



Pilot Studies Progress Report

**Dijla Food Industrial Co., Ltd
Al Nabil Food Industries Company, Ltd**

**WP 4
Pilot of Implementation of food safety and
Quality Management Systems**

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1 Introduction

The project FOODQA “Fostering Academia Industry collaboration in Food safety and Quality” has been co-funded under the Erasmus+ Programme. The FoodQA project aims at reinforcing and structuring a Jordanian network for promoting entrepreneurship and innovation in the food area, while improving the flow of knowledge and cooperation between HEI and industry.

FoodQA addresses one of the national priorities in Jordan in providing safe food and food quality. Thus, it responds to the need for a professional and well-designed courses and facilities able to offer answers and provide solutions in the interdisciplinary approach of food industry and business. This will integrate knowledge and expertise in academia on one hand and in industry on the other hand. Currently, Jordan regulatory bodies hold massive responsibilities in these fields, but still the lack of integration in between different regulatory and legislative bodies resulted in difficulties in decision making. The initiation of the FoodQA will help in bridging the gap between of the Jordanian governmental authorities and the industrial community. With the creation of interface Centres for food safety and food quality in Jordan FoodQA intends to support the organisation and structure of the interfaces between Academia and Industry; making available to the food sector technical and scientific services that can contribute to the development of the industry and to strength its competitiveness in the direction of a future integration in the European Union in particularly in the area of food safety and quality.

1.1 Objectives

In order to facilitate integration of knowledge to Food Business Operators, one of the deliverables of the FOODQA project is to provide guidance and conduct pilot studies for the implementation of a Food Safety Management System (FSMS) according to the requirements of the international standards. In the particular cases of companies covered in this report: for Dijla Food Industrial Co., Ltd (DIJLA) and IFS Al Nabil Food Industries Company, Ltd (AL NABIL).

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P&B and JUST with the collaboration of UniTe are responsible for providing guidance and conducting these studies for DIJLA and AL NABIL. The Terms of Reference are as follows:

- Preparation of BRC and IFS check-lists and documents to support pre-assessments by the companies based on these check-lists (BRC in DIJLA and IFS in AL NABIL).
- Realisation of the pre-assessments by the companies (with consultation in the preparation).
- Pre-audit preparation: Review of existing documentation.
- On site audits to identify gaps in the FSMS to fulfil standard requirements (BRC in DIJLA and IFS in AL NABIL).
- Support in the preparation of documentation in order the FSMS to be compliant with the BRC (in DIJLA) and IFS (AL NABIL) standard requirements.
- Comments and clarifications on documentation.
- Finalisation of the pilot study.
- Guidance / recommendations for the preparation for possible certification processes.

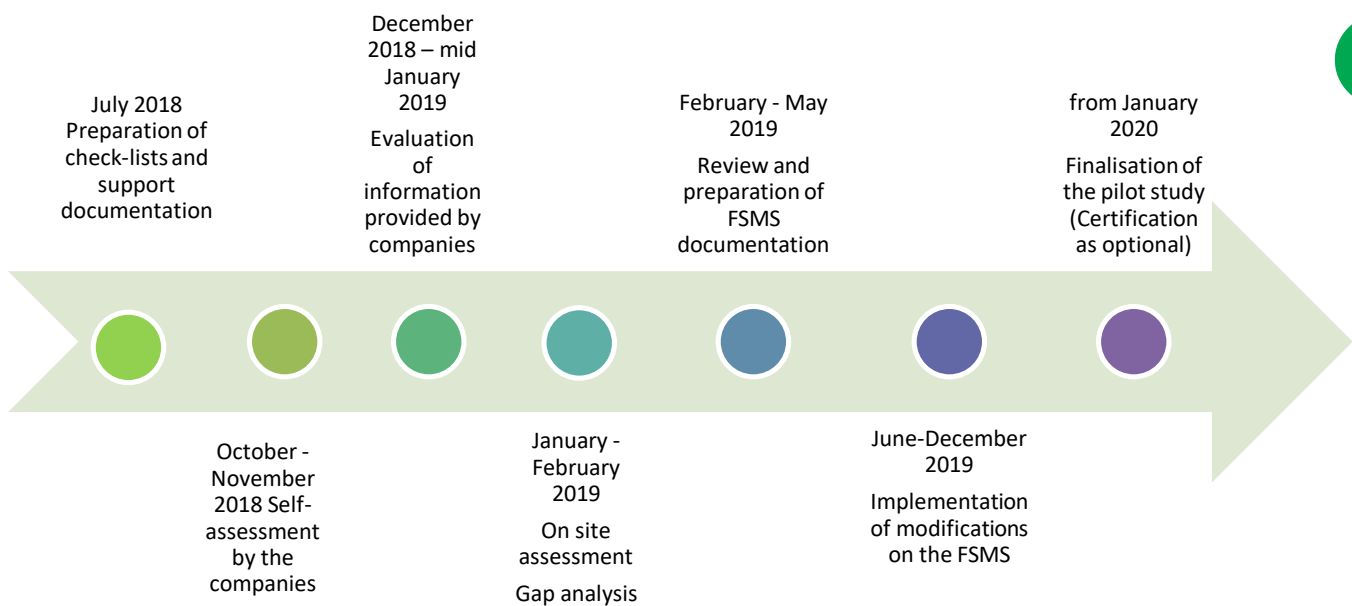
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1.2 Activities timeline



