

Food Safe: A Quality Assurance Framework for Food Safety Regulation

15th World Congress on Environmental Health

20-23 March, 2018

Auckland



Auckland Council

1.5 million people

21,000km from North to South

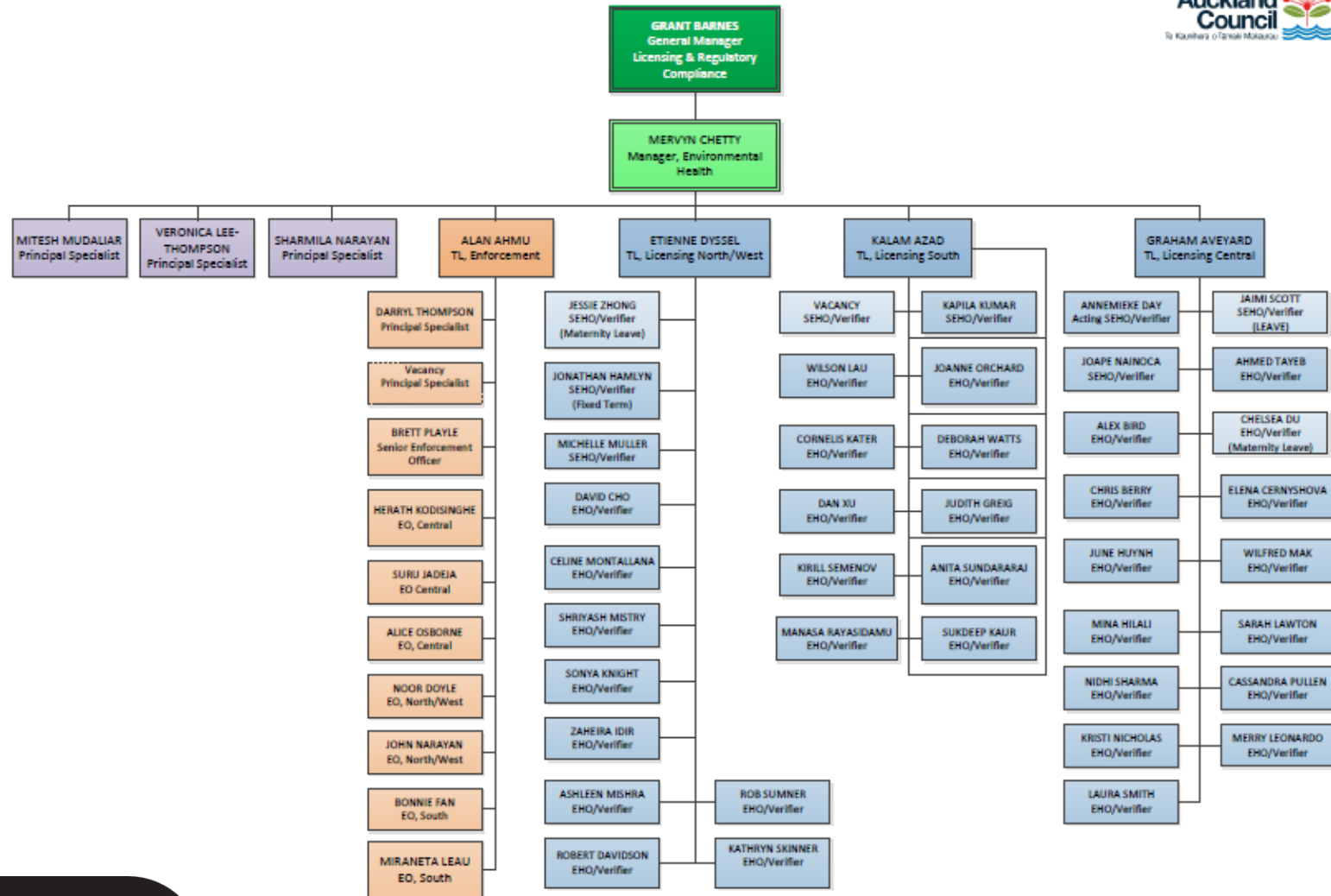
Amalgamation of 7 city/district councils

3 Hubs – North/West, Central & South

>10,000 food businesses



Auckland Council EH Unit



Why? Because its Law.



