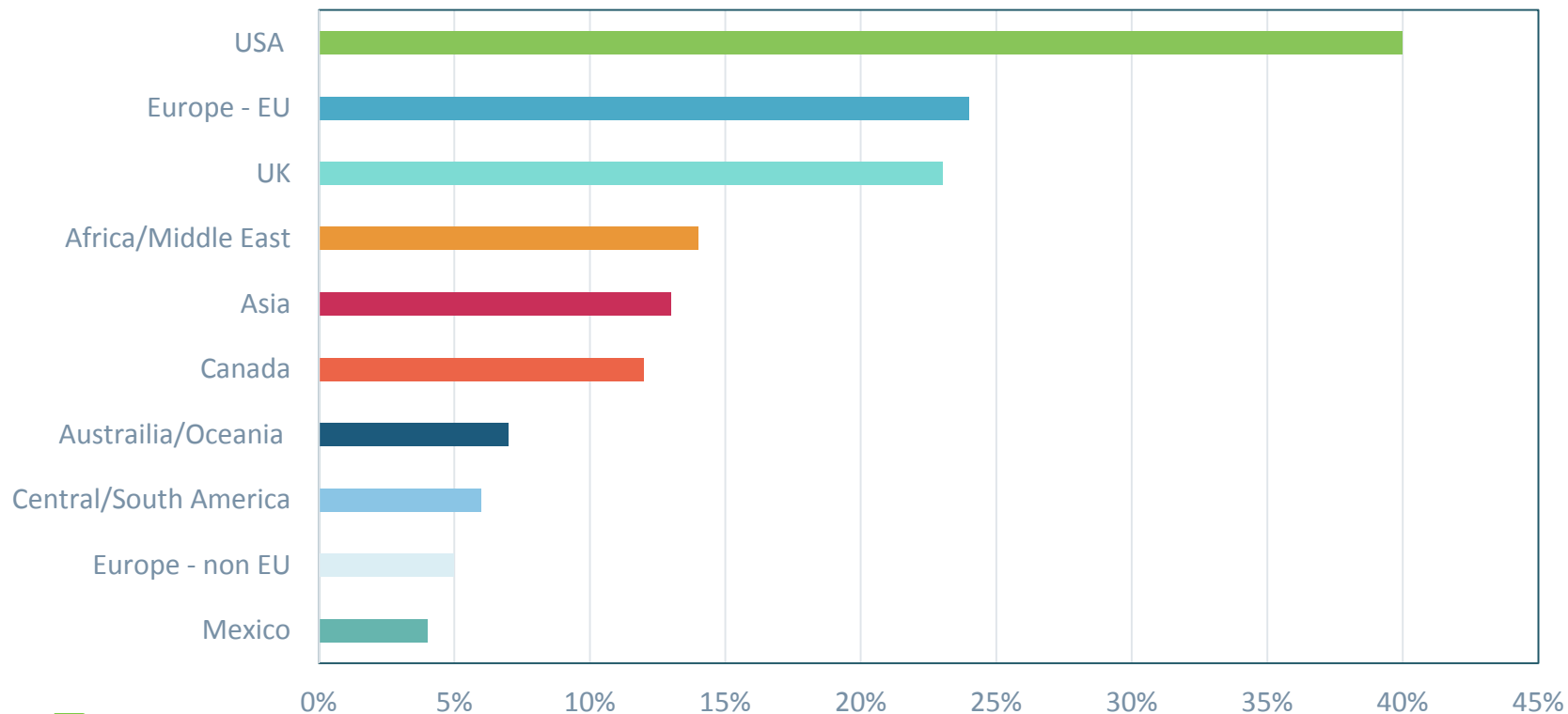


Global food safety training survey representation

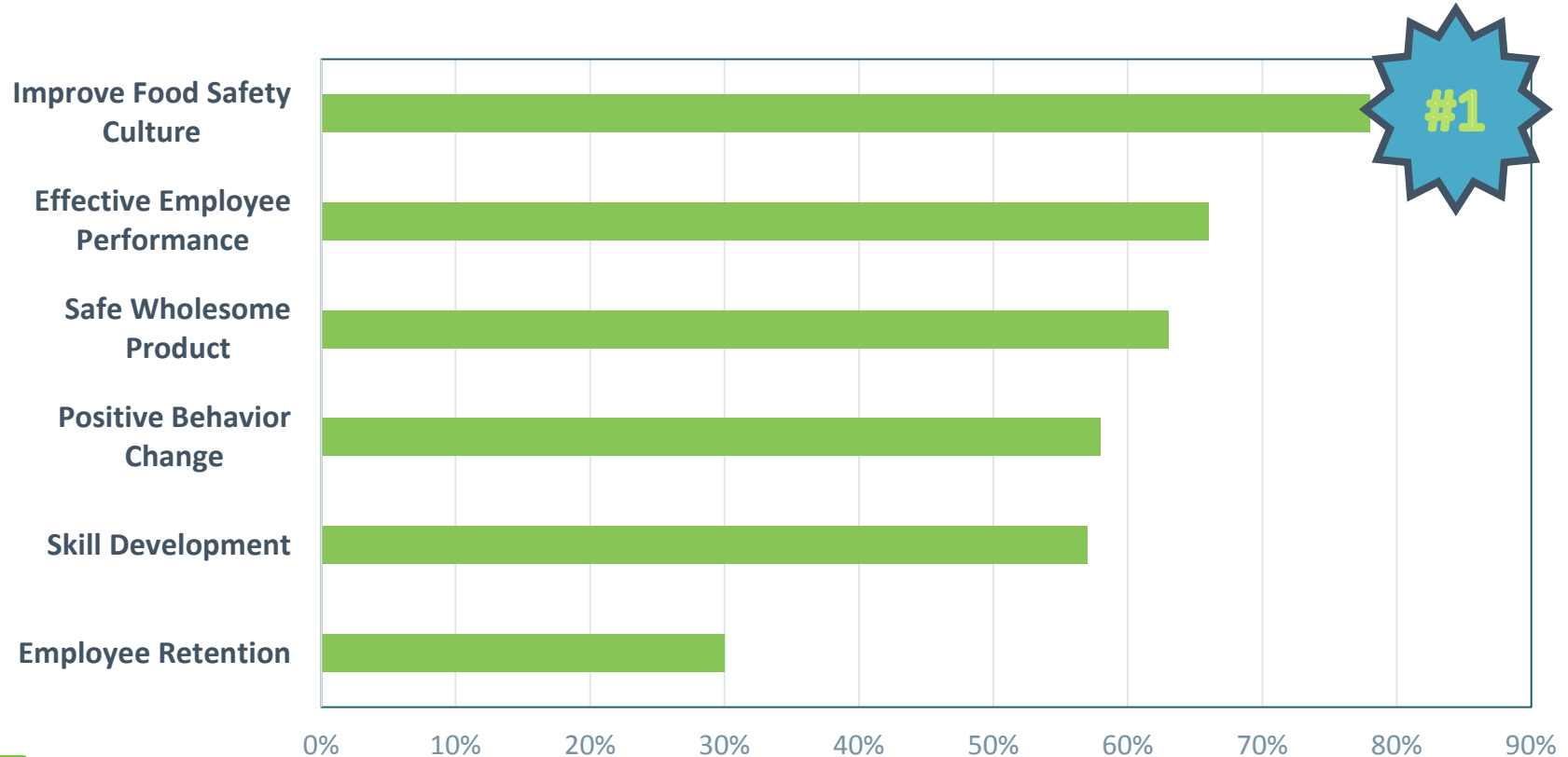
Industry Sectors



Geographic representation



