H3.1: Investigates operations of ONE organisation within the AFI.

- Describe the activities carried out in ONE organisation within the AFI.
### Aspects of the Australian food industry

- operation of organisations within the Australian food industry with particular attention to:
  - levels of operation and mechanisation, including household, small business, large companies, multinationals
  - research and development
  - **quality assurance**
  - consumer influences such as value added foods
  - impact on the environment including waste management, packaging practices, production techniques, and transportation
  - economy, eg generation of profit and changes in employment
  - society including lifestyle changes,
  - career opportunities and working conditions

- describe the activities carried out in ONE organisation within the food industry
- evaluate the impact of the operation of an organisation on individuals, society and the environment
Quality Assurance
What is Quality Assurance?

**Quality Assurance** is the process of ensuring that set standards are met.

- Quality Assurance in the Australian Food Industry is CRUCIAL! It is needed to ensure consistency in products.
- Food organisations adopt measures of quality control to maintain their standards.

**Quality Control**: Conducting tests to check the standards of raw materials and products before, during or after production.

- Food manufacturers create an optimum product (prototype) and then compare all other products with the optimum to ensure that they consistently meet their quality standards.

Quality Assurance is the responsibility of everyone! from the Agriculture and Fisheries sector to the Food Retail sector.
Quality Control aims to achieve Quality Assurance all parts of a company working together to achieve and maintain quality of products.
HACCP

Hazard Analysis and Critical Control Point (HACCP) is a system used by most food companies. It is an internationally recognised food safety system.

It looks at problem areas in food production and aims to control or minimise hazards.

They establish procedures to deal with any issues that arise; this helps to maintain a high-quality product.
• Certain industries within the agri-food chain follow a compulsory management system, and state government inspectors check regularly that the system is being used correctly.
• Independent auditors check that meat and poultry industries that the HACCP principles and systems have been met by farmers and producers.
• McDonalds, Woolworths and Coles are few examples of companies that have developed standard HACCP measurements for the production of their goods.
Hsc Question - 2007

What would a company use to ensure that it provides food of a consistently high quality to consumers?

A. Quality Testing
B. Quality Assurance
C. Sensory Assessment
D. Hazard Analysis and Critical Control Point (HACCP)
Region of Peel Public Health
Working for you

905-799-7700
peelregion.ca/foodsafety

https://www.youtube.com/watch?v=mE-q9W4jqQg
Customer Complaints

• More organisations within the food industry have introduced a customer complaint procedure, with many offering a ‘money back’ guarantee on their products.
• Consumers have the support of various government agencies such as the Office of Fair Trading to ensure product satisfaction.
Product Recalls

A **food recall** removes food that may pose a health or safety risk from distribution, sale and consumption.

FSANZ coordinates and monitors food recalls in Australia.

A food recall may occur because of a report or complaint from manufacturers, wholesalers, retailers, government and consumers. It may also occur as a result of a food business conducting internal testing and auditing.

**Withdrawal:** Action taken to remove a food product from sale as a precaution because the product may have a quality defect. Normally the manufacturer makes the call.
Recalls

- **Ayers Rock** Instant Coconut milk powder 17 October 2015
- **Coco Joy** flavoured coconut milk drinks (various) 9 September 2015
- **BioFlex, Bulk Nutrients** powdered supplementary sports foods (various), 30 September 2015
- **Fortune Town International Trading Pty Ltd**, Orthodox Coconut Palm Coconut Juice 12 October 2015
- **Mandala Chai** powdered instant chai drinks 19 September 2015
- **Mur Thai Food Co PL**, Golden Choice Young Coconut Juice with pulp 30 October 2015
- **Nakula Pty Ltd**, Nakula Organic Coconut Cream 30 October 2015
- **Sammi Australia**, Orthodox Coconut Milk Juice 18 September 2015
- **Sunnation Pty Ltd**, V-Fresh Coconut Milk Drink 18 September 2015
- **Yuvi Pty Ltd**, Thai Coco Coconut Juice with pulp 28 October 2015
- **Tongheng Trading Co Pty Ltd**, Coconut Juice 24 September 2015
- **Treasures Unlimited (Aust) Pty Ltd**, Emma Instant Coconut Milk Powder 9 October 2015
- **Vitasoy** Coconut Soy Drink 23 October 2015

- **Nannas & Creative Gourmet** frozen mixed berries, raspberries: News, FAQ & links

http://www.foodauthority.nsw.gov.au/news/alerts-recalls#VjfeBK4rKqA
HSC Question - 2007

Which of the following is responsible for issuing a food-product recall?