Food Act 2014

Public Act 2014 No 32
Date of assent 6 June 2014
Commencement see section 2



Food Regulations 2015

(LI 2015/310)



Why? Because its good customer service



“Someone calling themselves a customer says they want something called service.”



Why? Because it makes good business sense.



turning up *the heat* on food safety



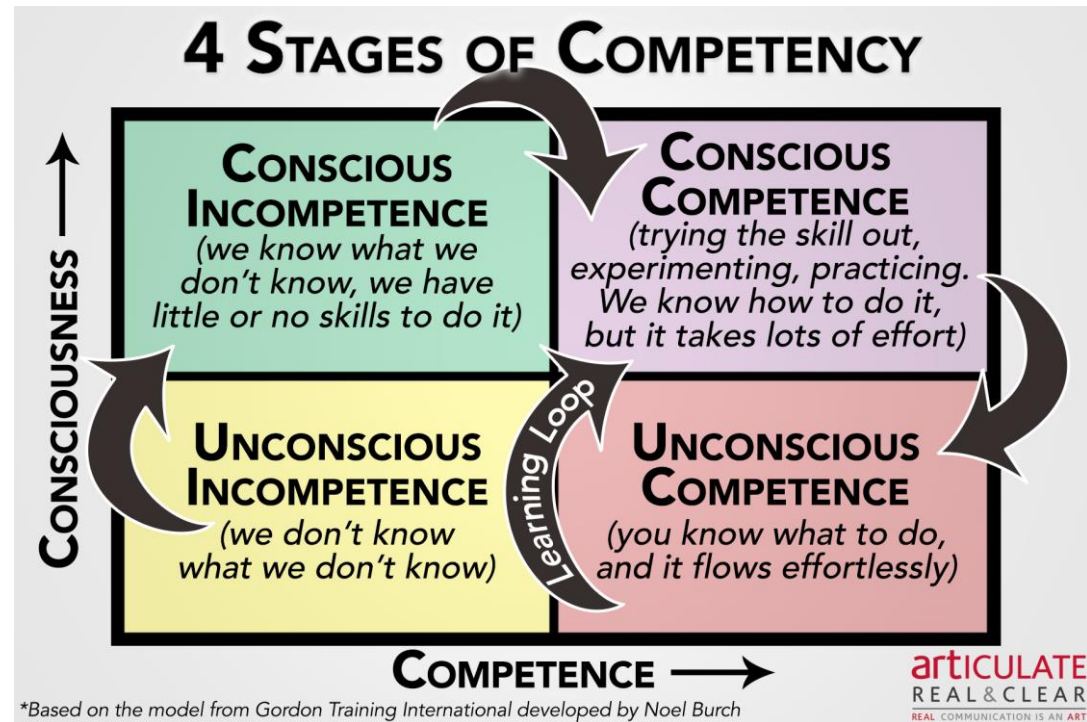
IANZ

Accredited inspection body



Competency...

“Our staff are appropriately trained with defined roles & responsibilities.”



Consistency...

“We do what we say we would do, and do it how we say we would do it.”

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“Nope, nothing interesting in any of your previous lives either. You’re consistent, I’ll give you that.”

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Clarity v Ambiguity...



© Brian Crane.

“We document our policies, processes and procedures so that everyone in the organisation is ‘singing from the same song-sheet.’”

Accountability...

“We take responsibility for what we do, how we do it, and the outcomes.”



“Today we are going to decide who to blame.”

Impartiality...

“We do the things we do without bias.”



“We’re looking for impartial people who think the way we do.”

Working smart...

“We make our size work.”



“Just work till midnight, you need to relax too”

Monitoring performance...