Most important training goals



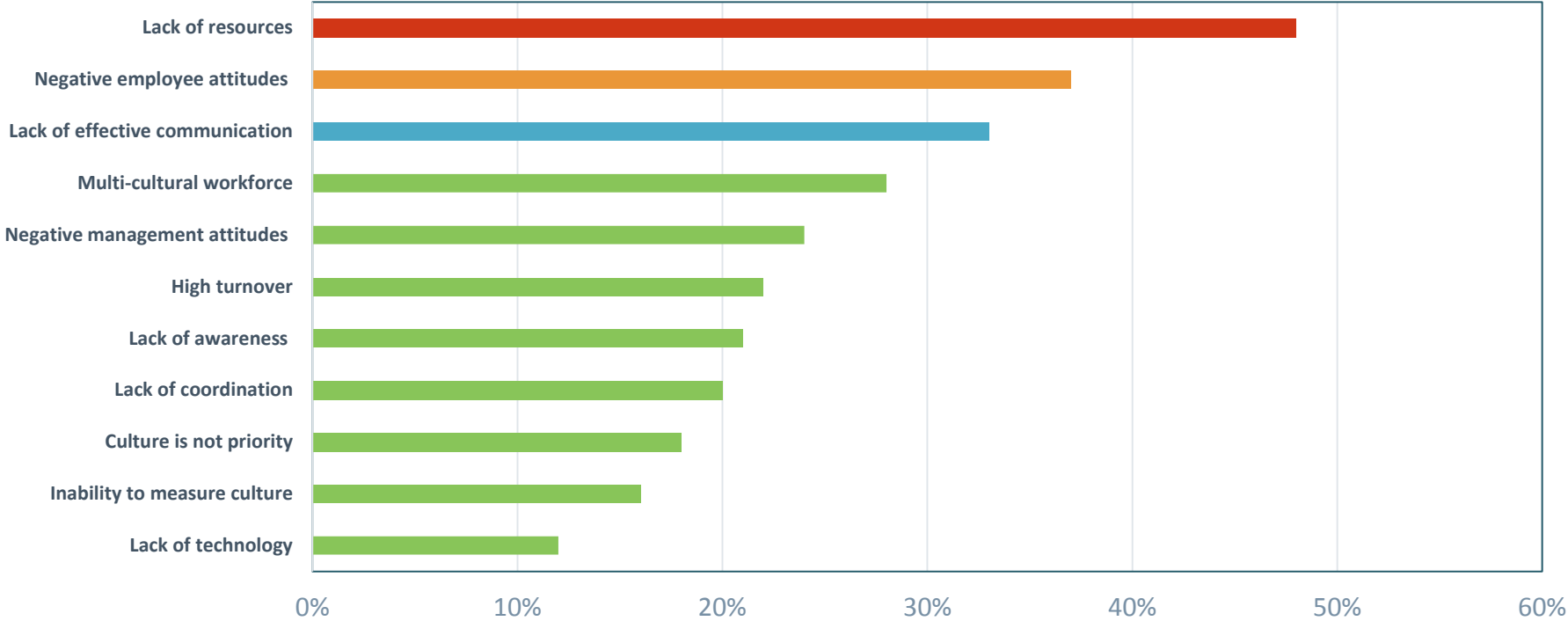


POLL

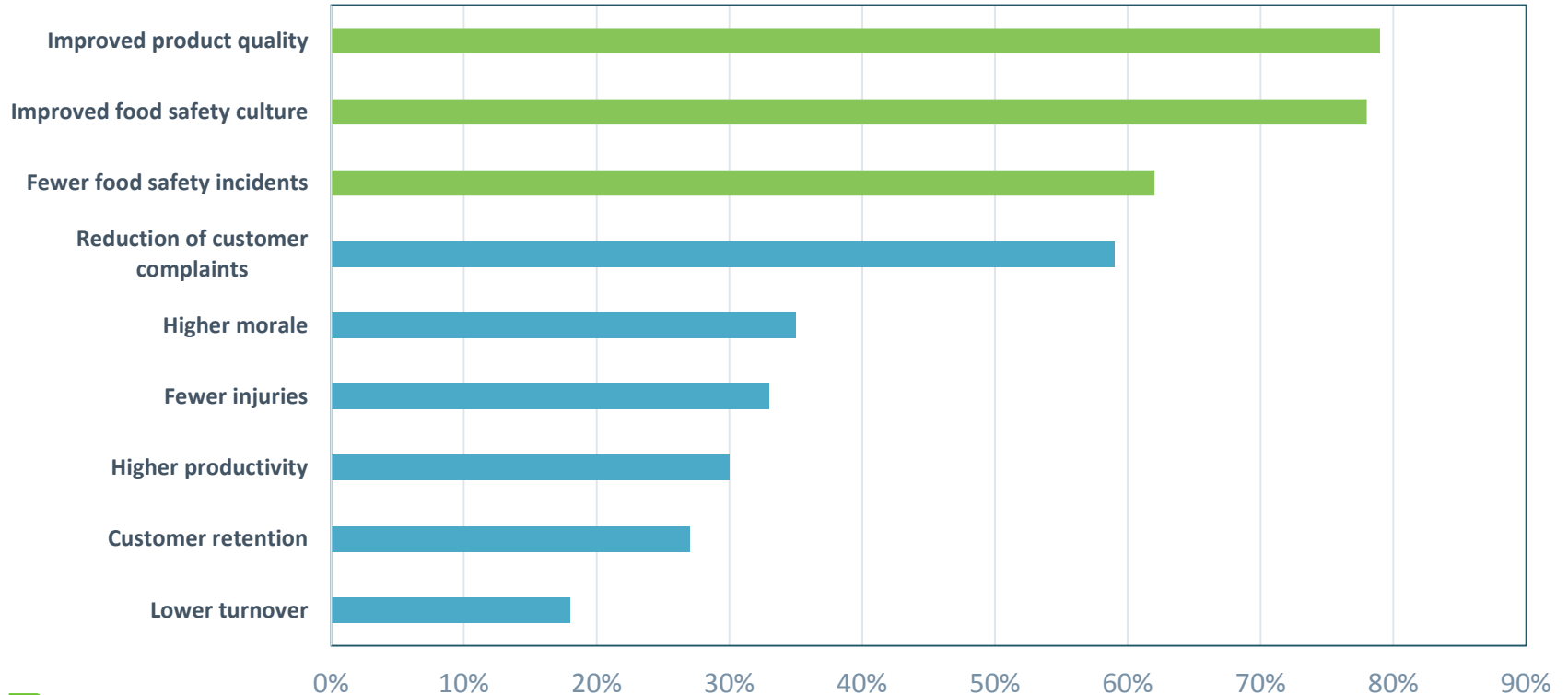
What is your biggest challenge to developing a food safety culture?

- High turnover
