

Document Number:	<b>QM-01</b>
Revision:	<b>2</b>

## 1. Purpose

1.1. This document exists to define the UP Food Exchange’s approach to quality, by identifying requirements, planning for their fulfillment, monitoring and measuring customer satisfaction, and continuously improving effectiveness.

## 2. Scope

2.1. This document applies to the UP Food Exchange Group GAP Certification program. Current participating growers are listed in F-012, as well as on the UP Food Exchange website.

## 3. Responsibility

- 3.1. All UPFE personnel with roles that affect product quality are required to understand and follow this document.
- 3.2. The QMS Lead is responsible for revision of this document.

## 4. Quality Policy

4.1. The UP Food Exchange is committed to helping our farm partners achieve USDA GAP/GHP certification, and beyond. To accomplish this, we have adopted a quality management system, organized according to ISO 9001, as our primary tool. We are committed to unceasing improvement of its effectiveness.

## 5. Quality Objectives

- 5.1. Following our Quality Policy, the Quality Objectives of the UP Food Exchange are as follows:
  - 5.1.1. 80% of UPFE farms to be USDA GAP/GHP certified.
  - 5.1.2. Farms are USDA GAP/GHP certified within two years of selling through UPFE.
  - 5.1.3. Measurable cost-savings are recognized by farms that participate in the Group GAP model, vs individual certification.

## 6. Document Requirements

6.1. Listed in F-001

## 7. UPFE QMS Model



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## **8. “Customer” Defined**

- 8.1. There are several “customers” that are involved in this process. The list below, while not exhaustive, does define the primary customers and their requirements.
- 8.2. United States Department of Agriculture
  - 8.2.1. The USDA provides regulatory requirements in the form of the USDA Good Agricultural Practices (GAP) audit. The records provided by the UPFE QMS are used as evidence of conformity to the USDA GAP/GHP requirements, without which participating farms would not achieve certification.
  - 8.2.2. USDA GAP/GHP program information can be found here:  
<http://www.ams.usda.gov/AMSV1.0/HarmonizedGAP>.
- 8.3. Farm Partners
  - 8.3.1. Farm partners receive USDA Group GAP/GHP certification by their participation, pending successful internal, and potential external, inspection results.
  - 8.3.2. Participation is increasingly worthwhile if the cost per farm in time and dollars is less than pursuing individual certification.
  - 8.3.3. Farm Partners also receive technical and community of practice support by their participation.
- 8.4. Consumers
  - 8.4.1. Consumers are increasingly taking interest in where and how their food is produced. Helping local farms achieve USDA GAP/GHP certification builds consumer confidence in the local food system.

## **9. Management Responsibility**

- 9.1. Top Management consists of the following roles:
  - 9.1.1. Project Co-Lead – Responsible for communication and organization between management, customers, and other affected parties.
  - 9.1.2. Documents Coordinator - Responsible for organization, storage, and distribution of controlled documents and records.
  - 9.1.3. QMS Lead (Management Representative) – Responsible for implementation and maintenance of the QMS.
- 9.2. Management Reviews are held twice a year. The content of the review determined by form F-011. Part of this review is a reevaluation of customer requirements and satisfaction, which serves as a measurement of the Quality Management System’s effectiveness. Areas needing improvement are identified, and resources are allocated appropriately to ensure that effectiveness is continuously improving.

## **10. Resource Management**

- 10.1. Review of resources is a component of Management Review. During this process, resources are reviewed to ensure they are adequate to meet our customers’ requirements, as well as formulating plans, as necessary, to acquire needed resources. These resources may be, but are not limited to the following: personnel, technical assistance, technology, workspace, office materials.

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## 10.2. Core Competency Requirements, by role:

### 10.2.1. Project Co-Lead

- Knowledge of and experience with local, state and federal food safety regulations
- Currently serving in a position with established connections to potential Group GAP farms
- Complete food safety training and participate in related continuing education
- Attend USDA Internal Inspector training and maintain USDA Internal Inspector status
- Familiarity with UPFE’s Group GAP/GHP On-Farm Food Safety Manual

### 10.2.2. Documents Coordinator

- Complete food safety training
- Attend USDA Internal Inspector training within the last three years and maintain Internal Inspector status
- Familiarity with UPFE’s Group GAP/GHP On-Farm Food Safety Manual

### 10.2.3. QMS Lead

- Two years’ experience working in a quality system-related role.
- Comprehensive understanding of an ISO 9001 quality management system, preferably formal training.
- Attended USDA Internal Inspector training within the last three years.

### 10.2.4. Internal QMS Auditor

- Two years’ experience auditing an ISO 9001 or equivalent quality management system, preferably in a service-related industry.

### 10.2.5. Internal Inspector

- Possess the following qualities: ethical, open-minded, diplomatic, observant, perceptive, versatile, tenacious, decisive, self-reliant, acts with fortitude, open to improvement, culturally sensitive, and collaborative.
- Demonstrate effective verbal and written communication skills
- Hold a high school diploma or equivalent
- Possess a combination of post-high school education and/or work experience in fields related to agriculture (farm experience, food processing, marketing, etc.), quality assurance, process or systems auditing, or laboratory testing.
- Successfully complete courses on basic auditing and GAP/GHP auditor training
- Maintain qualification by participating in Group GAP internal inspections on an annual basis
- Complete at least 20 hours/year of continuing professional development credits

### 10.2.6. Food Safety Educator/Trainer

- Have extensive experience (at least 3-5 years) in teaching on-farm food safety practices
- Comprehensive understanding of Good Agricultural or Manufacturing Practices including water, manure/biosolids, worker health and hygiene, sanitary facilities, field sanitation, packing facility sanitation and/or transportation issues.

