THE IMPROVEMENT OF INTERNAL AUDITING AT TIP TOP

Where we were

What we did

Where we are now

WHERE WE WERE – CHALLENGES

- Internal Auditor Training – Only quality team was trained.
- Internal Auditing done by Quality – No impartiality.
- Audit and corrective action tracking are documented on excel or paper based
- Constant chasing up of NCR.
- Multiple standards to conform with.
- Above processes are time consuming and business is not increasing head count.
- I am sure everyone here does not do this - closing out NCR's just before an external audit?

WHAT WE DID – SOLUTIONS

- Trained more staff – QA, Admin, Production, CI, and Supply Chain.
- Assigned audit to areas that are not their direct responsibility.
- Digitise the standards internal audit program.
- Create audit templates with all standards on one platform (we use I-Auditor).
- Platform allows us to schedule digitally and send reminder.

iAuditor by SafetyCulture

WHAT WE DID – SOLUTIONS

Internal Audit Templates

- Tip Top ANZ Foreign Body Detection & Control Internal Site Audit Template
  Annual internal audit completed by Site QA Team
- Tip Top ANZ Casual Labour Hire Internal Site Audit Template
  Annual internal audit completed by Site QA Team.
- Tip Top ANZ Training Internal Site Audit Template
  Annual internal audit completed by Site QA Team.
- Tip Top ANZ Construction, Premises & Facilities Internal Site Audit Template
  Annual internal audit completed by the Site QA Team.
- Tip Top ANZ Food Defence Internal Site Audit Template
  Annual internal audit completed by Site QA Team
- Tip Top ANZ Management of Service Providers Internal Site Audit Template
  Annual internal audit completed by Site QA Team
- Tip Top ANZ Retail Specification Internal Site Audit Template
  Annual internal audit completed by Site QA team
- Tip Top ANZ Weight Control Internal Site Audit Template
  Annual internal audit completed by Site QA Team.
- Tip Top ANZ Process Control, Labelling & Coding Internal Site Audit Template
  Annual internal audit completed by Site QA Team.
- Tip Top ANZ Pest Control Internal Site Audit Template
  Annual internal audit completed by Site QA Team.
- Tip Top ANZ Traceability Internal Site Audit Template
  Annual internal audit completed by Site QA Team.
- Tip Top ANZ Goods Receival, Storage & Dispatch Internal Site Audit Template
  Annual internal audit completed by Site QA Team
- Tip Top ANZ Cleaning & Sanitation Internal Site Audit Template
  Annual internal audit completed by Site QA Team.
- Tip Top ANZ Equipment & Maintenance Internal Site Audit Template
  Annual internal audit completed by Site QA Team.
- Tip Top ANZ Document Control Internal Site Audit Template
  Annual internal audit completed by the Site Quality Team

WHERE ARE WE NOW – BENEFITS

- All internal audits in one platform.
- All information is in one platform (Findings, photos, action requests and date due). Following NCR, Due date, Reminder are on one platform and automated.
- Auditee complete directly in platform.
- Auditor will be informed automatically if action is completed for verification.

WHERE ARE WE NOW – BENEFITS

- Use platform for other audits:
  - Internal Audits
  - GMP Audits
  - Foreign Object/Bucket walks
  - Food Safety or Quality Hazard ID's

- Visibility of information:
  - Tracking and trending data. Setting targets for improvement.
  - Ability to PDF audit reports to save or email.

- No containers full of paper!

WHERE ARE WE NOW

Tip Top ANZ Training Internal Site Audit Template

Sasha Pakkiyaretnam / Springwood — Complete

Score	86.96%	Flagged items	3	Actions	3

Site conducted	Springwood, Northern Eastern, Queensland
Conducted on	07.06.2023 08:35 AEST
Document Number	TT GMP 001077
Prepared by	Sasha Pakkiyaretnam
Auditee	Ekatarina Vukotic
Location	

Flagged items & Actions — 3 flagged, 3 actions

Flagged items — 3 flagged, 3 actions

Site Training Audit / Employees

2.0 Have all relevant staff received Allergen Awareness training in the last 12 months? — No

A number of staff still have this overdue. Reminders are sent monthly by Ekatarina to all relevant teams for completion.

Complete | Priority Low | Due 05.07.2023 08:39 AEST | Created by Sasha Pakkiyaretnam

Ekatarina to continue with monthly reminders

Site Training Audit / Employees

3.0 Have relevant staff eg Production Team Leaders/Supervisors/Managers and HACCP Team Members received training in Food Safety Incident Procedures in the last 12 months? — No

A number of Team Leaders and Supervisors are yet to complete this training. The training materials needs to be reviewed and rolled out again.

To Do | Priority Low | Due 05.07.2023 08:48 AEST | Created by Sasha Pakkiyaretnam

Review FSI training material, amend and roll out to teams.

Site Training Audit / Employees

14.0 Have all staff involved in handling customer complaints received training in complaint investigations and root cause analysis in the last 12 months? — No

Not currently aware of any training for this that needs to be rolls through the site.

To Do | Priority Low | Due 05.07.2023 09:02 AEST | Created by Sasha Pakkiyaretnam

Follow up with CIC/National QA on what training is required and get completed.

