COMPANY NAME
ADDRESS
CITY, MB POSTAL CODE

SAMPLE
Food Safety and Identity Preserved Quality Management System Manual

June 15, 2022

This manual meets the requirements of the following standard:

CGC FSIP-STAN 1.1.0 Canadian Grain Commission Food Safety and Identity Preserved Quality Management System Standard

COMPANY NAME

AMENDMENT RECORD

DATE	SECTION/PAGE	DETAILS	SIGNATURE

COMPANY NAME

DISTRIBUTION OF THE MANUAL

The Quality System Representative of *COMPANY NAME* is responsible for the authorization and maintenance of the circulation list. It is the responsibility of the holder to maintain the copy.

Quality Manual Copy Number	**Original Document Holder**
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COMPANY NAME

REVISION NOTICE

The Food Safety and Identity Preserved Quality Management System Manual is reviewed annually as part of the internal audit process (or management review process). The Quality System Representative, through the Management Review Process and Document Control Process authorizes revisions.

CGC FSIP-STAN 1.1.0

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SECTION 101 FOREWORD

Food Safety and Identity Preserved Quality Management System (FSIP QMS) Manual

This FSIP QMS Manual defines the corporate objectives of *[COMPANY NAME]* and describes how the requirements of *[CGC HACCP or CIPRS+ HACCP]* will be met.

The FSIP QMS Manual is a controlled document and controlled copies are used by *[COMPANY NAME]* to implement the system. Uncontrolled copies are available to customers seeking confirmation of our FSIP QMS.

Certain activities are regulated by international and federal, provincial and municipal governments, and by contractual agreement, which are binding upon written agreement by the client and *[COMPANY NAME].* Our Legal Requirements Policy is included as Appendix 1 to this manual.

Management Commitment and Culture of Food Safety

Top management commits to the development, implementation and continuous improvement of the FSIP QMS and fostering a culture of food safety within the organization by:

- communicating to company personnel through staff meetings and internal company communication the importance of meeting customer as well as statutory and regulatory requirements;
- communicating food safety responsibilities to company personnel, including the risk to product safety if food safety responsibilities are not met;
- encouraging employee feedback on quality and food safety issues, as well as opportunities for improvement;
- appointing a Food Safety Team Leader;
- establishing, implementing and maintaining the food safety and identity preserved quality policy, a Hazard Analysis and Critical Control Point (HACCP) system, and a quality plan in support of its obligations to the company's certifying bodies;
- ensuring the food safety and identity preserved quality performance goals and objectives are established and reviewed on a regular basis;
- conducting performance measurement of the effectiveness of the food safety and quality management system based on the food safety and quality policy, customer feedback and other key performance indicators;
- ensuring the monitoring and verification programs are implemented as planned;
- conducting management reviews and acting upon the results of those reviews to maintain compliance with the certification standards; and
- ensuring the availability of resources for the effective implementation of FSIP QMS System, performance goals and objectives.

Customer Focus

With the aim of enhancing customer satisfaction, management ensures that customer requirements are determined and met by supplying a safe, quality product.

REFERENCES

CGC FSIP-STAN 1.1.0:
Section 1.0 – Introduction
Section 3.1 – Documentation: General
Section 4.1 – Management Commitment
Section 4.6 – Responsibility, Authorization, and Communication
Section 4.2 – Customer Focus
Section 5.1 – Provision of Resources

RELATED DOCUMENTS

FSIP QMS Manual: All sections

RECORDS

Legal Requirements Form (Appendix 1)

***[COMPANY NAME]* FSIP QMS MANUAL**	**SECTION: 102**
DATE:	**REVISION #:**
WRITTEN BY: *Sample Template*	**APPROVED BY: *[name]***

SECTION 102 COMPANY BACKGROUND

DESCRIBE YOUR COMPANY, PRODUCTS, and SCOPE OF CERTIFICATION. The information provided will help determine the processes and interrelation of processes required to meet FSIP QMS outcomes, and the methods required to monitor, measure and verify the efficacy of identified processes. The scope should include any exclusions from the standard and the rationale for the exclusion.

Information identified in this section includes:

- *core business activities and processes;*
- *company operations;*
- *commodities shipped under the scope of the certification;*
- *company facilities included under the scope of the certification, and;*
- *contracted processors that conduct grain handling activities under the scope of the certification.*

REFERENCES

CGC FSIP-STAN 1.1.0: Section 2.0 – General Requirements
Section 3.1 – Documentation: General

RELATED DOCUMENTS

FSIP QMS Manual: All sections

***[COMPANY NAME]* FSIP QMS MANUAL**	**SECTION: 102**
DATE:	**REVISION #:**
WRITTEN BY: *Sample Template*	**APPROVED BY: *[name]***

SECTION 103 FOOD SAFETY AND QUALITY POLICY STATEMENT

Your food safety and quality policy statement should be relevant and specific to your company, and include your commitment to IP quality and food safety, as well as to the continuous improvement of your FSIP QMS.

Your policy should set out the overall purpose of the FSIP QMS and establish quality objectives that are measurable through key performance indicators.

Your policy should be posted and communicated throughout your organization.

This section should describe the method and frequency of the policy review process.

REFERENCES

CGC FSIP-STAN 1.1.0: Section 4.3 – Quality Policy

RELATED DOCUMENTS

FSIP-QMS Manual: Section 105 – Corporate Objectives
Section 107 – Food Safety and Quality System Planning

RECORDS

Management Review Committee meeting minutes

SECTION 104 ORGANIZATIONAL STRUCTURE AND RESPONSIBILITIES

This section describes the reporting and operational structure of *[COMPANY NAME]* to identify employees with responsibility for meeting the corporate food safety and quality objectives outlined in Section 105. Reporting directly to the [*President*], the [*Food Safety and Quality Manager*] has overall responsibility for development and maintenance of the company's FSIP QMS program. The [*Food Safety and Quality Manager*] and the responsible section managers identify the qualifications, training requirements and job descriptions of personnel that are integral to support the effective implementation of the FSIP QMS.

