

SQF INTERNATIONAL CONFERENCE
IDEA EXCHANGE SESSIONS
Thursday, November 8, 2013, 1:45 pm – 2:45 pm
Topics, Questions and Locations
Rookwood, Rosewood and Caprice

SUGGESTED DISCUSSION FORMAT:

To ensure a quality discussion takes place, here are some recommended actions for your table:

- Ensure that your table includes a range of participants. If your table includes more than one representative from a company, please try to “trade” individuals if there is more than one table discussing the same topic.
- Briefly introduce yourselves to each other.
- **Please observe the “non-commercialization” policy and do not engage in any kind of product or services sales pitch.**
- Identify an individual to serve as the discussion facilitator. (If there is a pre-assigned facilitator for this table/topic, they will identify themselves.) The facilitator’s role is to get the discussion going, keep it focused, and ensure that everyone at the table has an opportunity to comment.
- The key to the Idea Exchange is that a number of issues are discussed and everyone has the opportunity to contribute.
- Please wrap-up by 2:45 pm. There is a 15 minute break from 2:45 pm – 3:00 p.m. and the final keynote session begins at 3:00 pm in the Pavilion Ballroom.

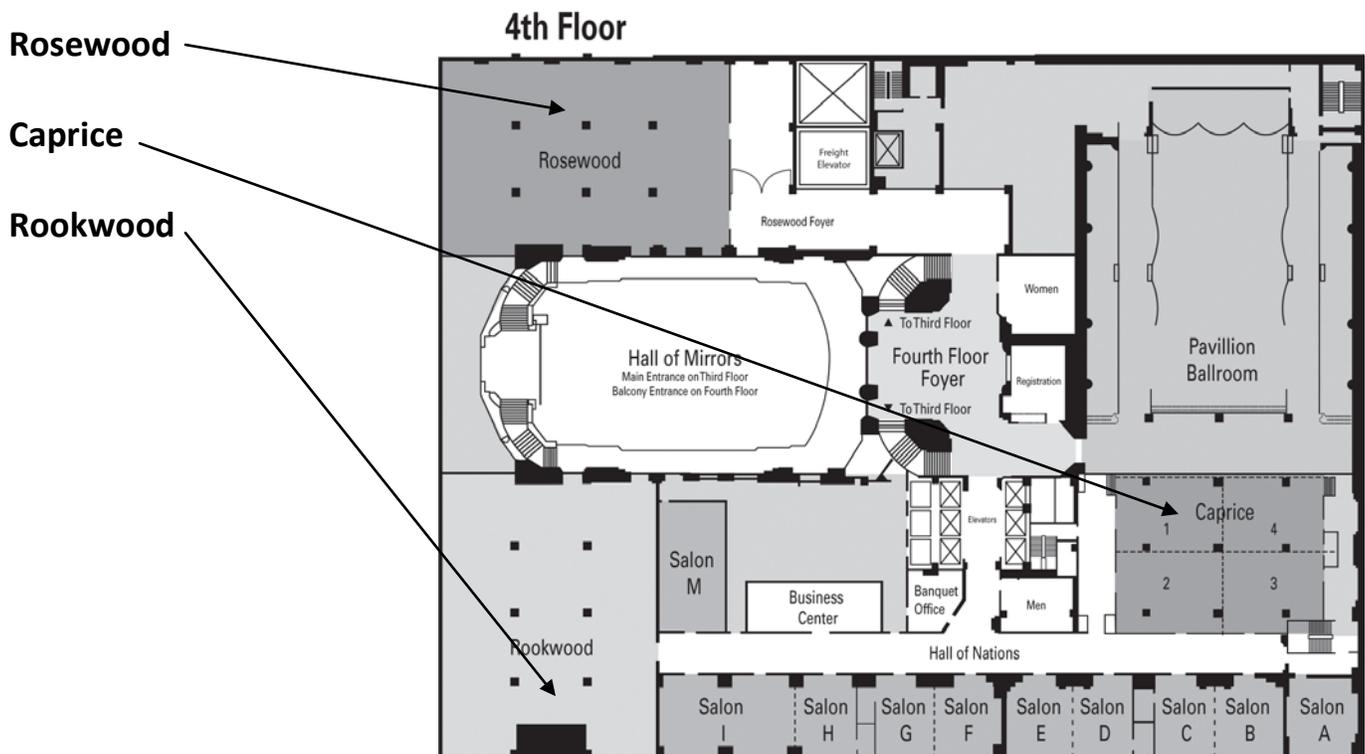


Table # 21 – TRAINING

Moderator: Kristie Gryzwinski

Room: Rosewood

Discussion Questions:

1. How do you analyze job performance to be sure conformance is being achieved?
2. How do you determine if a compliance problem is truly due to a lack of training?
3. How do you determine when employees need to be trained or retrained?
4. How do you get new employees familiar with company policies, processes and procedures?
5. How do you approach retraining of veteran employees?
6. What tools (besides training!) do you use to facilitate learning and compliance?

