Purpose
To ensure all raw materials and packaging delivered to Bakkavor Meals Boston arrives in a safe, hygienic manner and meet all the relevant Raw Material specification requirements. Any material which does not fully meet the requirements will be held for corrective action or rejection.

References
PM11 P04. Live Documents F1 Raw Material Frequency Determination
PM11 P04. Live Documents F2-F7 Product Matrix Risk Assessment
PM11 P04. Live Documents F12 Gluten Free Pasta Batch Code Checks
PM11 P04. Live Documents F15 Raw Material C.O.A Certificate Checks
PM11 P05 Intake Raw Material Check Sheets
PM1 P08 Non-Conformance Notice and Hold/Reject Procedure
PM1 P08.F3 Hold Notice
Raw Materials Non-Conformance Log / Report
PM1 P01.F1 Allergen List Raw Materials
PM11 P04. Live Documents F8 Packaging Checks
PM2.P09 Vehicle Hygiene Check Procedure

Responsibility
Raw material QA's are responsible for carrying out various quality inspections and recording all quality checks required for each material delivered as determined by the raw material frequency determination check sheet (PM11 P04.F1) and schedules. The frequency of checks is determined by risk assessment. The raw material QA's are responsible for taking appropriate corrective action if any raw material does not meet specification for quality, traceability or temperature.
The raw material QA's are responsible to check the supplier C.O.A certificates against the raw material received as per matrix (PM11 P04.F15).
Goods in operatives are responsible for checking the condition, hygiene and temperature of the vehicle and the conditions of the dolav's / pallecons and pallets (PM2.P09).
Goods in operatives are also responsible for booking all materials onto the Marco.
The raw materials QA Manager / Senior RM Tech is responsible for issuing new and updating existing raw material intake check sheets and schedules as required.

QCP – Quality Control Points

- Vehicle condition – as per Marco booking in checks
- Pallet and packaging condition
- Product Quality as per parameters detailed on the relevant Check Sheet

Procedure
It is the responsibility of the goods in operatives to check the delivery note prior to unloading the vehicle. If there is any information or stamps from the UK Border Force to stating 'clandestines removed' or similar reference the vehicle must not be unloaded. A senior member of the technical team must be notified and vehicle rejected.



The goods in operatives check the condition and hygiene of the vehicle for the following points:

- Contamination: Debris, glass, insects, rodent droppings, dampness, foreign bodies, allergens not associated with the delivery (this list is not exhaustive)
- Interior of the vehicle is clean
- Free from odour which may taint the product
- Food contamination
- Vehicle in good state of repair, no signs of vehicle tampering
- Only food compatible materials are in the vehicle
- Evidence of clandestine (illegal immigrant) activity, e.g., discarded clothes, food, drink or human excrement.

Pallets / Dolavs / Trays are checked for:

- Damage / potential foreign bodies
- Cleanliness of Pallets / Dolavs / Trays is acceptable.
- Split or damaged bags or packaging
- Pallet liner (where appropriate to prevent damage or contamination of product)

The Goods In operative then checks the temperature of the vehicle and records the results on Marco (PM2.P09). The vehicle temperature can be taken by reading the actual temperature on the screen of the vehicle and not the set temperature. If there is no screen available on the lorry, the temperature must be taken by handing the driver a temperature probe and asking him to complete a physical temperature check in the back of the lorry. All temperatures must be recorded to at least 1 decimal place (eg 2.1 °C).
If the vehicle passes all of the above checks, record 'Yes' on the Marco system. However, if the vehicle does not meet the above standard, record 'No' on the Marco system and take the relevant corrective actions.
The material if chilled or ambient may then be unloaded from the vehicle and must go straight into the goods in area. Any material arriving at goods in must be checked as soon as possible to ensure there is no risk of it being used before being checked as acceptable. If the material is not able to be checked before it is moved into the main storage areas, it must be put on hold.
Chilled raw materials must be checked in and stored in the chill area as quickly as possible and not left in an ambient area.
All products should be store off the floor and where possible away from the walls.
The frequency of checks is determined by the RM frequency decision tree: PM11.P04. Live Documents F1 Raw Material Frequency Determination. The outcome is recorded on the Intake Matrix; PM11.P04. Live Documents F2-F7 Product Matrix Risk Assessment.
Below are the criteria and required checks for each outcome:

Outcome	Criteria	Checks required
New raw material	First 3 deliveries to be checked	To be assessed in full if 'Key' RM as detailed on the intake matrix; batch check for remainder
Daily	Key RM or RM with known quality / risk issues; to be updated following Central Tech alerts, supplier communication and internal issues / customer complaints	Check every delivery
Daily batch details	Anything requiring a COA, Illegal dye certs, GF pasta	Batch details of each delivery to be recorded
Spot check – full check	Solid RM which is not captured in any of the above	To be assessed in full; target min x2 per year
Spot check – Label and Marco	Powders, liquids which are not captured in any of the above	Label details to be checked for correct product code and supplier life. Life to be checked against Marco; target min x2 per year
Packaging	Printed sleeves	First delivery to be checked against approved artwork
	Printed labels	Every delivery to be checked
	Trays	First delivery to be checked then Monthly check
	Films	First delivery to be checked then Quarterly check
	Bags / liners	Visual check at point of use – check sheets maintained for reference

All Raw materials requiring a COA listed on document PM11 P04.F15, need to be checked at point of delivery against the certificate issued by the supplier. If there are any anomalies, then the product needs to be placed on hold and details for investigation to be sent to the supplier. If a product arrives prior to the certificate, it must be placed on hold at point of delivery.