Other actions — 0 actions

WHERE ARE WE NOW

Site Training Audit — 3 flagged, 3 actions, 86.96%

Employees — 3 flagged, 3 actions, 85.71%

1.0 Does the site have a documented training Matrix? — Yes

G:\SPR_Training\Training Matrix - Springwood

2.0 Have all relevant staff received Allergen Awareness training in the last 12 months? — No

A number of staff still have this overdue. Reminders are sent monthly by Ekatarina to all relevant teams for completion.

Complete | Priority Low | Due 05.07.2023 08:39 AEST | Created by Sasha Pakkiyaretnam

Ekatarina to continue with monthly reminders

3.0 Have relevant staff eg Production Team Leaders/Supervisors/Managers and HACCP Team Members received training in Food Safety Incident Procedures in the last 12 months? — No

A number of Team Leaders and Supervisors are yet to complete this training. The training materials needs to be reviewed and rolled out again.

To Do | Priority Low | Due 05.07.2023 08:48 AEST | Created by Sasha Pakkiyaretnam

Review FSI training material, amend and roll out to teams.

4.0 Have all relevant staff received training in chemical control in the last 12 months? — Yes

All relevant staff have completed this training.

5.0 Have all staff who carry out cleaning received training in cleaning procedures in the last 12 months? — Yes

All Hygiene team have been trained in relevant SOP's

6.0 Have all members of site HACCP team received HACCP training? — Yes

3 yearly refresher completed in January 2023. G:\SPR_Quality\Technical Quality\Training\HACCP\HACCP Refresher - Jan 2023

7.0 Have all members of site HACCP team received annual refreshers training in the last 12 months? (Can be internal training) — Yes

Sighted records for Cindy Newton - 15.09.22 and Jeff Moore - 14.03.23

8.0 Have all staff involved in CCP checks undergone CCP training in last 12 months? — Yes

As per training matrix and individual training files. Sighted training for: Andrea L - 14.09.22 and Brian Seo - 08.01.23

9.0 Have all staff involved in QCP checks undergone QCP training in the last 12 months? — Yes

Sighted records for Ed Blackie - 19.10.22 and Ireen Wong Kee - 23.09.22

10.0 Have all staff involved in labelling and packing received appropriate training in the last 12 months? — Yes

Sighted Bread Packing training for Ireen Wong Kee and Brian Seo.

11.0 Have all staff involved in incoming goods or dispatch of goods received appropriate training in the last 12 months? — Yes

Sighted relevant training for Lynette Hockey, Michael Hampson

12.0 Have all staff involved in product evaluations for YUM / Hungry Jacks received training in product evaluations and retention sample review in the last 12 months? — Yes

Sighted Training for Abdul Khalid (Jan 2023) and John Skurrie (Jan 2023)

13.0 Have all employees received training in glass, brittle/hard plastic and ceramic handling in the last 12 months? — Yes

As part of the annual GMP refresher. Relevant staff also completed Glass Breakage SOP training. Cindy Newton - 29.12.22

14.0 Have all staff involved in handling customer complaints received training in complaint investigations and root cause analysis in the last 12 months? — No

Not currently aware of any training for this that needs to be rolls through the site.

To Do | Priority Low | Due 05.07.2023 09:02 AEST | Created by Sasha Pakkiyaretnam

Follow up with CIC/National QA on what training is required and get completed.

15.0 Have all staff involved in VITAL assessments received training in the current version of the VITAL Tool? — Yes

Managed by National Regs. Not required at site.

16.0 Have all members of the site Recall Team received recall and withdrawal training? — Yes

Cindy Newton - 15.09.22 and Sasha Pakkiyaretnam - 31.08.22

17.0 Have all staff involved in supplier audits completed an external Food Auditor training course? — Yes

QA Manager Sasha Pakkiyaretnam has completed.

Lead Food Safety Auditor - Sasha Pakkiyaretnam - 2012.pdf

WHERE ARE WE NOW

18.0 For RSPO sites, have all relevant staff received RSPO training in the last 12 months? — Yes

G:\SPR_Quality\Technical Quality\Training\RSPO. Completed 07.02.23.

19.0 Have all members of the site TACCP Team received Food Defence training in the last 12 months? — Yes

Completed 13.05.22 and 21.04.23. G:\SPR_Quality\Technical Quality\Training\TACCP - 13.05.22

20.0 Have all staff on site that complete risk assessments received Risk Assessment training in the last 12 months? (YUM sites Only) — Yes

G:\SPR_Quality\Technical Quality\Training\Risk Assessment\2022

YUM Risk Assessment Training - August 2022.pdf

21.0 Have all staff involved in the Environmental Pathogen Program received training in procedures in the last 12 months? — Yes

G:\SPR_Quality\Technical Quality\Training\Environmental Pathogen Program

Environmental Pathogen Program - 15.03.23.pdf

Visitors / Contractors 100%

22.0 Are records available to show all contractors and visitors have been inducted, including annual refresher? — Yes

As per Contrac records.

23.0 Does induction training for visitors and contractors include information on allergen awareness and personal hygiene requirements? — Yes

Reviewed and this information is present.

Reports/Trending available from data collect in I-Auditor to Tableau