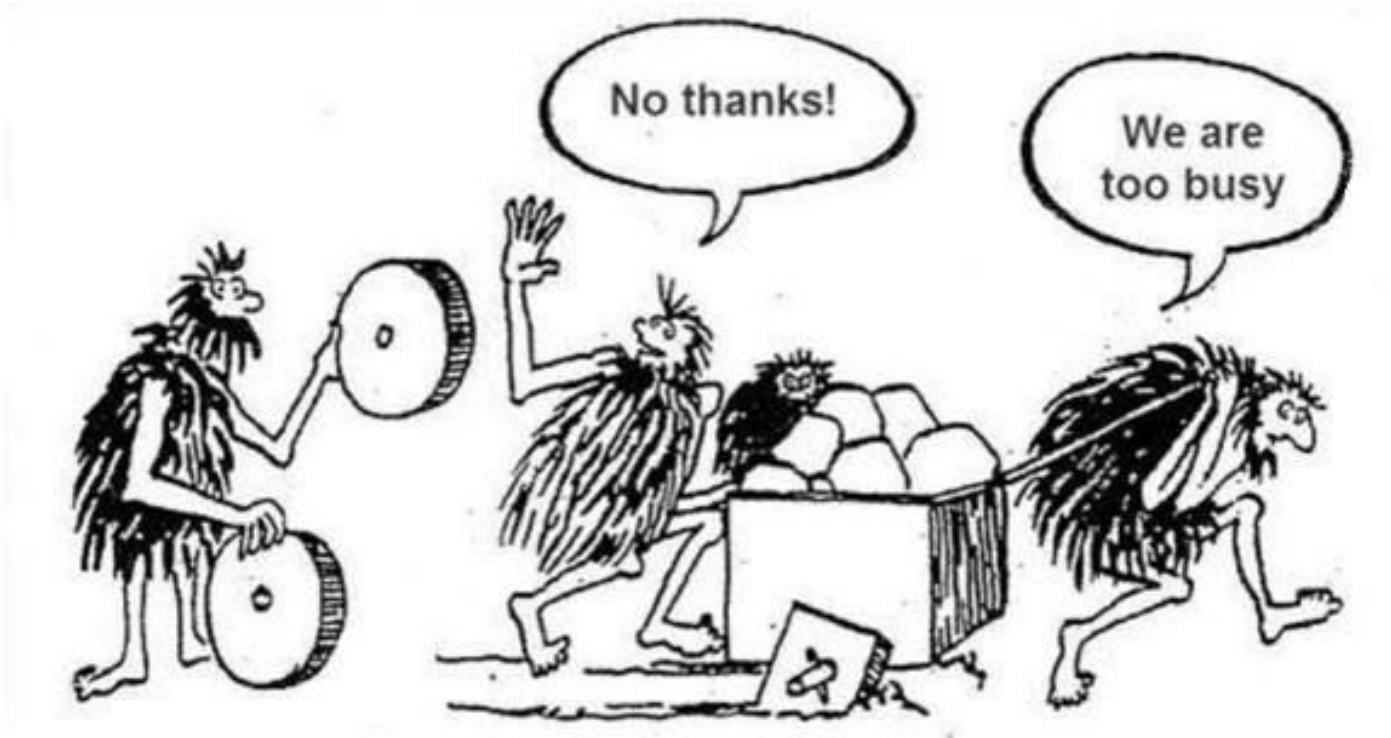
Internal Audit

ISO 9001:2015 | Clause 9.2



“We monitor our performance to ensure we are doing what we say we would do, and how we say we would do it.”

Continuous Improvement...



“Its not 100% perfect...we strive to continually improve.”

Quality Management...



Key messages...

- Keep it simple & real
- Don't forget the customer and what they need
- Make it work...don't wait to get it 100% right
- Keep improving
- Management commitment is crucial
- Do it because it matters, not because the law requires it

Questions...

IANZ Certificate of Accreditation

This is to certify that

**Auckland Council
Environmental Health Unit**

having been found to comply with the requirements of

ISO/IEC 17020:2012

is accredited under the Standards and Accreditation Act 2015 as an

Accredited Inspection Body

for the scope specified in the schedule to this certificate

Accreditation Number **145**

Initial Accreditation Date **7 February 2018**



Chief Executive
International Accreditation New Zealand



Chair
Accreditation Council



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