- Lack of understanding
- Lack of time and resources
- Negative employee attitudes

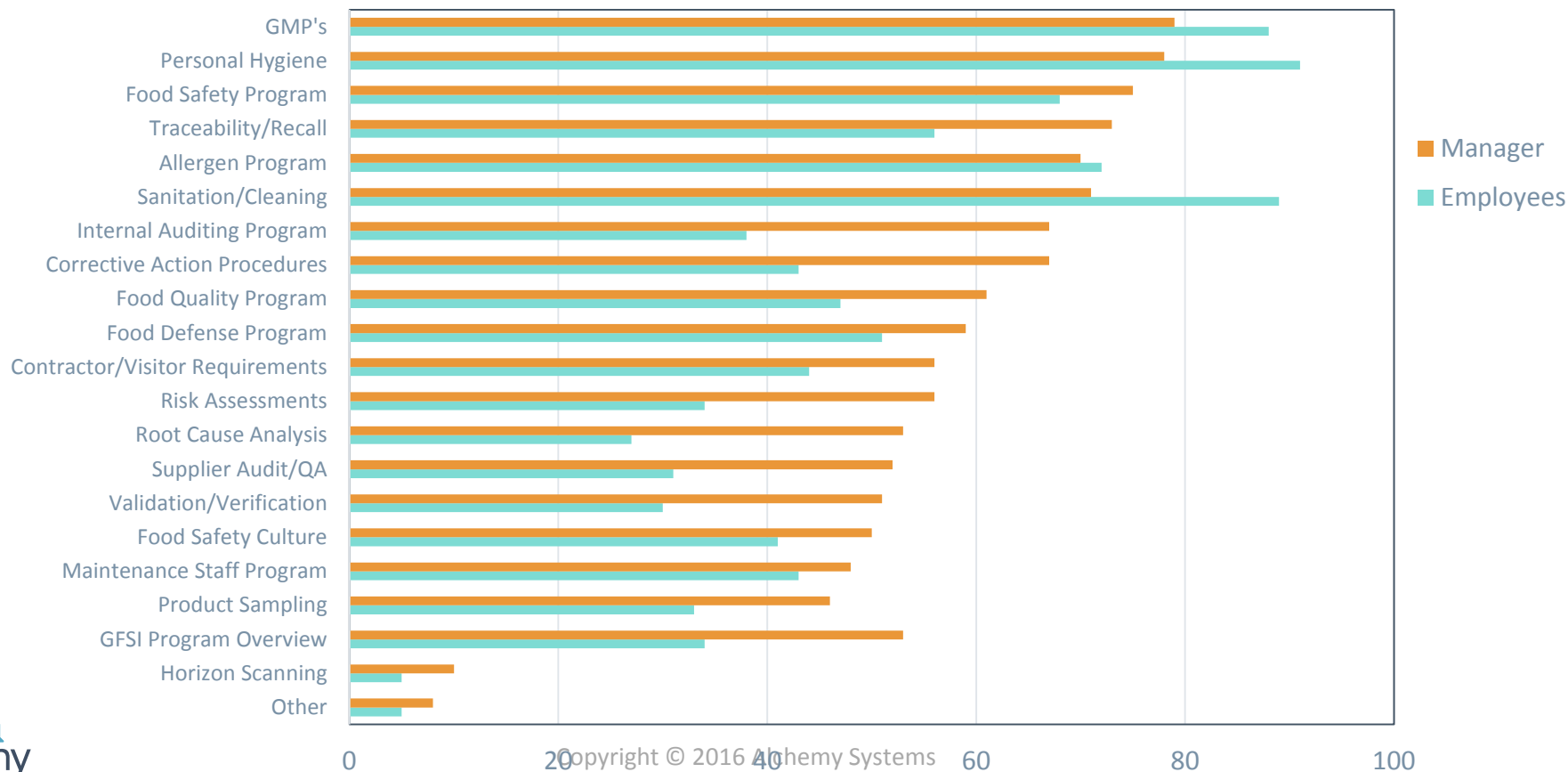
Biggest challenges to developing a strong food safety culture