A. Local council food inspectors
B. Australian Food and Grocery Council
C. Food Standards Australia and New Zealand (FSANZ)
D. Australian Quarantine Inspection Service (AQIS)
Case Study: SPC Ardmona - Quality Assurance Procedures

- Tamper proof packaging to reduce the risk of contamination.
- Temperature control of foods to prevent growth of microorganisms. Example; heat berries to a temperature just below boiling point prior to making their jam. This kills microorganisms and prevents spoilage.
- Use metal detectors to detect the presence of contaminants in finished food products.
- Amount and use of pesticides and fertilisers is controlled to prevent the incorrect quantities of chemicals being added to fresh produce.
Case Study: SPC Ardmona - Quality Assurance Procedures

SPC Ardmona expects the highest standards from both their growers and the business as a whole. They deliver this in a number of ways;

1. Product Quality - SPC Ardmona works closely with their farmers to ensure their fruit is of high quality. They audit and grade farmers utilising a ‘Quality Incentive Scheme’ to drive best practice.

2. Food Safety - All growers that provide SPC Ardmona with produce must achieve ‘Freshcare Accreditation’ (National On-Farm Assurance Program) as well as provide a written guarantee that they follow all rules and regulations associated with the growing of their specific fruits. Soil is checked and amount of pesticides and fertilisers added are monitored and used in accordance with the manufacturer’s specifications. Management Systems must also be in place and they are HACCP approved.
3. **Environment** - All growers are audited by third parties such as FSANZ to ensure that water, power and fuel usage is managed in a clean and efficient way. Soil and water testing is conducted each season to ensure that their fruit is free of such things as heavy metals.

4. **People Safety** - SPC Ardmona complies with Australia’s strict safety standards at all their facilities, ensuring that their employees create great products in a safe and clean environment. This is monitored by WHS Legislation.

5. **Traceability** - SPC Ardmona ensures that all products that are hazardous are recalled and consumer satisfaction is guaranteed. SPC Ardmona use RFID technology to track consumer products back to their origin if there is an issue.
Critical Control Points monitored by SPC Ardmona when manufacturing their IXL Strawberry Jam:

- Strawberries are inspected for quality control using colour, ripeness and taste as criteria once they arrive to the manufacturing plant from the farm.
- Strawberries that pass the inspection test travel through pipes where a gentle water spray clears away surface dirt and foreign particles. They are washed and crushed through hole structures, leaving any remaining dirt, leaves and excess debris behind.
- The strawberry pulp is heated just below boiling point (100 degrees celsius) followed by immediate chilling just below freezing (0 degrees celsius). This heat treatment kills heat-sensitive micro-organisms and prevents spoilage.
• Pre-measured amounts of fruit, sugar and pectin (1% pectin, 65% sugar) are blended within industrial cooking kettles, the mixture cooked three times ensuring all majority of bacteria is killed.
• Pre-sterilized jars move along a conveyor belt.
• The jars are then filled and vacuum sealed with metal caps on top. This process forces the air out of the product and ensures the sterility of the product.
Ardmona recalls 3 raspberry jam products - glass pieces

29 March, 2006

Fruit processor SPC Ardmona has recalled three of its IXL raspberry jam products amid fears they could contain small pieces of glass.

SPC Ardmona issued a statement tonight saying very small pieces of glass were found in an imported ingredient used to make the conserves.

The nationwide recall affects IXL Collectables Conserve Disney with the date code "BEST BEFORE 31/02/03", IXL Raspberry Conserve 375g Limited Edition Tumbler with the date code "BEST BEFORE FEB 2008 - 03/1/06", and IXL Raspberry Conserve 250g jars with the code "BEST BEFORE JAN 2008 - 14/12/05".

SPC Ardmona says anyone with an unused portion of any of the above products should not consume it, but return it to the place of purchase for a refund.

No other IXL products or SPC Ardmona products are affected, and the recall applies only to the three products with the nominated size and best-before dates, the company said.

Recall notices will appear in newspapers on Wednesday.