Personnel with clear authority within each work area and for every shift have been identified to:

- initiate immediate action to prevent the occurrence of any non-conformances relating to the products, process and the FSIP QMS;
- identify and record any problems relating to the product, process and FSIP QMS;
- issue load certificates (CIPRS or CIPRS+ HACCP);
- stop and/or control further processing, packaging and shipping until deficiencies or unsatisfactory conditions are corrected or the hazard has been reduced to an acceptable tolerance;
- initiate, recommend or provide solutions through designated channels;
- verify the implementation of solutions; and
- address customer satisfaction issues.

These work descriptions also assist in the identification of training needs as outlined in Section 111 Human Resources.

Following are examples of key positions with responsibility for the FSIP QMS. The description you include will be based on your company's specific management structure.

PRESIDENT

Reporting to the Board of Directors, the President has overall responsibility for the development of and adherence to the company's quality policy and corporate objectives. The President determines the organizational structure for the company and ensures that it operates effectively to meet the Food Safety and Quality Policy.

FOOD SAFETY AND QUALITY MANAGER

The Food Safety and Quality Manager has overall responsibility for the development, implementation and maintenance of the FSIP QMS. Working with the other managers, the Food Safety and Quality Manager ensures all inputs and internal production processes comply with the requirements of the FSIP QMS. The Food Safety and Quality Manager is responsible for the establishment and management of the HACCP Team.

QUALITY SYSTEM REPRESENTATIVE

The Quality System Representative (QSR), appointed by the Manager of Food Safety and Quality, implements and maintains the FSIP QMS as well as reports on its overall effectiveness and the need for improvement. The QSR ensures that the required monitoring of internal processes is conducted at an appropriate frequency, and corrective actions are implemented in

the case of non-conformances. The QSR ensures that only appropriately trained staff conduct FSIP QMS-related activities, as defined in the Good Operating Practices and job descriptions. The QSR is responsible for *[COMPANY NAME'S]* internal audit procedure, reviewing completed monitoring records and observing staff conducting monitoring activities. It is responsibility of the QSR, with the section manager, to promote awareness of FSIP QMS requirements by conducting [*monthly*] meetings with staff.

SALES MANAGER

Reporting to the President, the Sales Manager is responsible for the marketing of grain and oilseed products processed by *[COMPANY NAME].* The Sales Manager is responsible for sales logistics including; the development of new products, providing weekly sales contracts to Purchasing and Plant Managers, and for shipping activities and transport of the final product. The Sales Manager provides product specifications for incoming purchased product to the Purchasing Manager and the outgoing product and shipping specifications to the Plant Manager.

The Sales Manager liaises with the Purchasing and Plant Managers on a regular basis depending on the time of the year to assure operations are in compliance with *[COMPANY NAME]* Food Safety and Quality Policy.

PURCHASING MANAGER

The Purchasing Manager is responsible for maintaining production information on the geographic areas where product is to be sourced. The Purchasing Manager is responsible for placing purchase orders with suppliers. For the purchase of grains and oilseeds, purchase orders are placed after the weekly meetings between the Sales Manager and Plant Manager. The Purchasing Manager establishes incoming inspection requirements, in consideration of the food safety and quality specifications established by the Sales Manager. The Purchasing Manager is responsible for providing the Plant Manager with the daily list of incoming product and the product specifications for each supplier. The Purchasing Manager is responsible for enforcing the supplier approval program for all suppliers of inputs, including producers.

PLANT MANAGER

The Plant Manager has full responsibility and authority relating to the processing, storage and loading of distribution of IP products including issuing load certificates and all activities related to the plant and equipment. The Plant Manager is responsible for all premise operations and controls to ensure that all facilities and operations are in compliance with the Food Safety and Quality Policy of *[COMPANY NAME].*

The Plant Manager is also responsible for the ensuring that incoming and outgoing product complies with contract specifications and the requirements of CGC FSIP-STAN 1.1.0. The Plant Manager determines the operational needs to ensure that production and distribution meets the Food Safety and Quality Policy and FSIP QMS strategies. The Plant Manager is responsible for all maintenance operations as well as any new construction or installation of new equipment. Prior to undertaking any new modifications to facilities, the Plant Manager must present the plans to the Food Safety and Quality Manager and the HACCP Team for consideration.

PLANT OPERATOR

Plant Operators reports to the Plant Manager and are responsible for receiving, verification, safe handling and storage and/or dispatch of all incoming and outgoing products. Plant Operators are responsible for conducting all incoming and outgoing inspection and testing activities.

OFFICE MANAGER

The Office Manager is responsible for managing *[COMPANY NAME'S]* FSIP QMS documentation and records. The Office Manager ensures that all document updates are posted and staff are informed of the changes. The Office Manager is responsible for the storage and destruction of company records.

REFERENCES

CGC FSIP-STAN 1.1.0:	Section 4.6 – Responsibilities, Authority and Communication Section 5.1 – Provision of Resources Section 5.2 – Employee Training and Records

RELATED DOCUMENTS

FSIP QMS Manual	Section 103 – Food Safety and Quality Policy Section 105 – Corporate Objectives Section 111 – Human Resources

RECORDS

Job Descriptions

***[COMPANY NAME]* FSIP QMS MANUAL**	**SECTION: 105**
DATE:	**REVISION #:**
WRITTEN BY: *Sample Template*	**APPROVED BY*: [name]***

SECTION 105 CORPORATE FOOD SAFETY AND QUALITY OBJECTIVES

Identify food safety and quality objectives that are consistent with your food safety and quality policy that provide measurable outcomes with a focus to continuous improvement. Identify the key performance indicators (KPI) that will be used to measure food safety objectives.