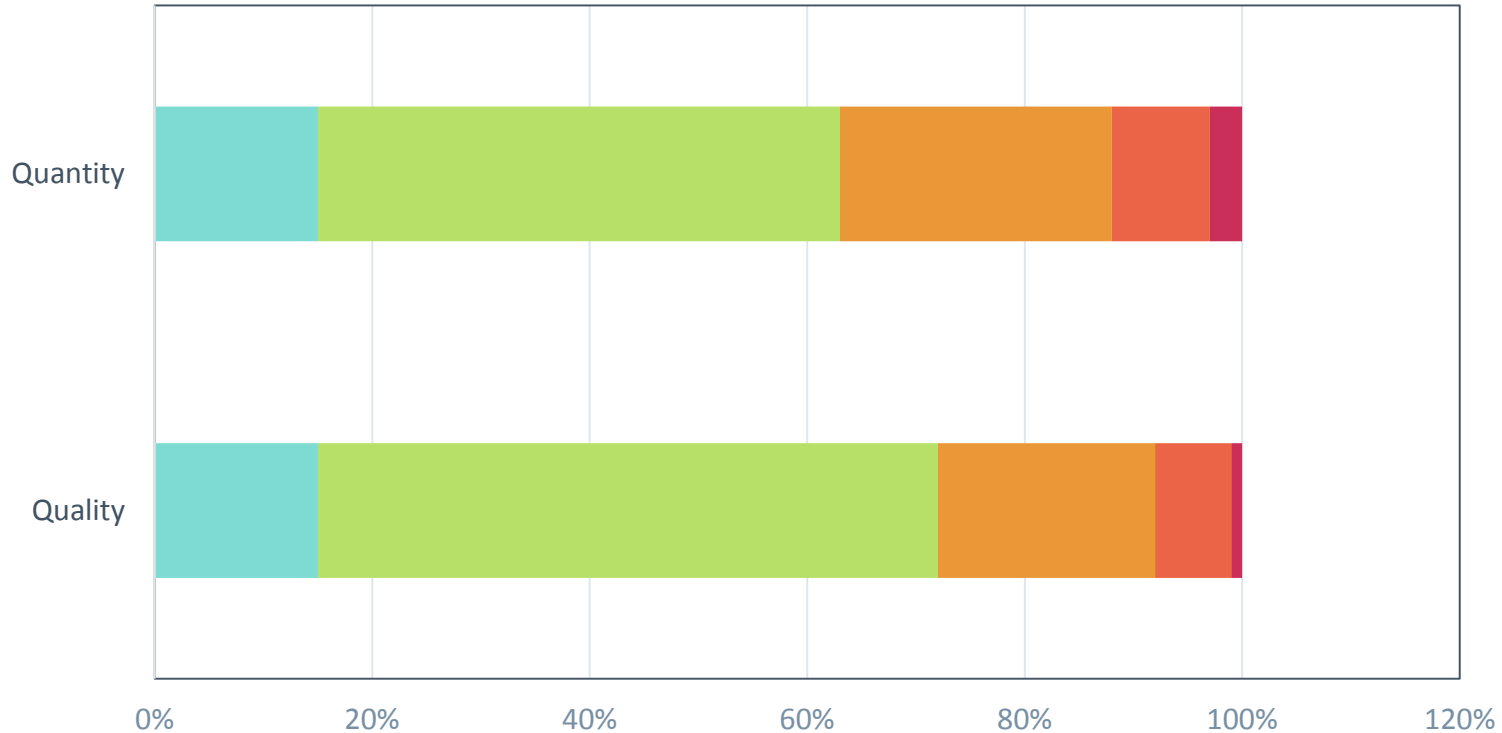
Benefits experienced from effective employee training



