

5.1 LEADERSHIP AND COMMITMENT

5.1.1 (2.1.2.2) GENERAL

Top management (President, Vice President, Customer Service, Plant Manager, CI Manager, QA Scheduling & HR Manager, Quality Manager, and other personnel may attend as necessary) reviews the quality management and Safe Quality Food systems and maintain at a minimum of once a year to ensure that the quality policy, objectives are established are adopted and compatible with the strategic direction of the organization as well as making provisions to ensure fundamental food safety practices and all applicable requirements of the SQF are adopted and maintain; Promoting the use of process approach and risk-based thinking; Ensuring resources are available; This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Records of management reviews are maintained.

5.1.2 CUSTOMER FOCUS

Top management through sales and customer service processes demonstrates leadership and commitment with respect to customer focus by ensuring that:

- Customer, applicable statutory and regulatory requirements are determined, understood and consistently met.
- Risk and opportunities that can affect conformity of products and/ or services are determined and addressed.
- The focus on enhancing customer satisfaction is maintained.

5.2 POLICY

5.2.1 (2.1.1.1/ 2.1.1.2) ESTABLISHING THE QUALITY POLICY

The organization has defined a **D 5.2/ 2.1.1 MANAGEMENT QUALITY POLICY**, that is appropriate to the purpose and context of Upper management business strategy, providing a framework for quality objectives, commitment to satisfy requirements, supply safe food and continual improvements to the QMS.

5.2.2 COMMUNICATING THE QUALITY POLICY

The organization's management quality policy is available and maintained through "Quality Management Portal" website – intranet, posted in the production area and available if requested to any relevant interested parties.

5.3 (2.1.2.1/ 2.1.2.4/ 2.1.2.5/ 2.1.2.7/ 2.1.2.8) ORGANIZATIONAL ROLES, RESPONSIBILITIES AND AUTHORITIES

Top management ensures that the responsibilities and authorities for relevant roles are assigned **F.5.3.1 JOB DESCRIPTION**, communicated and understood within the organization **D 5.3/ 2.1.2 ORGANIZATIONAL CHART**, including SQF practitioners.

The Quality & Human Resources Manager has been assigned with the responsibility and authority to ensure the following, including the role as SQF practitioner:

- Processes are delivering their intended outputs.
- Reporting on the performance of the QMS/ SQF and on opportunities for improvement.
- Promotion of customer focus.
- Integrity of the QMS/SQF systems are maintained when changes are planned and implemented.
- Communicate essential information to ensure the effective fundamental food safety practices are adopted and maintained.

The SQF practitioner shall be employed on a full-time basis, have a HACCP training, be competent to implement and maintain HACCP plans, and understand the SQF code requirements.

Reports on the performance and necessary improvements to the quality management system occur informally as needed, and formal reviews occur during Management Review Meetings. Awareness of customer requirements is maintained system wide through the use of stock tags, work orders, job descriptions, work instructions, and informal verbal communication.

REFERENCE OF DOCUMENTED INFORMATION

- **D 5.2/ 2.1.1 MANAGEMENT QUALITY POLICY**
- **D 5.3/ 2.1.2 ORGANIZATIONAL CHART**
- **F.5.3.1 JOB DESCRIPTION**