Examples of objectives may be related to:
- *audit compliance;*
- *financial goals;*
- *customer satisfaction;*
- *meeting customer specifications; and*
- *reducing production downtime.*

KPIs that may be used to measure how well you are meeting your goals may include:
- *number of corrective action requests received during the external audit;*
- *meeting international regulatory requirements to increase customer base,*
- *number of customer complaints;*
- *product rework and product withdrawals; and*
- *completion of preventive maintenance of production equipment*

Indicate how these objectives are:
- developed, measured, reviewed; and
- communicated to staff and customers, including regulatory and accreditation bodies

REFERENCES

CGC FSIP-STAN 1.1.0: Section 4.3 – Quality Policy

RELATED DOCUMENTS

FSIP-QMS Manual
Section 103 – Food Safety and Quality Policy
Section 112 – Customer Related Processes
Section 113 – Customer Satisfaction
Section 114 – Production Planning and Control
Section 115 – Monitoring and Measurement of Product and Process
Section 117 – Internal Audit
Section 118 – Analysis of Data
Section 119 – Control of Non-Conformances
Section 120 – Corrective and Preventative Action

GOPs: All sections

RECORDS
Staff Meeting Agendas and Minutes
Training Records
Management Review Committee Meeting Minutes

SECTION 106 MANAGEMENT REVIEW

Management Review Committee meetings, chaired by the [*President or the Food Safety and Quality Manager*], are held *[every two months],* or when changes occur that could affect food safety, to review the FSIP QMS in order to ensure its continued suitability, adequacy and effectiveness. The review evaluates the need for changes to the FSIP QMS, including quality and food safety policies and objectives as identified through the various inputs to management review.

Inputs to the management review include:

- the Food Safety and Quality Policy and the Corporate Food Safety and/or Quality Objectives;
- the FSIP QMS Manual, GOPs, SOPs and HACCP Plan;
- HACCP Team meeting minutes and action items;
- product and system performance and product conformity as evidenced by:
    - non-conformances and corrective actions issued and preventative actions implemented;
    - complaints and/or supplier problems; and
    - internal audit results, including mock recalls.
- results from business and FSIP QMS planning meetings, including the consideration of new product development;
- matters arising and plans of action from previous meetings;
- recommendations for improvement; and
- resource needs.

Information and data from the above inputs to the management review and other inputs, as necessary, are presented to the Management Review Committee. The Committee may recommend the need for changes to the FSIP-QMS documentation. The [*Food Safety and Quality Manager*] is responsible for implementing changes as directed by the Management Review Committee.

Meetings are conducted by an agenda established by the [*Food Safety and Quality Manager*] and are attended by a senior manager from each section. The [*Quality System Representative*] maintains the minutes of Management Review Meetings.

REFERENCES

CGC FSIP-STAN 1.1.0: Section 4.5 – Planning
Section 4.7 – Management Review
Section 7.7 – Corrective Action
Section 7.8 – Preventive Action

RELATED DOCUMENTS

FSIP-QMS Manual:	Section 103 – Food Safety and Quality Policy Section 113 – Customer Satisfaction Section 114 – Production Planning and Control Section 115 – Monitoring and Measurement of Product Section 116 – Monitoring and Measurement of Process Section 117 – Internal Audit Section 118 – Analysis of Data Section 119 – Control of Non-Conformances Section 120 – Corrective and Preventative Action Section 121 – Business Continuity Plan
GOPs:	All sections

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Management Review Committee Meeting Minutes

SECTION 107 FOOD SAFETY AND QUALITY SYSTEM PLANNING

The [*Food Safety and Quality Manager, Section Managers and the HACCP Team*] plan and develop the processes needed to provide a safe, quality product that meets regulatory and customer requirements. Food safety and quality planning takes into consideration any standards, to which the company is accredited or certified, the CGC generic HACCP plan domestic and international regulatory requirements, and customer specifications.

Any changes made to the system as a result of action items from the management review process are evaluated to ensure food safety and quality processes are still effective. When a new product, process, contract or piece of equipment is introduced, *[COMPANY NAME]* conducts a risk assessment to determine how the requirements for safety and quality shall be met and to ensure that it is consistent with all other parts of the FSIP QMS.

Consideration is given to:

- continued applicability of the CGC generic HACCP plan;
- food safety and quality objectives for products, processes, and service provision;
- identifying and implementing any controls, processes, equipment, fixtures, resources and skills that may be needed to achieve food safety and quality assurance;
- ensuring that food safety and quality documentation aligns with customer specifications and processes, as they are conducted by staff;
- updating, as necessary, quality assurance requirements;
- identifying appropriate verification measures for food safety and quality processes and procedures, and ensuring that process verification is documented;
- ensuring customer specifications for IP product is met; and
- ensuring staff have the necessary resources to implement identified action items, including any required training.

REFERENCES

CGC FSIP-STAN 1.1.0:
- Section 3.2 – Control of Documents
- Section 3.3 – Records
- Section 4.5 – Planning
- Section 5.1 – Provision of Resources
- Section 6.1 – Planning of Product Realization

RELATED DOCUMENTS

FSIP-QMS Manual:
- Section 102 – Food Safety and Quality Policy
- Section 114 – Monitoring and Measurement of Product
- Section 115 – Monitoring and Measurement of Process
- Section 116 – Internal Audit
- Section 117 – Analysis of Data
- Section 118 – Control of Non-Conformances
- Section 119 – Corrective and Preventative Action

GOPs:

GOP – 001: Premise Design
GOP – 002: Premise Maintenance
GOP – 007: Personnel Training
GOP – 009: Equipment Design
GOP – 010: Calibration
GOP – 011: Equipment Maintenance

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Construction Evaluation Checklist
Construction Inspection Checklist
Equipment Design and Evaluation Checklist
Calibration Records

SECTION 108 FOOD SAFETY AND QUALITY SYSTEM DOCUMENTATION

The documentation of *[COMPANY NAME]* FSIP QMS consists of:

- Food Safety Identity Preserved Quality Management System Manual;
- Good Operating Practices;
- HACCP Plan;
- Standard Operating Procedures; and
- Food Safety and Quality Records.