Training topics



Status Quo – Training Satisfaction



Very satisfied Satisfied Somewhat satisfied Dissatisfied Very dissatisfied

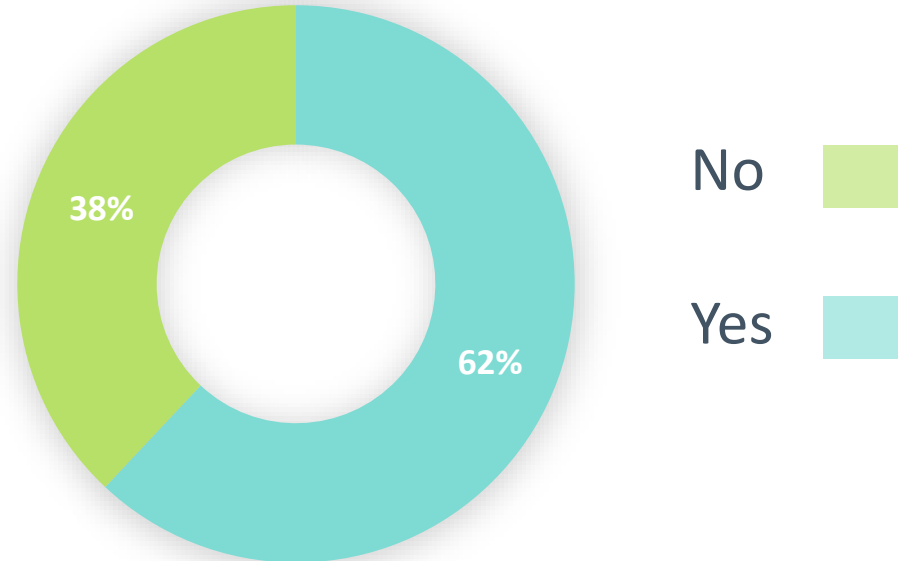
Copyright © 2016 Alchemy Systems

Learning

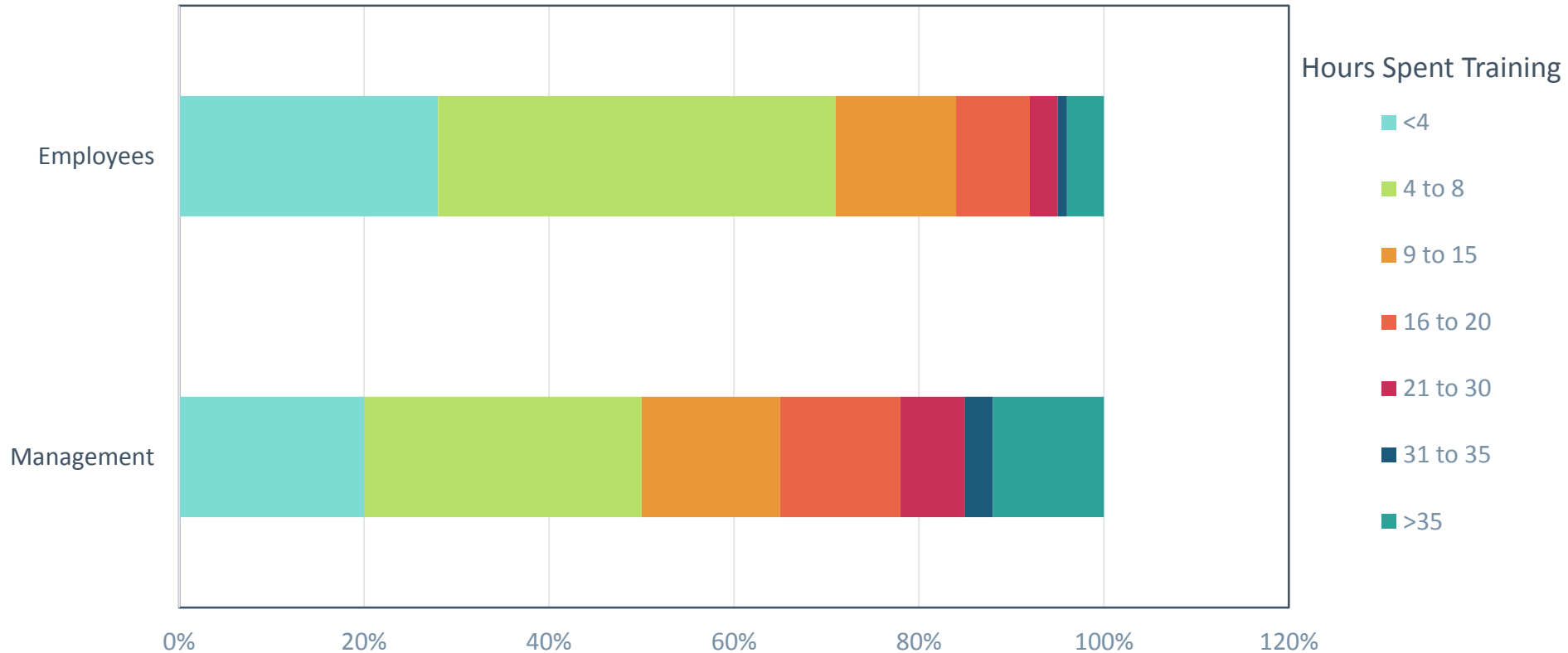


Doing

Despite our efforts we still have employees not following our food safety program on the plant floor.



Disparity in training time



Temporary workers

- GMPS, Personal Hygiene,
 - Sanitation
 - Cleaning
- Food Safety Culture,
 - Recalls
 - Internal Auditing

Supply Chain Training Requirements



SQF perspective – food safety training



Agenda

- SQF perspective on training
- SQF audit results around training
- What's new – SQF Edition 8



POLL

What is the #1 training non-conformity observed by SQF auditors?

- Refresher training is not conducted
- Training skills register is not documented
- Instructions are not available for facility personnel
- Training is not conducted in all languages of the facility

From SQF audits...