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2 DIJLA FOOD INDUSTRIAL CO., LTD



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2.1 General

DIJLA is an industrial limited company, specialized in the manufacturing of high-quality products, with legal Jordan no. 18004. The company produces different kinds of frozen meat products such as burgers, chicken products (e.g. broasted chicken cuts, spice chicken fillets, broasted crispy chicken), falafel, kubbe, sambousik and spring rolls, catering to the Arabian taste. All kind of the products are manufactured using high quality meat and other ingredients, based in a selection of suppliers who comply with the international standards. All the livestock (cattle and poultry) are slaughtered according to Islamic rights (Halal). The factory is equipped with fully automated production lines, with the updated technology applied in the processing of the meat and food products, using machines imported from leading countries in producing food processing equipment, such as: Netherlands, Italy, Germany and UK. The company has qualified technical staff in the food related sectors. The company participates regularly in national and international exhibitions to follow-up the latest technological development and to provide the best offer to the customers. The factory facilities have approximately an area of 6000 m² and production capacity installed of 20 ton/day. The company already achieved the food safety system certification according with ISO 22000.

2.2 Preparation of BRC check-list

On July 2018, a structured BRC check-list was prepared to support the Food Safety Management System self-assessment to be performed by the company in order to identify possible gaps. It was also prepared a power point presentation to be provided to the companies to support their initial training of staff on the BRC standard. It was also provided an electronic copy of the BRC Food standard and additional BRC guidance documents.

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2.3 Self-assessment

With the support of the BRC check-list and support documents provided, the company has done a self-assessment on November 2018 in order to do a preliminary assessment the status of the current Food Safety Management System and prerequisites in place and also to identify possible gaps that need to be overcome in the process of implementation of the BRC standard. In the preparation of the self-assessment clarifications were provided by the FoodQA partners concerning the interpretation of several requirements. Feed-back of the preliminary assessment was provided to JUST in meeting held in the company on the **XX/XX/2018**.

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2.4 On site assessment - audit

On site audit was conducted by Eng. Khaled Qaddourra and Eng. Safa Smaddi with online assistance of Dr. Paulo Baptista on the 13 and 14/01/2019. A total of 22 non-conformities were identified during the audit. The overall impression is that although several significant deviations (graded as major non-conformities) were identified, the company has capacity and conditions in terms of infrastructures and to adapt their FSMS to the standard requirements. Most of the major non-conformities above mentioned were mainly related with the definition/implementation of the HACCP – Hazard Analysis and Critical Control Points. Although this is significant, no situations that pose food safety in risk were seen during the audit. Strong points that have been identified were the involvement of the senior management for continuous improvement. Finally, the person responsible for the implementation of Food Safety Management System is strongly committed with the correct implementation and management of GMPs. It was seen the need of the company to adapt their management system and documents also to the new version of ISO 22000 (ISO 22000:2018) as the company is certified according with ISO 22000:2005. Process approach is the issue that will require more modification as the FSMS is not structured according to this. Food safety policy, food safety manual and some procedures, work instructions and model for records has to be revised in order to be compliant with the requirements of the new version of ISO 22000:2018 and BRC Food standard. Concerning BRC, in order to tackle the main issue identified, HACCP shall be fully revised. A review of the food safety policy, food safety manual and some procedures, work instructions and model for records were to be conducted.