Table #18 – COMMITMENT & CULTURE CHANGE IS A COMMITMENT TO SQF SUCCESS

Moderator: Robert Garfield

Room: Rookwood

Discussion Questions:

1. Why is commitment from the top so important?
2. What is meant by “culture change?”
3. Isn't it enough to establish the SQF Code and train a practitioner?
4. What is an example of “culture change?”
5. Who is responsible for implementing the SQF management system?

Table #5 – CREATING AND MAINTAINING EFFECTIVE ALLERGEN CONTROL PLANS

Moderator: Tracie Sheehan

Room: Caprice

Discussion Questions:

1. Will FSMA Allergen Control Plans be audited by FDA?
2. What documentation is needed for allergen control?
3. How do I know if my suppliers have allergen control plans?
4. How should we validate allergen-free claims?
5. Can we just put a "may contain" statement on the package without allergen control?

Table #13 – IMPLEMENTING SQF IN SMALL BUSINESSES

Moderator: Shannon Fickett

Room: Rookwood

Discussion Questions:

1. How can top management demonstrate support for SQF?
2. Who leads the implementation of SQF in your plant?
3. Who needs to assist in the implementation, and specifically how will they assist?
4. Does everyone on the management team, and those assisting in the implementation effort, report to you? If not, how will you exert influence in order to get the job done?

Table # 15 – FOOD DEFENSE

Moderator: Jeff Strout

Room: Rookwood

Discussion Questions:

1. What is the best method to use to perform (and how do we perform) a food vulnerability assessment for a facility?
2. What type of policy should a facility have concerning the employee use of social media (Facebook, Twitter, etc.) and what should it state when dealing with food defense issues that happen at a processing facility?
3. Describe the programs a company should have to prevent employees from becoming disgruntled?
4. Describe how to handle (what policies or procedures need to be in place) an identified disgruntled employee.
5. Employees are normally trained to report suspicious activities to either their supervisor or to a specific employee: what is your definition of something suspicious and when does someone need to report it to a supervisor?

Table # 2 – SUPPLIER APPROVAL PROGRAMS

Moderator: Cathy Crawford

Room: Caprice

Discussion Questions:

1. Share a success story from your own supplier approval program?
2. What has been the greatest struggle for your company in ensuring supplier approval activities add value to your food safety program overall?
3. How do you incorporate approved contractors as approved suppliers?
4. The Code requires inclusion of suppliers that impact food safety (and quality for level 3). Are there certain ones that you have intentionally excluded from the program? How did you justify this?
5. What has been your experience during an SQF audit regarding verification of this program?

Table # 25

APPLYING THE SQF CODE, EDITION 7 IN VERTICALLY INTEGRATED BUSINESSES

Moderator: Self-Guided

Rosewood

Discussion Questions:

1. There is an expectation among buyers that all areas of business should be audited regardless of the scope of certification. How does the scope of certification affect the audit for a vertically integrated business?
2. What is the responsibility of the vertically integrated business when preparing for an SQF Certification?
3. When multiple modules apply, how should the SQF checklists be used for the SQF audit?
4. What are some of the challenges that stakeholders (supplier, auditor, CB, buyer) face with the vertically integrated business?

Table # 20 - THE BROKER DILEMMA – HOW MUCH CONTROL DOES A BROKER HAVE OVER THE SAFETY OF THEIR PRODUCT?

Moderator: Bill McBride

Room: Rosewood

Discussion Questions:

1. What is the role of the broker in the SQF system?
2. When a broker is 'SQF Certified' what does that certification represent?
3. How can food safety and quality be managed by the broker?

Table # 29 - WHAT IS THE BEST WAY TO CLOSE OUT NON-CONFORMANCES WITHIN THE REQUIRED TIME?

Moderator: Self-Guided

Room: Rosewood

Discussion Questions:

1. What are the biggest obstacles when closing out non-conformances?
2. What methods can be applied to address these obstacles?
3. Can the process be streamlined or communication improved at any stage of the process?
4. Who has the major responsibility to close out non-conformances?

Table # 26 - CRISIS MANAGEMENT AND MANAGING RECALLS IN SQF CERTIFIED SITES

Moderator: Self-Guided

Rosewood

Discussion Questions:

1. What is the responsibility of the facility during a recall?
2. What are some examples of a well-managed recall?
3. What are some examples of a poorly-managed recall?
4. What are the key steps that every facility must have in place to effectively manage a recall?
5. How can the facility conduct an investigation to determine the root cause of the incident?
6. How can this information be shared with other facilities as a "lesson learned" to improve food safety?