The Food Safety Identity Preserved Quality Management System Manual is the reference document that provides the outline of the FSIP QMS requirements for *[COMPANY NAME]*. The Manual describes how the FSIP QMS ensures that appropriate food safety controls and implemented, customer requirements are recognized and that consistent process controls to meet food safety and customer requirements are established, implemented and maintained. The *[President]* authorizes the FSIP QMS and associated documents.

The Good Operating Practices (GOPs) identify the required environmental controls to prevent the contamination of product. GOPs include defined monitoring and verification activities required for compliance with the FSIP Standard.

The HACCP Plan developed by the HACCP Team is based on the CGC's generic HACCP plan. It identifies potential biological, chemical and physical hazards that could contaminate *[COMPANY NAME'S]* products, and determines the control measures required to ensure that hazards are prevented, eliminated or reduced to an acceptable level.

Standard Operating Procedures (SOPs) refer to descriptions of specific work activities, as identified in the GOPs, which allow employees to perform their jobs accurately and effectively. They address core business activities, including receiving, storage, handling/processing, and shipment [*and any other activities that require specific or technical instruction*].

The FSIP QMS documentation is the responsibility of the [*Quality System Representative*].

REFERENCES

CGC FSIP-STAN 1.1.0: Section 3.1 – General: Documentation Requirements
Section 3.2 – Control of Documents

RELATED DOCUMENTS

FSIP-QMS: All sections

GOPs: All sections

SECTION 109 CONTROL OF DOCUMENTS

[COMPANY NAME] has a system for generating, reviewing, approving, numbering, issuing and changing documentation, including hard copy and electronic media versions.

Controlled versions of the FSIP QMS Manual, GOPs and SOPs are kept and made available to staff and certification bodies. Uncontrolled copies may be distributed on an informal basis to customers, suppliers and affiliates.

The [*Quality System Representative*] is responsible for maintaining, editing, numbering, approving and distributing all new and revised documents.

The *[Office Manager]* is responsible for the maintenance of the FSIP QMS document database.

All FSIP-QMS documents follow a standardized format:

- document title;
- document number;
- issue date;
- revision date;
- revision number; and
- author and approval.

Changes to documents and forms for record keeping are initiated by completing and submitting a [*Document Change Request Form*] to the [*Quality System Representative*]. New documents are developed using the approved document control format in draft form by the [*Quality System Representative*]. The draft document is then submitted to the HACCP Team for review and is approved by the [*Food Safety and Quality Manager*] and [*the Plant Manager*].

Document revisions are identified within the document or on a separate form. The revised document is reissued with an updated revision number and revision date. All parties listed on the document distribution list are notified of the document change.

All FSIP QMS documents are posted on [*the company database*]. Paper copies may be printed from the system but are considered uncontrolled after printing. All employees have access to the documents they require to conduct their employment activities.

Documents of external origin, i.e., government regulations and guidelines, forms and CGC documents (e.g. Official Grain Grading Guide) are hyperlinked to the appropriate webpage. Hard copies of external documents are uncontrolled if they are printed. Photocopies of controlled documents are considered uncontrolled.

The [*Quality System Representative*] recalls all obsolete documents once an updated revision is released. If the obsolete document requires retention for legal purposes or for future reference, it is identified as “obsolete” and filed in the obsolete file location.

REFERENCES

CGC FSIP-STAN 1.1.0: Section 3.2 – Control of Documents

***[COMPANY NAME]* FSIP QMS MANUAL**	**SECTION: 109**
DATE:	**REVISION #:**
WRITTEN BY: *Sample Template*	**APPROVED BY: *[name]***

RELATED DOCUMENTS

FSIP-QMS Manual:	Section 107 – Food Safety and Quality System Planning Section 108 – Food Safety and Quality System Documentation Section 110 – Quality Records Section 117 – Internal Audit Section 118 – Analysis of Data Section 119 – Control of Non-Conformances Section 120 – Corrective and Preventative Action
GOPs:	All sections

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Document Change Request Form
Obsolete Documents

SECTION 110 QUALITY AND FOOD SAFETY RECORDS

The [*Food Safety and Quality Manager*] identifies what records need to be kept to provide objective evidence that the FSIP QMS is being adhered to by *[COMPANY NAME].* The *[Office Manager]* files, stores, maintains and disposes of FSIP QMS records, and where contractually agreed, makes records available to the customer.

Records may include but are not limited to the following:

- management review meeting minutes;
- HACCP team meeting minutes;
- customer and grower contracts including product specifications;
- information related to the production of IP grain, including:
  - field maps and field history records;
  - planting records;
  - internal and/or external field inspection records;
  - harvesting records;
  - equipment clean-out records;
  - stock seed tags;
  - moisture and humidity information during production; and
  - geographic incidents of disease, mould or insect infestations.
- incoming inspection and testing reports;
- vehicle and conveyance inspection reports;
- bin monitoring reports;
- non-conformance reports including non-conforming product disposition;
- pest control monitoring and application records;
- premise and equipment maintenance records;
- CCP monitoring records;
- internal audit reports;
- supplier/producer records;
- employee training reports;
- shipping records;
- bills of lading; and
- GOP checklists.

Collection - Meeting minutes are submitted to the [Officer *Manager*] after all Management Review or HACCP Team meetings. Completed operational forms are submitted daily by the [*Plant Operator to the Office Manager]* and/or designate, unless otherwise specified in the documented procedures.

Filing and Indexing - All records are filed in a designated storage area by *[the Office Manager]* and/or designate unless otherwise specified in the documented procedures. Customer records are reviewed and authorized by the [*Food Safety and Quality Manager*] before release.