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2.5 Review and preparation of FSMS documentation

Support documentation and support on the documentation review was conducted from February to May 2019 for the proposed FSMS system. Documentation that was delivered includes:

- Company food safety policy.
- Food safety manual.
- HACCP studies (hazard analysis and HACCP plan): For each group of production processes determined, a HACCP study was conducted. Each study includes flow chart, hazard analysis and hazard control plan.
- Procedures and work instructions: review, up-grading of existent documents and elaboration of new ones when necessary.
- Model for records: review, up-grading of existent documents and creation of new ones when necessary.

2.6 Implementation of modifications

From June until the end of 2019, DIJLA was in process of implementation of some new procedures and of implementation of new models for records. This also involved the training of staff. During this period the FoodQA partners, in particular JUST with the back-up support of P&B, provided some clarification and guidance to DIJLA staff. This was done mainly by phone and by e-mail, but also involved XXX meetings in DIJLA facilities on the XX/XX/XXXX and XX/XX/XXXX.

2.7 Finalisation of the pilot study

The company intends to move to a BRC certification. The timeframe is not yet completely set up. As the ISO 22000 standard changes the version (from ISO 22000:2005 to ISO 22000:2018) the primary goal of the company is to successfully make the transition from ISO 22000:2005 to ISO 22000:2018 and obtain the certification according with ISO 22000:2018. After this is achieved the company intends to focus on the BRC certification.

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3 AL NABIL FOOD INDUSTRIES COMPANY, LTD



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3.1 General

AL NABIL is an industrial limited company created in 1945. The company is specialized in manufacturing a wide range of frozen and chilled products that include: beef, chicken, turkey, fish, pastries, desserts and ready meals from international cuisines: The company has more than 800 employees and a wide experience on manufacturing, producing and marketing food products that are available in different styles of packaging, to cater for the retail and wholesale markets. AL NABIL sells their products in 20 countries. All the company products are 100% Halal and manufactured according to the international standards and specifications, including Food Safety Management System ISO22000:2005, Quality Management System ISO9001:2000 and Jordan Quality Marks (JQM). AL NABIL raw materials are free from Genetically Modified Organisms (GMO free), with no additives and come from only from approved suppliers who undergo a tailor-made process of approval. Nabil Foods has nine production lines: two production lines for frozen chicken, two production lines for frozen beef, one production line for Kubbeh products, one production line for cold cuts, one production line for pastries, one production line for desserts and one production line for ready meals. The company uses the most recent and advanced manufacturing technology in the region such as in the latest two frozen beef and chicken lines that are equipped with Individually Quick Frozen (IQF). The company also has a large storage capacity in their warehouses: up to 2,400 tons and 1,167 of dry and cold finished goods, respectively.

3.2 Preparation of IFS check-list

On July 2018, a structured IFS check-list was prepared to support the Food Safety Management System self-assessment to be performed by the company in order to identify possible gaps. It was also prepared a power point presentation to be provided to the companies to support their initial training of staff on the IFS standard. It was also provided an electronic copy of the IFS Food standard and additional IFS guidance documents.

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3.3 Self-assessment

With the support of the IFS check-list and support documents provided, the company has done a self-assessment on October 2018 in order to do a preliminary assessment the status of the current Food Safety Management System and prerequisites in place and also to identify possible gaps that need to be overcome in the process of implementation of the IFS standard. In the preparation of the self-assessment clarifications were provided by the FoodQA partners concerning the interpretation of several requirements. Feed-back of the preliminary assessment was provided to JUST in meeting held in the company on the **XX/XX/2018**.