- Overall, there is a strong fundamental base for training in SQF certified facilities; however, there are a few areas that need attention:
 - Training is not completed for all needed staff
 - Refresher training does not include GMP training
 - Training records are incomplete or not documented
 - Employees are not following written instructions or training

Improve your training program

Overall, there is a strong fundamental base for training in SQF certified facilities, however there are a few areas that the supplier should focus:

- Identify the training needs of the facility
- Verify the training is effective
- Include refresher training in the program
 - GMPs, HACCP
- Keep the training skills register up to date
- Focus on CCP and CQP operator for HACCP training
- Provide work instructions for all food safety tasks
- Complete the training records



**If the only tool you have is a
hammer, you tend to see
every problem as a nail.**

- Abraham Maslow, Psychologist

Think differently

- Focus on education, training and communication
- Implement training programs to create a change in behavior
- Gain a commitment from the employees
 - not just a sign off- but a commitment to behavior
- “Market” your food safety plan
 - How are you communicating food safety in your operation?

Food Safety Commitment Statement

Thank you for participating in the Good Manufacturing Practices basic training

As a member of the food safety team, would you please commit to joining us in the following these principles that you have just learned in the GMP training and do your part in promoting, implementing and providing safe food to our customers?

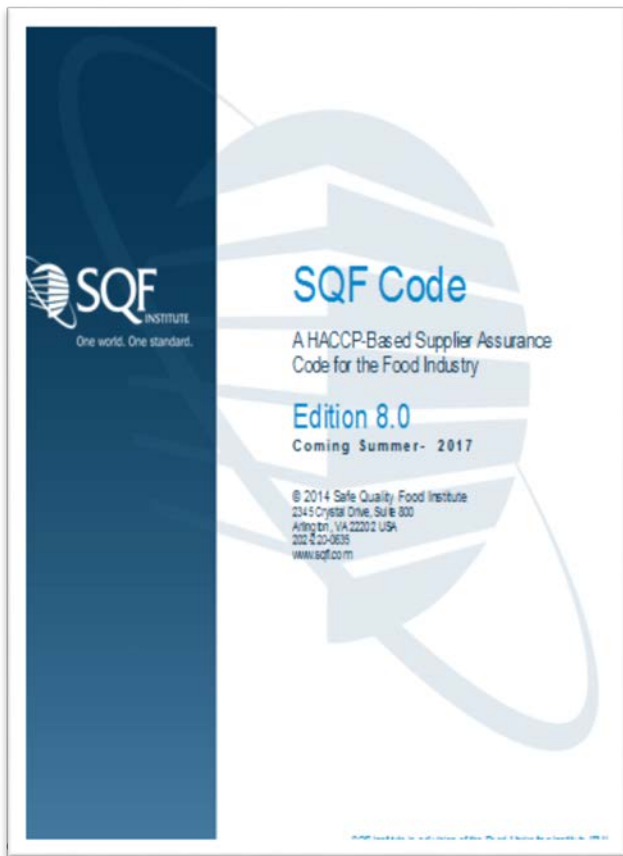
YES

NO

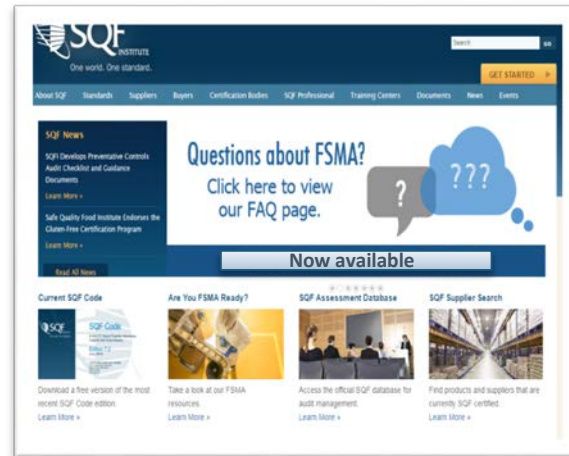
Thank you for your support in making safe food for you, your family and our customers.



What's new at SQF?



- ✓ **Emphasis on management commitment**
- ✓ **Focus on what causes recalls**
- ✓ **Demonstration v training**
- ✓ **Food Fraud**
- ✓ **Public comment period begins November 15**



Readiness

Tools:

- ✓ **Checklist**
- ✓ **Guidance**
- ✓ **FAQs**
- ✓ **Resources**
- ✓ **FDA links**
- ✓ **News**



- ✓ **Pre-Conference Training**
- ✓ **FSMA Updates**
- ✓ **Practical Solutions**
- ✓ **Networking**
- ✓ **Professional Development**

Coming soon!