Storage - All records are stored and maintained to ensure that they are readily retrievable and to minimize deterioration, damage or loss.

Maintenance - The *[Office Manager]* and/or designate reviews all records annually to determine obsolete or reference documents. Internal Audits serve to ensure that the necessary records are being generated, utilized and retained.

Disposition - Records are retained for two years unless otherwise specified by another standard to which the company is certified. The [*Office Manager*] will send any records that are no longer required for destruction.

REFERENCES

CGC FSIP-STAN 1.1.0: Section 3.3 – Records

RELATED DOCUMENTS

FSIP-QMS Manual:
Section 106 – Management Review
Section 107 – Food Safety and Quality System Planning
Section 108 – Food Safety and Quality System Documentation
Section 111 – Human Resources
Section 112 – Customer Related Processes
Section 113 – Customer Satisfaction
Section 114 – Production Planning and Control
Section 115 – Monitoring and Measurement of Product and Process
Section 117 – Internal Audit
Section 118 – Analysis of Data
Section 119 – Control of Non-Conformances
Section 120 – Corrective and Preventative Action

GOPs: All sections

SECTION 111 HUMAN RESOURCES

[COMPANY NAME] ensures that staff training requirements are identified and training is provided to staff so that personnel are competent to perform assigned tasks. *[COMPANY NAME]* dedicates sufficient resources to ensure employees have the required competencies and skills.

GOP-007: Personnel Training details the planning, documentation, delivery and reporting of training. Training material is developed by the [*Food Safety and Quality Manager*] to cover all aspects of the FSIP QMS to ensure that personnel are knowledgeable of practices, processes, monitoring and record keeping that support the production of safe products that meet customer specifications.

[COMPANY NAME] is committed to providing internal and external training, as required, to its staff. Plant staff directly involved in the handling of grain receive training on the appropriate methods of grain receiving, handling, processing and storage, as well as grain safety and quality product characteristics. Staff whose tasks are necessary for the proper functioning of the FSIP QMS receive training on production planning, monitoring of the grain safety and quality inspection systems, and the functioning of the FSIP QMS. All personnel receive orientation training at the start of their employment with *[COMPANY NAME],* which covers GOP-005: Personnel Practices and an overview of the FSIP QMS, including *[COMPANY NAME'S]* quality policy.

Training material has been developed and training is delivered on the following topics (non-inclusive list):

- food safety and quality policy and objectives;
- personnel practices;
- GOPs, monitoring and verification;
- monitoring and verification of CCPs (as applicable);
- validation of CCPs (as applicable);
- methods on conducting analytical testing;
- technical training;
- handling and disposition of non-conforming product;
- record keeping;
- problem identification and analysis;
- corrective and preventative actions;
- internal auditing;
- orientation training for new employees;
- health and safety policies; and
- *add any other training topics here*.

REFERENCES

CGC FSIP-STAN 1.1.0: Section 5.2 – Employee Training and Records
Section 5.3 – Infrastructure and Work Environment

***[COMPANY NAME]* FSIP QMS MANUAL**	**SECTION: 111**
DATE:	**REVISION #:**
WRITTEN BY: *Sample Template*	**APPROVED BY: *[name]***

RELATED DOCUMENTS

FSIP-QMS Manual:
Section 106 – Management Review
Section 103 – Food Safety and Quality System Planning
Section 108 – Food Safety and Quality System Documentation
Section 112 – Customer Related Processes
Section 113 – Customer Satisfaction
Section 114 – Production Planning and Control
Section 115 – Monitoring and Measurement of Product and Process
Section 117 – Internal Audit
Section 118 – Analysis of Data
Section 119 – Control of Non-Conformances
Section 120 – Corrective and Preventative Action
Section 121 – Business Continuity Plan

GOPs: All sections

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Job Descriptions
Employee Training Record
Training Matrix

***[COMPANY NAME]* FSIP QMS MANUAL**	**SECTION: 112**
DATE:	**REVISION #:**
WRITTEN BY: *Sample Template*	**APPROVED BY: *[name]***

SECTION 112 CUSTOMER RELATED PROCESSES

[COMPANY NAME] has a system for customer order and contract reviews to ensure it has the capability to meet the customer's specified needs and requirements. This includes the statutory and regulatory requirements of the country to which the product is exported.

The *[Purchasing Manager]* is responsible for the approval of suppliers, including producers. The process used by *[COMPANY NAME]* to approve suppliers is detailed in GOP-012: Purchasing of Non-Grain Inputs and GOP-013: Receiving, Handling Storage and Shipping.

Any specific sampling and testing requirements conducted to verify non-GM IP systems or customer-specific grain safety requirements must be defined. Customer orders will define:

- which stage in production the grain will be sampled;
- the sampling methods and procedures used to obtain the sample;
- if applicable, which laboratory will conduct the testing; and
- the analytical method required and the required sensitivity.

[COMPANY NAME] communicates the results of any analyses conducted on orders to its respective customers. The *[Sales Manager]* contacts customers prior to shipping orders if any amendments to the original order are required. *[COMPANY NAME]* solicits customer feedback after each order to ensure that the customer's requirements have been met and to look for opportunities to improve service delivery.

REFERENCES

CGC FSIP-STAN 1.1.0:	Section 6.7 – Product Specifications and Customer Requirements Section 6.8 – Purchasing

RELATED DOCUMENTS

FSIP-QMS Manual:	Section 107 – Food Safety and Quality System Planning Section 108 – Food Safety and Quality System Documentation Section 109 – Control of Documents
GOPs:	GOP – 012: Purchasing of Non-grain Inputs GOP – 013: Receiving, Handling Storage and Shipping

Job Descriptions

RECORDS

Customer Order Specification Form (specific to your company)

SECTION 113 CUSTOMER SATISFACTION

[COMPANY NAME'S] system for measuring customer satisfaction acts as a mechanism for implementing continuous improvement. *[COMPANY NAME]* utilizes [*a customer satisfaction survey, key account interviews*] to assess product and service quality. The assessment considered compliance to product quality criteria and service delivery criteria such as responsiveness, professionalism and promptness.