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3.4 On site assessment - audit

On site audit was conducted by Eng. **XXXXXXXX** and Eng. **XXXXXXXX** with online assistance of Dr. Paulo Baptista on the **XX** and **XX/02/2019**. A total of **XXXXX** non-conformities were identified during the audit. The overall impression is that although a relevant number of deviations were identified, the company has adequate capacities in terms of human resources and conditions in terms of facilities and equipment to adapt their FSMS to the standard requirements. Most of the non-conformities are related with requirements that completely different from other standards that the company has (ISO 9001 and ISO 2200), such as food fraud and food defense. This does not mean that company does not have relevant procedures. However, the procedures and the risk assessment are not fully established and documented. Other deviations are related to the detail that IFS standards require in terms of evidence of the realisation of the activities related with many of the requirements, among which are included the pre-requisites. It was also possible to identify in the audit several positive points. Among them it can be highlighted the competence of the key staff and the commitment of the senior management with the food safety management system. The company also has suitable facilities and a good level of production equipment. The company is also strongly committed in assuring daily the good hygiene and manufacturing practice and the operability of the Food Safety Management System that is implemented. Complementary to the need to adapt their FSMS to the IFS Food requirements, it was also identified the need of the company to adapt their Food Safety Management System and documents to the new version of ISO 22000 (ISO 22000:2018) as the company is certified according with ISO 22000:2005. The process of transition of the ISO 22000:2005 certification to the ISO 22000:2018

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certification is more simple than the necessary to adapt the company FSMS to the IFS Food Standard in order to gain IFS certification. The transition process is facilitated by the fact that the company is already ISO 9001 certified and is already using a process approach methodology that has now also equivalent requirements in the ISO 22000:2018 version. In relation to the IFS a review of the food safety policy, food safety manual and some procedures, work instructions and model for records were to be conducted.

3.5 Review and preparation of FSMS documentation

Support documentation and support on the documentation review was conducted from March to June 2019 for the proposed FSMS system. Documentation that was delivered includes:

- Company food safety policy.
- Food safety manual.
- Procedures and work instructions: review, up-grading of existent documents and elaboration of new ones when necessary.
- Model for records: review, up-grading of existent documents and creation of new ones when necessary.
- Food fraud risk assessment: definition of a procedure based on the IFS guidance for food fraud risk assessment and conducting a vulnerability assessment on food fraud.
- Food defense risk assessment and food defense plan: methodology for risk assessment based on IFS food guidance and establishment of food defense plan, including control measures.

3.6 Implementation of modifications

Some comments were received concerning specific proposed forms and clarifications for the determination of CCPs / OPRPs which were clarified. Additional guidance was sent to the company on 19th November concerning the documentation for management review and proposals for setting Key Performance Indicators (KPIs)

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From June until the end of 2019, AL NABIL was in process of implementation of some new procedures and of implementation of new models for records. This also involved the training of staff. During this period the FoodQA partners, in particular JUST with the back-up support of P&B, provided some clarification and guidance to AL NABIL staff. This was done mainly by phone and by e-mail, but also involved **XXX** meetings in AL NABIL facilities on the **XX/XX/XXXX** and **XX/XX/XXXX**.

3.7 Finalisation of the pilot study

The company intends to move to the IFS Food certification. The timeframe is not yet completely set up. As the ISO 22000 standard changes the version (from ISO 22000:2005 to ISO 22000:2018) the primary goal of the company is to successfully make the transition from ISO 22000:2005 to ISO 22000:2018 and obtain the certification according with ISO 22000:2018. This is planned to be achieved in 2020. Only after that the company will focus on the IFS certification. This is also due to the fact that in the beginning of 2020 will be published a new version (version 7) of the IFS food standard. This new version of the IFS Food is planned to be used in IFS Food certifications from the beginning of 2021. A draft of the new version (under final process of consultation among the stakeholders) with the modifications in relation to version 6 of the IFS standard was provided to AL NABIL to facilitate a clear recognition of the changes that are planned to be introduced on the standard.

4 Overall Conclusions – Next steps

As the full documentation was handed in and up to the moment no more clarifications are required. It can be concluded that the pilot studies are finalised, with the companies having their FSMS revised in accordance to the documentation and guidance provided throughout the process. As priority is given by both companies on the transition from the ISO 22000:2005 to the ISO 22000:2018, the companies should re-check their systems before applying for certification by conducting a full audit. Particular attention should be given by AL NABIL as it is expected that IFS Food changes to version 7. The process of transition from ISO 22000:2005 to ISO

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22000:2018 is more facilitated in the company AL NABIL as this is also certified ISO 9001 and the process approach is already incorporated in the requirements of this standard and the company is experienced on it.

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