All raw protein checks are to be carried out in the low-risk area using disposable PPE. When checks are completed all areas where the protein has touched e.g., scales, probe are to be cleaned using sterile wipes. PPE and wipes are then to be disposed of.
All allergen containing raw materials being checked out by the QA will be conducted using disposable PPE. Any samples taken after analysis will be disposed of along with PPE. A list of all allergen containing products is on the wall in the intake area (PM1 P01.F1).
Once the product has been off loaded to the relevant area the raw materials QA will carry out checks on the quality and condition of the packaging that the materials arrive in as per the raw material frequency determination chart. Areas for inspection include: (list not exhaustive)

- Packaging is intact (particularly important if material is a high care ready material, gas flushed, vac packed or an allergen)
- No signs of pest damage e.g., gnawing or droppings
- Correct type of packaging has been used - no glass
- Correctly and clearly labelled.

For raw materials which require a full assessment, the following fields need to be filled in on the relevant raw material check sheet as determined by the raw material schedules.

- Temperature check – record corrective actions if over temperature
- Trace codes
- Production and use by dates
- Appearance and texture
- Lengths / diameters / weights if applicable
- Record any defects
- Record any comments if applicable

When all relevant checks have been completed then the remainder of the check sheet can be filled in.
Material deemed to be of good safe quality requires only an ‘accept’ in the status box.

Product that has failed to meet the correct quality standards and requirements as per the check sheet criteria on delivery will be rejected or part rejected as appropriate. However, the material will still require booking into the Marco system, as per the Non-Conformance Notice and Hold/Reject Procedure (PM1 P08). The QA will fill in a reject notice (PM1 P08.F3) and attach this to the rejected stock using QA hold tape – a tick will be placed in the rejected box. A supplier non-conformance report is to be filled in with the appropriate details together with digital evidence and then sent back to the relevant supplier and planning informed. NCN emails to be copied to OL NCN group list.

The following action should be taken for materials which do not meet the required criteria:

Criteria	Outcome	Action
Where material is deemed as unsuitable for use due to e.g. quality and we have sufficient evidence that the whole delivery may be affected. This may be at point of delivery or during production.	Full rejection	Physical NCN to be sent to the relevant supplier, with planning informed
Where material is deemed as unsuitable for use, but we have evidence that only part of the delivery is affected e.g. 2 bags found open. This may be at point of delivery or during production.	Part-rejection	Physical NCN to be sent to the relevant supplier, with planning informed

Customer complaint for bone	Product to be traced back if a use by date is provided	Single supply – NCN to be sent to supplier, with planning informed. This should be logged on the NCN log as 'Customer complaint sole supply', with the physical NCN form sent out. Multiple supply - NCN to be sent to supplier, with planning informed. This should be logged on the NCN log as 'Customer complaint multi supply', with the physical NCN form sent out.
Internal FB finds e.g. metal	Dependant on evidence – see next column	If we can prove, or have sufficient evidence that, the FB originated from a particular raw material – physical NCN to be sent to supplier, with planning informed. This should be logged on the NCN log as 'Internal Find' If we cannot prove and we do not have sufficient evidence that the FB originated from a particular raw material – issue to be logged on the NCN log as 'E-mail warning shot', but no physical NCN sent to the supplier. In this instance we should send an email to the supplier with all the relevant details for them to investigate. Please do not include the NCN number in the email title.
Issues with materials that do not deviate from the specification but require raising with the supplier e.g. poorly cut chicken / 1 of the 3 beef checks being out of spec for fat	E-mail warning shot	Issue to be logged on the NCN log as 'E-mail warning shot', but no physical NCN sent to the supplier. In this instance we should send an email to the supplier with all the relevant details for them to investigate. Please do not include the NCN number in the email title.

Where supplier date format differs to booking in format, the following process is to be followed for Marco, the date is to be taken from the physical supplier packaging:

Supplier date:	To be booked in with:

Use by	Use by date
01/06/2022	01/06/2022
06/22	31/05/2022

Best before date	Best before date
01/06/2022	01/06/2022
06/22	31/05/2022

Best before end	Best before end
01/06/2022	01/06/2022
06/22	30/06/2022

For Sugar and Salt which are inherently safe and do not arrive with BB date please use the following:
Salt = 5 years from date of delivery
Sugar = 3 years from date of delivery

All records and schedules must be filed and retained for 3 years