Customer complaints are investigated and, if a non-conformance is identified, a corrective action request is issued, as per Section 120 of this manual. Customer complaints and surveys are analyzed by the [*QSR*] to evaluate trends and identify improvement opportunities and the results taken to Management Review.

REFERENCES

CGC FSIP-STAN 1.1.0: Section 4.2 – Customer Focus
Section 7.2 – Monitoring and Measurement of Customer Satisfaction

RELATED DOCUMENTS

FSIP-QMS Manual: Section 103 – Quality Policy
Section 105 – Corporate Objectives
Section 106 – Management Review
Section 112 – Customer Related Processes
Section 118 – Analysis of Data
Section 119 – Control of Non-Conformances
Section 120 – Corrective and Preventative Action

RECORDS

Key Account Interview

SECTION 114 PRODUCTION PLANNING AND CONTROL

[COMPANY NAME] has procedures in place to determine production parameters that will result in the product specifications necessary to satisfy customer requirements for a safe, quality product. This includes planned procedures for the control of any hazards identified in:

- grain and oilseeds production;
- receiving;
- incoming inspection and testing;
- handling;
- conditioning and drying;
- storage;
- storage inspection and testing;
- sampling, grading, and labeling;
- shipping; and
- disposing of non-conforming product and waste.

Once the *[Sales Manager]* receives an order as outlined in Section 112 – Customer Related Services and identifies the specifications, the *[Purchasing Manager]* coordinates with production and suppliers to meet order specifications. This may include contracting with producers for future production or purchasing of existing crop as described in GOP-013: Receiving, Handling, Storage and Shipping. The *[Plant Manager]* is responsible for ensuring that the plant has the required resources to handle and process the grain in a manner that meets customer specifications.

The *[Purchasing Manager]* works with the *[Sales Manager]* to ensure that contracted crop production meets contract specifications. The *[Sales Manager]* is responsible for providing details of the weekly sales contracts and shipping and transport requirements of the final product to the *[Purchasing and Plant Managers].* The *[Plant Manager]* is responsible for ensuring that [COMPANY NAME] meets any inspection and analytical testing requirements for the product.

Receiving scheduling is coordinated by the *[Sales Manager]*. The *[Purchasing Manager]* establishes the incoming inspection requirements in accordance to the grain safety and quality specifications. The *[Purchasing Manager]* is responsible for providing the *[Plant Manager]* with the daily list of incoming product and the product specifications for each supplier.

The *[Plant Manager]* is also responsible for the ensuring that incoming and outgoing product is in complete compliance with the contract specifications and the requirements of CGC FSIP-STAN 1.1.0 and its annexes.

REFERENCES

CGC FSIP-STAN 1.1.0: Section 6.1 – Planning of Product Realization
Section 6.9 – Production and Service Provision

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RELATED DOCUMENTS

FSIP-QMS Manual:	Section 111 – Customer Related Services Section 112 – Human Resources Section 115 – Monitoring and Measurement of Product and Process
GOPs:	GOP – 012: Purchasing of Non-grain Inputs GOP – 013: Receiving, Handling, Storage and Shipping

RECORDS

Customer Order Specification form
Production Schedule
Inspection Records

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WRITTEN BY: ***Sample Template***	**APPROVED BY:** ***[name]***

SECTION 115 MONITORING AND MEASUREMENT OF PRODUCT AND PROCESS

The processes outlined in Sections 112 and 113 of this manual and GOP – 013: Receiving, Handling Storage and Shipping, establish product specific requirements. The compliance to these product standards is determined through the results of inspection and analytical testing activities.

All analytical testing methods used to evaluate the quality and safety of *[COMPANY NAME'S]* products are determined through customer contract specifications and through the food safety risk assessment and control measures as determined by *[COMPANY NAME'S]* HACCP system. The *[Purchasing Manager]*, the [*Food Safety and Quality Manger*] and the *[Plant Manager]* establish the appropriate stages of the product realization process for inspection and analytical testing activities from field production to receiving, through in process, and final inspection.

These activities and responsibilities are described in GOP – 013: Receiving, Handling, Storage and Shipping *[and company specific SOPs]*.

Non-conforming product identified through inspection or analytical testing is handled in accordance to Sections 119 and 120 of this manual and associated SOPs.

REFERENCES

CGC FSIP-STAN 1.1.0: Section 7.4 – Monitoring and Measurement of Product & Processes

RELATED DOCUMENTS

FSIP-QMS Manual:
Section 111 – Human Resources
Section 112– Customer Related Processes
Section 116 – Human Resources
Section 119 – Control of Non-Conformances
Section 120 – Corrective and Preventative Action

GOPs:
GOP – 012: Purchasing of Non-grain Inputs
GOP – 013: Receiving, Handling, Storage and Shipping.

RECORDS

Inspection Records
Testing Records

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WRITTEN BY: *Sample Template*	**APPROVED BY: *[name]***

SECTION 116 IDENTIFICATION AND TRACEABILITY

[COMPANY NAME] uses an identification system to ensure that product is controlled and identified from receipt through all stages of planting, harvesting, storage and distribution. The procedures are such that all product is traceable, and segregation is maintained between IP and non-IP product.

Each customer order, grower contract and incoming material are assigned unique identification numbers. The product processing system cross-references the information so that product is traceable back to the farm(s) and forward to the customer. An identification control system is in place to ensure that the disposition of non-conforming product is traceable.

The identification and traceability procedures detailed in GOP-014: Recall and Traceability.