Table # 27 - DEVELOPING AUDIT CHECKLISTS -HOW TO GET THE BEST USE OF TIME DURING AN AUDIT.

Moderator: Self-Guided

Room: Rosewood

Discussion Questions:

1. What should be included in an audit checklist?
2. How can a checklist be useful in managing your time during the audit?
3. What are some of the obstacles that prevent an audit from being conducted within the prescribed time?
4. What other ways can you prepare that would help manage your time during an audit?

Table # 17 - CREATING EFFECTIVE INTERNAL AUDIT PROGRAMS

Moderator: Christina Kelley

Room: Rookwood

Discussion Questions:

1. What should be included in an internal audit program?
2. Who should conduct the audits?
3. Share one lesson learned when you developed and executed an effective audit program?
4. What are some of the obstacles that you have come by when executing your own internal audit program? How can this be addressed?

Table # 19 - INTERPRETING THE SQF CODE / FAQs TO THE SQF CODE

Moderator: LeAnn Chuboff

Room: Rosewood

Discussion Questions:

1. What is the guidance for some of the new elements to the code?
 - Air Quality?
 - SQF Practitioner requirements?
 - Environmental Monitoring?
 - Pre-requisite programs?
2. What is the purpose of the SQF Guidance documents?
3. When will the guidance documents be published?

Table # 1 – BUSINESS INTELLIGENCE AND REPORTING IN ENTERPRISE COMPLIANCE MANAGEMENT SYSTEMS

Moderator: Bhavin Virani

Room: Caprice

Discussion Questions:

1. How can you make sense of the data?
2. How do you differentiate real issues from the false positives?
3. What is an effective way to report on the data?
4. How can you identify risks and perform effective risk analysis?
5. How can you track the performance of risks?

Table # 3 – THE RELIANCE SYSTEM

Moderator: John Schulz

Room: Caprice

Discussion Questions:

1. What do you feel is the most important functionality that needs to be included in the Data Management System”?
2. How would you use reporting tools within the data management system?
3. What are the biggest obstacles in using the system to its fullest extent?
4. What do you most like about the new data management system?
5. What do you most dislike about the new data management system?

Table # 4 – HOW TO IMPROVE YOUR SENIOR MANAGEMENT REVIEW OF THE SQF PROGRAM

Moderator: Gary Smith

Room: Caprice

Discussion Questions:

1. How do you get the most out of your annual senior management review?
2. How do you move from a monthly GMP audit to the Internal Audit requirements stated in the SQF standard?
3. What information do you need to conduct the annual senior management review?
4. What role does verification, validation and corrective action management play in the annual senior management review?
5. How do you find an auditor pool to use within your internal audit program?
6. Who audits the QA programs in the internal audit program?

Table # 6 – CUSTOMER COMPLAINTS

Moderator: Gillian Kelleher

Room: Caprice

Discussion Questions:

1. What are some of the ways your company encourages two way communication?
2. Documenting, tracking and investigating every customer complaint is part of the complaint management procedure. Who is responsible for this at your company?
3. Time is of the essence when it comes to responding to a complaint from a customer. How do you manage this time and the process involved for a successful outcome?
4. Root cause identification is key to preventing a problem from happening again. Do you understand the distinction between corrective action and preventive action as it relates to a complaint investigation?
5. What challenges do you face when it comes to maintaining a complaint management procedure?

Table # 7 – ETHICAL SOURCING

Moderator: Skip Greenaway

Room: Caprice

Discussion Questions:

1. Does your company currently have an Ethical Sourcing (ES) program in place? (May also be called Social Responsibility, Sustainability, etc.)
2. What business drivers did you have for implementing the program (e.g., customer requirements)?
3. What benefits has your organization realized, or expect to realize, from implementation?
4. What barriers have you experienced, or expect to experience, in implementing the program?
5. What elements of the program were the most problematic to implement (Social/ Labor, Health & Safety or Environmental)?
6. What advice would you give to another company to help them be successful in implementing an ES program?

Table # 8 – ETHICAL SOURCING

Moderator: Steve Brown

Room: Caprice

Discussion Questions:

1. Does your company currently have an Ethical Sourcing (ES) program in place? (May also be called Social Responsibility, Sustainability, etc.)
2. What business drivers did you have for implementing the program (e.g., customer requirements)?
3. What benefits has your organization realized, or expect to realize, from implementation?
4. What barriers have you experienced, or expect to experience, in implementing the program?
5. What elements of the program were the most problematic to implement (Social/ Labor, Health & Safety or Environmental)?
6. What advice would you give to another company to help them be successful in implementing an ES program?