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- Maintain affiliation with a recognized organization working in on-farm food safety

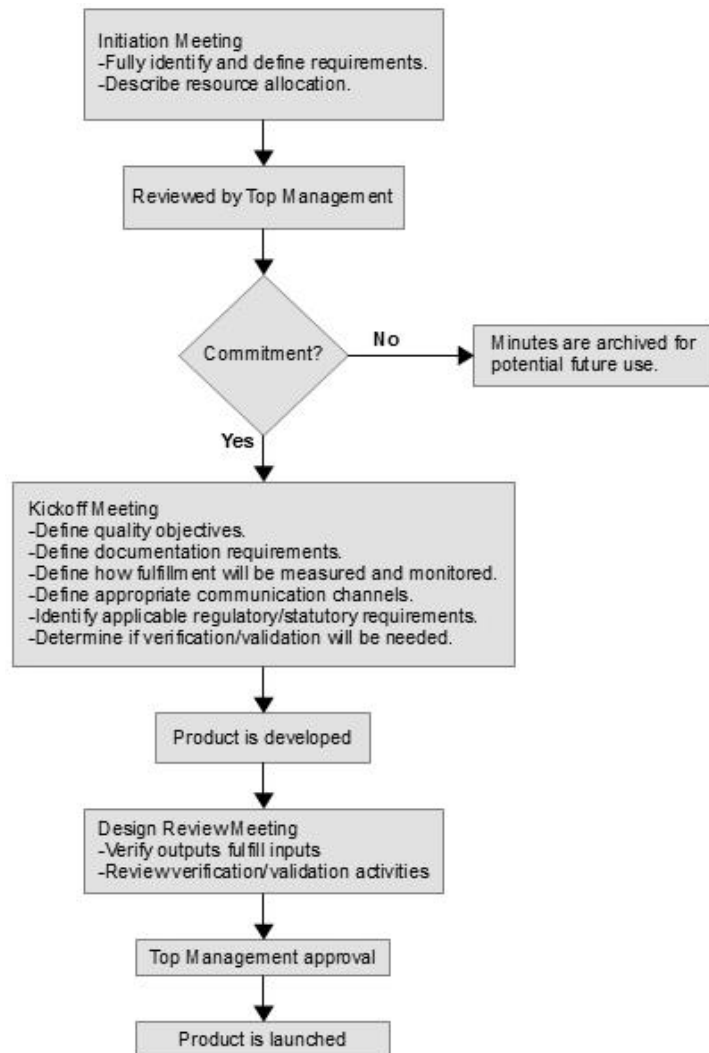
10.3. Evidence that UPFE personnel have met the core competency requirements should be recorded in training files. Such evidence should include a minimum of the following:

- 10.3.1. Resume (including education and experience)
- 10.3.2. Proof of food safety and auditor course completion
- 10.3.3. Proof of completion of continuing professional development credits (for ongoing participation)
- 10.3.4. Confidential Disclosure Agreement (F-014) and Internal Inspector Ethics Form (F-015) completed and signed

**11. Product Realization**

11.1. Customer requirements are defined in section 8.

11.2. If new customer requirements are identified or communicated, the following process is taken to ensure they are fulfilled:



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- 11.3. Meeting minutes are kept according to QM-03.
- 11.4. Reviews of Outputs to Inputs and Verification/Validation activities are recorded on F-013.

**12. Measurement, Analysis, Improvement**

- 12.1. Primary methods of measurement, analysis, and improvement are described in QM-05, QM-06, and QM-07. Records of these activities are reviewed during Management Review.
- 12.2. Additionally, feedback from customers in the form of written and verbal communication, complaints, survey answers, etc. is reviewed quarterly by Top Management. Top Management then decides whether Corrective and/or Preventative Action shall be taken. Records of these meetings, as well as decisions made, are kept per QM-03.
- 12.3. These systems, as well as their further review by Top Management, serve as an ongoing assessment of existing and potential risks.

**13. Exclusions**

- 13.1. The following requirements do not apply to the UP Food Exchange’s activities:
  - 13.1.1. Control of Customer Property – The UP Food Exchange does not currently manage any customer property.
  - 13.1.2. Verification and Validation of Food Safety Control Measures – the UP Food Exchange does not have any Food Safety Control Measures (i.e. temperature controls, etc.) in place.

**14. Outsourced Processes**

- 14.1. Outsourced processes are controlled by establishing clearly defined requirements and verifying that those requirements have been fulfilled.
- 14.2. The processes that UPFE currently outsources are the internal audit and GAP/GHP training for farmers. The requirements for these processes are established in section 10 for core competency. QM-05 outlines the internal audit process and F-007 is used for the final internal audit report.

**15. Revision History**

15.1.

Revision	Date	Description
1	06/17/2014	Initial Release of Document
2	12/10/2014	Updates to section 10, 11, added sections 13 and 14