REFERENCES

CGC FSIP-STAN 1.1.0:	Section 6.10 – Identification and Traceability Section 7.4 – Monitoring and Measurement of Product and Processes

RELATED DOCUMENTS

FSIP-QMS Manual:	Section 112 – Customer Related Processes Section 113 – Customer Satisfaction Section 114 – Production Planning and Control Section 115 – Monitoring and Measurement of Product and Process Section 117 – Internal Audit Section 118 – Analysis of Data Section 119 – Control of Non-Conformances Section 120 – Corrective and Preventative Action
GOP:	GOP – 012: Purchasing of Non-grain Inputs GOP – 013: Receiving, Handling, Storage and Shipping GOP – 014: Recall and Traceability

RECORDS

Records would be those listed as required in SOPs.

SECTION 117 INTERNAL AUDIT

[COMPANY NAME] conducts internal audits of its FSIP QMS to assess its compliance with approved FSIP QMS policies and procedures, the CGC FSIP STAN 1.1.0 *[and any other standards to which the company is certified]*, and to verify that monitoring and verification actions are occurring as required.

The Internal Audit Procedure outlines the requirements of the internal audit program, including audit frequency, scheduling, audit report requirements and coordination of root cause analysis and corrective action for any observed non-conformances.

The [*Food Safety and Quality Manager]* is responsible for the delivery of the internal audit and monitoring program. This includes ensuring that the competency requirements for personnel conducting internal audits are defined, and staff with responsibility for internal audits are appropriately trained and competent. The effectiveness the recall and traceability procedures are validated by conducting mock recalls as part of the internal audits.

[COMPANY NAME] is also subject to an annual external audit by its chosen accredited service provider for audits to is determine on-going compliance with CGC FSIP STAN 1.1.0 *[and any other standards to which the company is certified].*

REFERENCES

CGC FSIP-STAN 1.1.0: Section 5.2.8 – Employee Training and Records
Section 7.3 – Internal Audit

RELATED DOCUMENTS

FSIP-QMS Manual: All Sections

GOP:
GOP – 002: Premise Maintenance
GOP – 003: Premise Housekeeping
GOP – 004: Pest Control
GOP – 005: Personnel Practices
GOP – 006: Chemical Use
GOP – 007: Personnel Training
GOP – 010: Calibration
GOP – 011: Equipment Cleaning and Maintenance
GOP – 012: Purchasing of Non-Grain Inputs
GOP – 013: Receiving, Handling, Storage and Shipping
GOP – 014: Recall and Traceability
GOP – 015: Food Defence & Food Fraud Mitigation
GOP – 017: Contracting of IP Grain

RECORDS

Internal Audit Reports
Monitoring Reports and Checklists
Non-Compliance Reports
Internal Audit Checklists

SECTION 118 ANALYSIS OF DATA

[COMPANY NAME] incorporates analysis of data into its FSIP QMS to support corporate objectives and to provide guidance for the continual improvement of the company.

The [*Food Safety and Quality Manager*] and the [*Quality System Representative*] are responsible for conducting trend analysis of the data collected as a result of QMS processes. Monitoring and verification records, non-conformance reports, corrective action requests and customer complaints are recorded, compiled and analyzed to identify trends and patterns. The Management Review Committee reviews the results of trend analysis to identify opportunities for improvement.

REFERENCES

CGC FSIP-STAN 1.1.0: Section 7.4 – Monitoring and Measurement of Product and Processes
Section 7.8 – Preventive Action

RELATED DOCUMENTS

FSIP-QMS Manual: Section 112 – Customer Related Processes
Section 113 – Customer Satisfaction
Section 115 – Monitoring and Measurement of Product and Processes
Section 117 – Internal Audit
Section 119 – Control of Non-Conformances
Section 120 – Corrective and Preventative Action

GOP: All sections

RECORDS

Data Analysis Records

SECTION 119 CONTROL OF NON-CONFORMANCES

[COMPANY NAME] has a process for identifying, documenting, evaluating, segregating, reporting and maintaining records for the control and disposition of non-conformances.

This procedure is applicable to all product and all processes addressed by the FSIP QMS.

The [*Food Safety and Quality Manager*] is responsible for ensuring that immediate action is taken when a non-conforming product or process has been identified that will affect the quality or safety of the product. The [*Food Safety and Quality Manager*] has authority to take immediate control of the situation to prevent any further non-conformances and to prevent the distribution of non-conforming product.

If non-conformances are detected during production, action is taken immediately to stop the production and distribution of affected products. Non-conformances are recorded on the Non-Conformance Report detailing the nature of the non-conformance, date of the non-conformance and the person reporting the non-conformance, and submitted to the [*Food Safety and Quality Manager*] or designate.

After immediate control of the situation has been achieved the *[Plant Manager]* or designate will conduct a root cause analysis to determine the cause of non-conformity and implement the appropriate corrective actions. The *[Plant Manager]* or designate will confirm that the corrective action taken to control the non-conformance is effective. Details on developing Corrective and Preventative Actions is identified in Section 120 of this Manual.

Non-conforming product is segregated to ensure the product is not inadvertently used. The [*Plant Manager*] determines appropriate disposition of the non-conforming product based on the nature of the non-conformance and record it on Non-Conformance Report.

The disposition of affect product may involve:
- acceptance without repair or concession;
- rejection and replacement;
- return to supplier;
- sold under different product specifications;
- disposal as waste; or
- reworking or blending.

Where the non-conformance poses a significant human health risk that cannot be mitigated, the product is disposed of in a manner that prevents its accidental entry into the food system. If product has already been shipped, *[COMPANY NAME]* implements the recall procedure detailed in GOP-014: Recall and Traceability.

Where the disposition of non-conforming product involves reworking the product, the product is re-inspected in accordance with Section 115 – Monitoring & Measurement of Product.