With the release of SQF Edition 8.0

1. SQF quality systems
2. Audit trace back approach
3. Retail code
4. GFSI benchmarking requirements



Strategies for Closing the Gaps

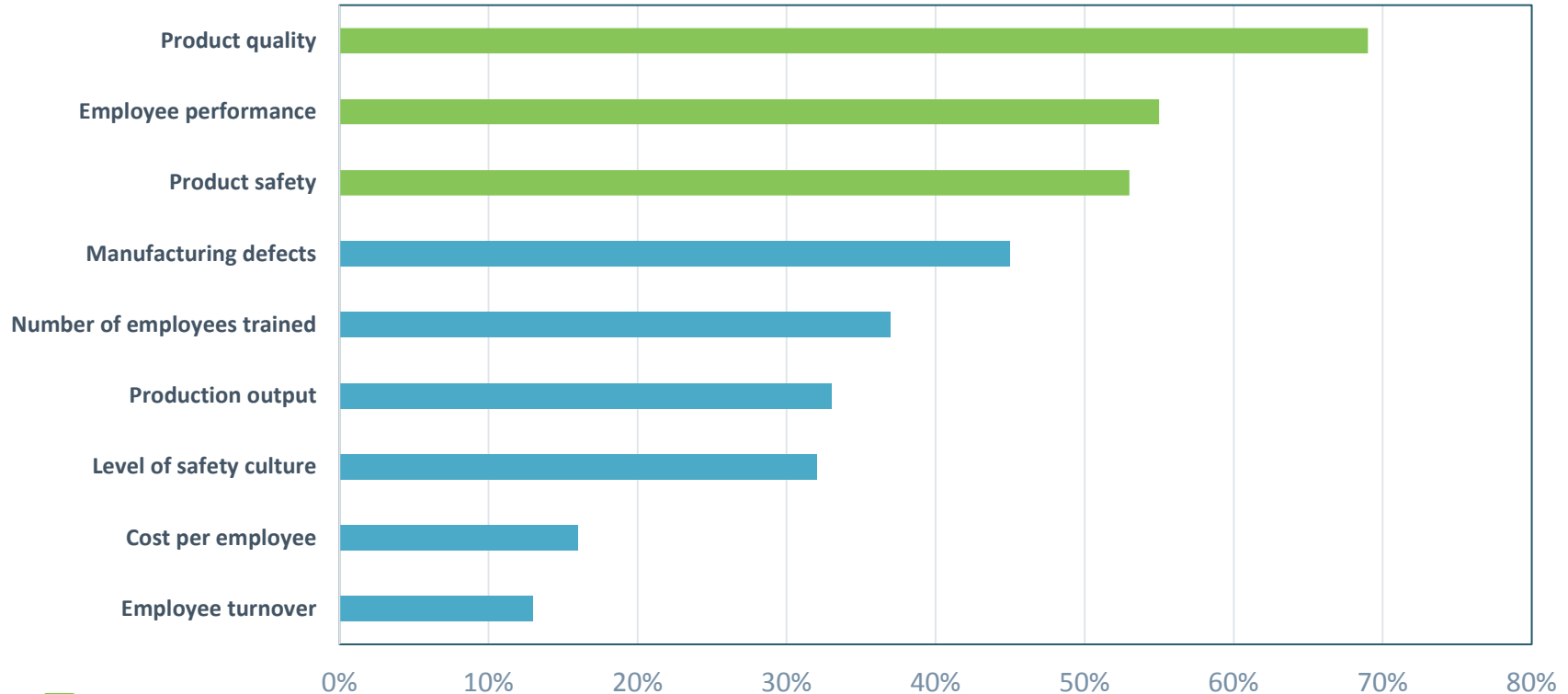


Reasons for the training gaps?

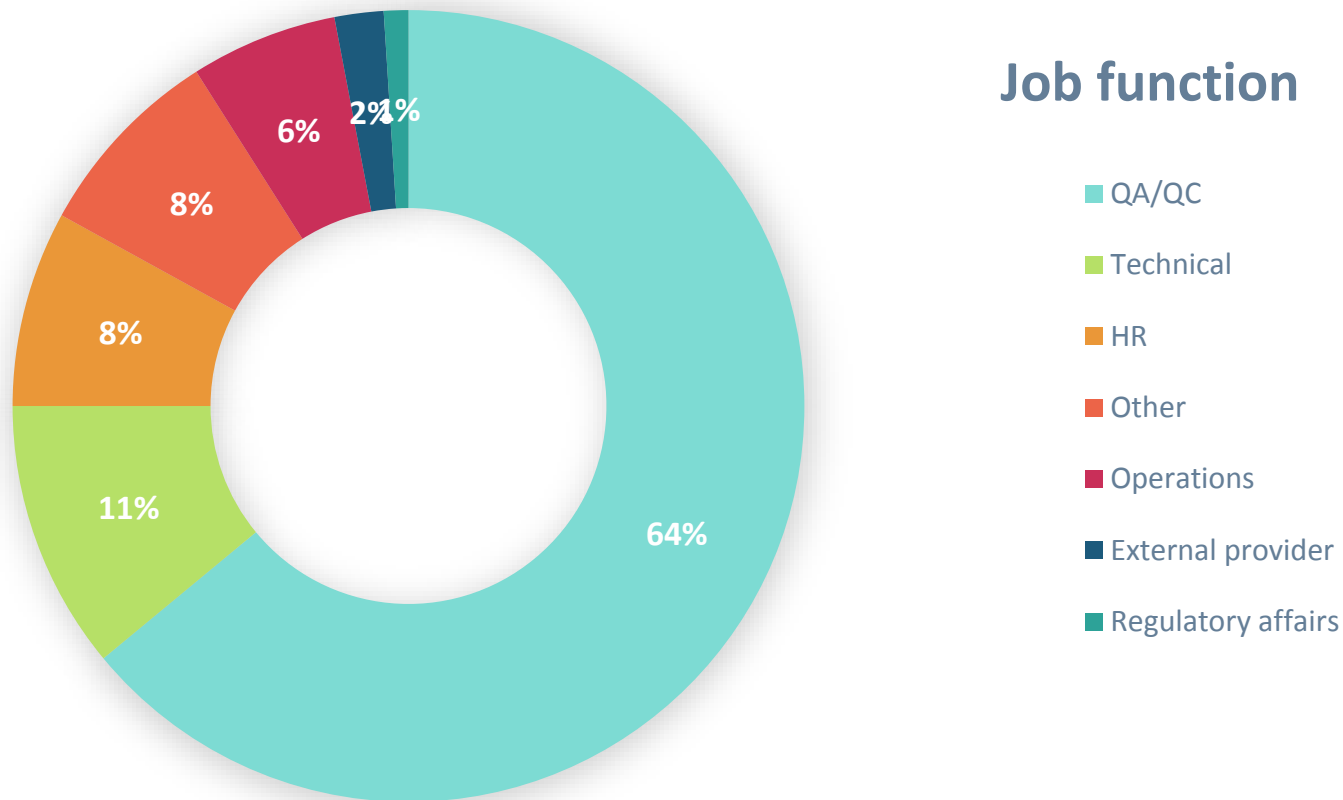
1. Training lacks the 'why' component
2. Training effectiveness is not measured
3. Food safety is not a shared responsibility
4. Food safety training is not reinforced
5. Employee behaviors are not assessed on the plant floor to verify knowledge and application

A Picture Is Worth
A Thousand Words

Effective metrics – leading and lagging indicators



Who is responsible for training integration?