Table # 9 – SMALL BUSINESS CASE STUDY

Moderator: Tammy Robichaud

Room: Caprice

Discussion Questions:

1. How can I prepare a compelling reason to set the stage for change in my company? What key points will help convince senior management?
2. Which department is/was your biggest challenge in embracing a food safety culture? How did you manage this group of employees?
3. What are some tips on how to create an effective project plan to achieve certification? How can I keep the team motivated?
4. What are the most common excuses and pushback for change and how can you work through them?

Table # 10 – TRACEABILITY

Moderator: Bob Strong

Room: Rookwood

Discussion Questions:

1. Is traceability important and if so, why are companies reluctant to develop ways to do it?
2. What have you tried for traceability that worked?
3. What have you tried for traceability that did not work

Table # 11 – FOOD PACKAGING SAFETY

Moderator: Ralph Simmons

Room: Rookwood

Discussion Questions:

1. What do (should) food processors require from their packaging suppliers with respect to regulatory compliance? Should food processors require audits of packaging suppliers?
2. If audits of packaging suppliers are required, what should the auditors be looking for?
3. How can food processors and packaging suppliers best assure and document safety and regulatory compliance for packaging materials which do not need review and approval by government authorities?
4. What can (should) packaging suppliers do to give food processors confidence that packaging and packaging materials are safe and have appropriate regulatory status?

Table # 12 – FOOD PACKAGING SAFETY

Moderator: Forrest Bayer

Room: Rookwood

Discussion Questions:

1. What do (should) food processors require from their packaging suppliers with respect to regulatory compliance? Should food processors require audits of packaging suppliers?
2. If audits of packaging suppliers are required, what should the auditors be looking for?
3. How can food processors and packaging suppliers best assure and document safety and regulatory compliance for packaging materials which do not need review and approval by government authorities?
4. What can (should) packaging suppliers do to give food processors confidence that packaging and packaging materials are safe and have appropriate regulatory status?

Table # 14 – IDENTIFICATION AND VERIFICATION OF PREREQUISITE PROGRAMS

Moderator: Gordon Hayburn

Room: Rookwood

Discussion Questions:

1. Do you believe manufacturers understand what PRPs are?
2. Do people understand the interactions between PRPs and CCPs?
3. Are PRPs correctly managed on sites?
4. Why are there gaps in the understanding of PRPs?
5. Should auditors spend more time in assessing PRPs?
6. Does it matter if a risk is controlled by a PRP or a CCP?
7. Are allergens a PRP or potential CCP?

Table # 16 – VALIDATION AND VERIFICATION

Moderator: Margaret Kolk

Room: Rookwood

Discussion Questions:

1. Explain the key differences between Validation, Monitoring and Verification. Include the order in which these steps take place when developing the food safety plan.
2. Describe the two distinct elements of validation.
3. Discuss the 5 approaches to validation described in the 2008 Code document: Guidelines for the Validation of Food Safety Control Measures
4. Why is it necessary to not only validate and verify the Food Safety Plan (HACCP), but prerequisite programs as well?
5. Discuss the best practices and time frame for re-validation and re-verification.
6. Is the calibration of a metal detector a validation or verification activity?

Table # 22 –

IDENTIFICATION AND VERIFICATION OF PREREQUISITE PROGRAMS

Moderator: Eva Lauve

Room: Rosewood

Discussion Questions:

1. Do you believe manufacturers understand what PRPs are?
2. Do people understand the interactions between PRPs and CCPs?
3. Are PRPs correctly managed on sites?
4. Why are there gaps in the understanding of PRPs?
5. Should auditors spend more time in assessing PRPs?
6. Does it matter if a risk is controlled by a PRP or a CCP?
7. Are Allergens a PRP or potential CCP?

Table # 23 – BEST PRACTICES TO DRIVE A FOOD SAFETY CULTURE WITH TRAINING

Moderator: Laura Nelson

Room: Rosewood

Discussion Questions:

1. Management commitment is important for a strong food safety culture. How do you incorporate/convey your management's commitment to food safety to your employees?
2. Typically, front line supervisors have similar training to hourly works yet new research indicates they have an important role in sustaining a strong food safety culture. Do you offer unique training to your front line supervisors? What are the key learning objectives for those training courses? How was the training developed?
3. Clear understanding that the food that is produced by an employee is sold to their family and friends is one key connection that can help drive a food safety culture. Do you provide any training to help convey this understanding?
4. Companies with strong food safety cultures place a high value on training and have moved away from 'one and done' to more frequent, repeated training on food safety. When do you train your employees on food safety?
5. What challenges do you face in driving a strong food safety culture?