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WRITTEN BY: *Sample Template*	**APPROVED BY: *[name]***

REFERENCES

CGC FSIP-STAN 1.1.0: Section 7.5 – Control of Non-conformances

RELATED DOCUMENTS

FSIP-QMS Manual: Section 115 – Monitoring & Measurement of Product and Processes
Section 120 – Corrective and Preventative Action

GOP: GOP – 013 Receiving, Handling, Storage and Shipping
GOP – 014: Recall and Traceability

RECORDS

Non-Conformance Report
Rework Records
Inspection and Monitoring Records

[COMPANY NAME] **FSIP QMS MANUAL**	**SECTION: 120**
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WRITTEN BY: ***Sample Template***	**APPROVED BY:** ***[name]***

SECTION 119 CORRECTIVE AND PREVENTIVE ACTION

[COMPANY NAME] takes corrective actions when a non-conformance has been identified by one of the following means:

- customer complaint;
- reported by an employee;
- identified during an internal audit;
- identified during an external audit;
- management reviews; and
- non-compliance trends.

Products that do not meet specifications or pose a potential or actual health hazard are identified as non-conforming and are handled as per Section 118 - Control of Non-Conformances. Each GOP identifies the corrective action processes when a non-conformance is identified.

To ensure continuous improvement of the FSIP QMS, *[COMPANY NAME]* strives to identify and implement preventive actions. Preventive actions are taken to address potential non-conformances before they occur. Preventive actions may be identified through trend analysis of monitoring activities, customer or staff feedback, or through internal or external audits as opportunities for improvement.

The [*Food Safety and Quality Manager*] is responsible for assigning the responsibility for non-conformance investigation and root cause analysis, as well as verifying the implementation and efficacy of the corrective actions taken.

The Management Review Committee reviews all corrective and preventive actions.

REFERENCES

CGC FSIP-STAN 1.1.0:	Section 7.7 – Corrective Action Section 7.8 – Preventive Action

RELATED DOCUMENTS

FSIP-QMS Manual:	Section 106 – Management Review Section 115 – Monitoring & Measurement of Product and Processes Section 117 – Internal Audit Section 118 – Analysis of Data Section 119 – Control of Non-Conformances
GOP:	GOP – 014: Recall and Traceability

RECORDS

Customer Complaint Form
Non-Conformance Report
Corrective and Preventative Action Request Forms

SECTION 120 BUSINESS CONTINUITY PLANNING

[COMPANY NAME] has a contingency plan in place to maintain the continuity of supply in the event of an emergency situation or critical incident that may adversely affect the safety and/or quality of grain.

The *[President]* or designate is responsible for initiating the business continuity plan and following through with subsequent decision-making and oversight during the incident. Such incidents include, but are not limited to:

- disruption of utilities and services;
- natural disasters such as fire, flood, tornadoes;
- chemical spills and other environmental disasters;
- staff shortages due to a labour strike or pandemic; or
- intentional adulteration or sabotage.

In the event of an incident that impacts the quality and/or safety of grain, the business continuity plan is carried out by the designated members of the business continuity response team. The members of this team, including their positions, roles and responsibilities, email, business phone number and after hours contact information are outlined in the plan. All members of this team are trained on business continuity planning and their responsibilities as members of this team.

The business continuity plan includes:

- a current contact list of emergency responders (e.g. police, fire department), provincial chemical response organizations, and applicable legal and professional council;
- a procedure to detect and isolate product that may have been compromised due to the incident;
- a procedure to inspect and verify the safety of product that has been affected by the incident; and
- a list of alternate product suppliers, work locations, logistics and other resource requirements to assist with maintaining business continuity until the incident is resolved.

Product that is non-conforming because of the incident is handled in accordance to Section 118 – Control of Non-Conformance. Where the non-conforming product poses a human health risk that cannot be mitigated, the product is disposed of in a manner that prevents its accidental entry into the food system. If product has already been shipped, the recall procedure detailed in GOP-014: Recall and Traceability is implemented. Where disposition of a non-conformance requires reworking the product, the product is re-inspected in accordance with Section 114 – Monitoring & Measurement of Product.

The Business Continuity Plan is tested and reviewed on an annual basis by the Management Review Committee.

***[COMPANY NAME]* FSIP QMS MANUAL**	**SECTION: 120**
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REFERENCES

CGC FSIP-STAN 1.1.0:	Section 7.5 – Control of Non-conformances Section 7.6 – Recalls Section 7.7 – Corrective Action Section 7.9 – Business Continuity Plan

RELATED DOCUMENTS

FSIP-QMS Manual:	Section 106 – Management Review Section 114 – Internal Audit Section 119 – Control of Non-Conformances Section 120 – Corrective and Preventive Actions
GOP:	GOP – 014: Recall and Traceability GOP – 015: Food Defence & Food Fraud Mitigation

RECORDS

Business Continuity Records
Non-Conformance Report
Corrective and Preventative Action Request Form

APPENDIX 1: LEGAL REQUIREMENTS POLICY

Policy:

[*COMPANY NAME*] is committed and accountable to meeting all applicable regulatory requirements to which it is mandated to do by the federal Canadian government, the provincial and municipal governments in which it operates and the countries to which product is exported. If a regulatory requirement is not being met, [*COMPANY NAME*] will take immediate action to regain compliance. Currently, [*COMPANY NAME*] is mandated to comply to:

Legislation

Identification and Updating of Legal Requirements Procedure:

The following procedure will be followed when identifying and updating the legal requirements that apply to [*COMPANY NAME*]. This procedure is conducted [*twice annually]* by the *[Food Safety and Quality Manager]*. Records of this procedure are documented, signed, and dated upon completion.

1. Contact regulatory jurisdictions to verify that our company is aware of all applicable legislation.
2. Additionally, call and inquire with any government inspection personnel assigned to our company regarding the regulatory requirements our company must meet.
3. Specifically, check for any changes in regulatory requirements.
4. All findings will be recorded in the table below.

Date	Legislation	Change	Initial