Expanding our “training” definition

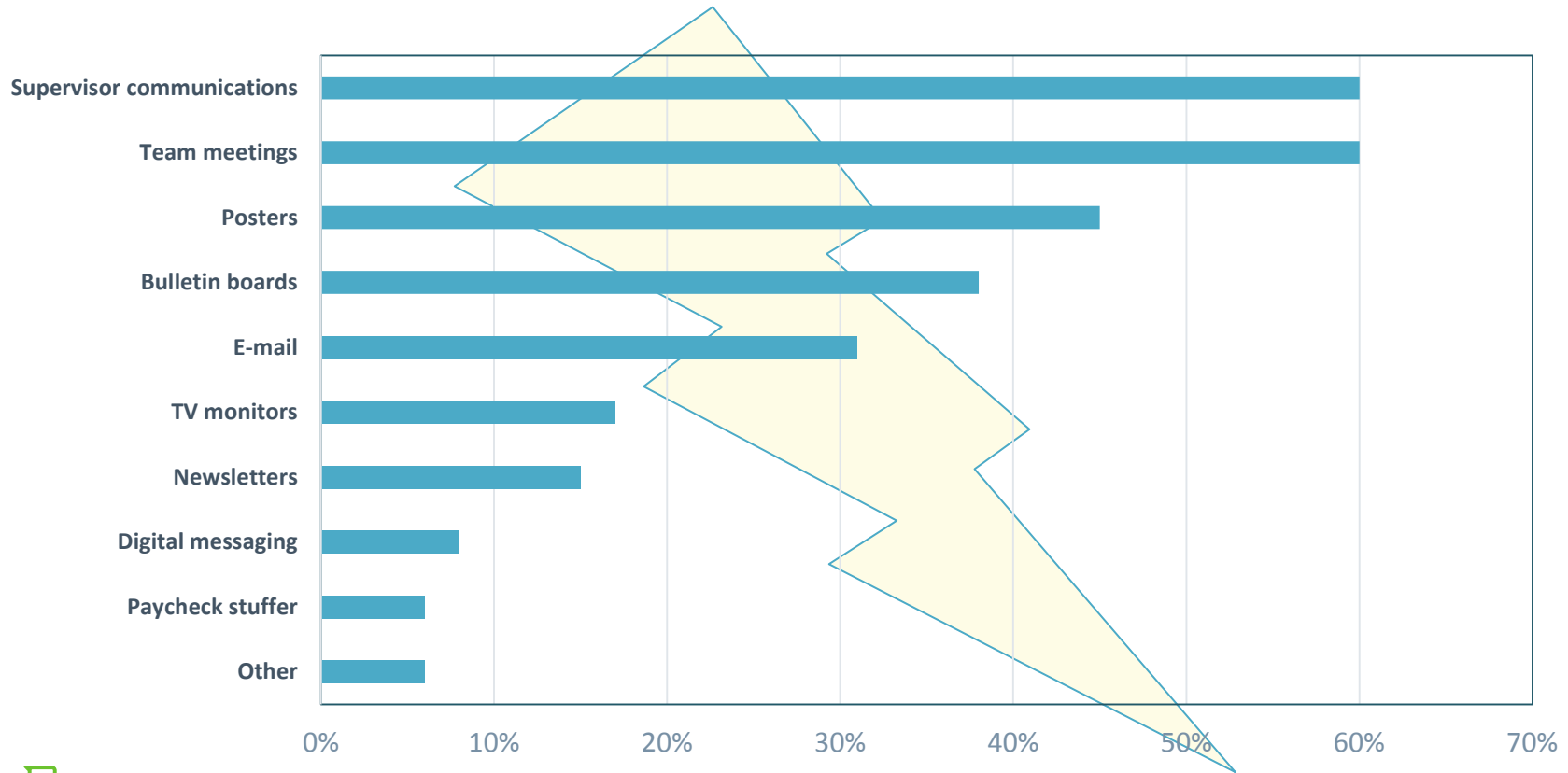
“If your goal is to produce long-term retention, and if your goal is to produce behavior change, then what you do after training is more important than what you do during training,”

- Dr. Art Kohn, Portland State University



80% of content is forgotten within 30 days

Rolling thunder – keeping training top of mind



Rolling thunder - keeping safety top of mind...



Huddle Guide



Poster



Digital Signage



Coach

Employees are your best line of defense



Learning

- Consistency



Communications

- Drive retention through reinforcement



Performance

- Coach and observe employee behavior on the production floor



Setting the stage for improvement

1. Insure training covers the 'why'
2. Measure training effectiveness with leading indicators
3. Integrate food safety training responsibility across departments
4. Train supervisors to be effective coaches
5. Create 'food safety campaigns' to drive behaviors

Alchemy Preventive Controls Qualified Individual Training Options



On-site classroom
across the country



On-site at
your facility



eLearning on
your terms

- Register Here: alchemysystems.com/preventivecontrol
- For a limited time receive a \$250 discount on course registration using code: PCQI250

Q&A



THANK YOU

Global Food Safety Training Survey results available at:

www.alchemysystems.com

SQF resources available at:

<http://www.sqfi.com/>