

# QUALITY MANAGEMENT



## OUTLINE

The aim of the Quality Management System is to support and contribute to achieving consistently high standards of service and delivery.

The Quality Management System(QMS) has been developed for abattoirs to use as a guide and an 'overlay' for existing documents, processes and practices, as a result, it should not prove too daunting.

Polaris Learning Limited have developed a training programme that aligns with the QMS.

The Quality Management Programme is a guide to presenting in a simple, easily managed form, the types of activities you need to evidence, to showcase the care and professionalism of your business.

Scottish Island Abattoir Association

The Quality Management System and associated documentation has been developed by the Project Team delivering the Scottish Island Abattoir Project funded by the Scottish Government and the Prince's Countryside Fund.

The Quality Management System and associated documentation are the property of the Scottish Island Abattoir Association.



The Scottish Island Abattoir Association would like to thank Food Standards Scotland for their help and advice in developing this document

Quality Management Statement  
Association of Scottish Island Abattoirs

Quality Management Statement

Quality is important to our member businesses because they value their customers. They strive to provide their customers with products and services which meet and even exceed their expectations.

Our members are committed to continuous improvement and have established a Quality Management System which provides a framework for measuring and improving their performance.

With the following systems and procedures in place to support our members' aim of total customer satisfaction and continuous improvement throughout our business:

- regular gathering and monitoring of customer feedback
- a customer complaints procedure
- selection and performance monitoring of suppliers against set FSA criteria
- training and development for our employees
- regular audit of our internal processes
- measurable quality objectives which reflect our business aims
- management reviews of audit results, customer feedback and complaints

Our members' internal procedures are reviewed regularly and are held in a Quality Manual which is made available to all employees.

Though the Managing Director has ultimate responsibility for Quality all employees have a responsibility within their own areas of work so helping to ensure that Quality is embedded across our members' companies.

## Quality Management Programme

### Purpose

The Quality Management Programme is a guide to presenting in a simple, easily managed form, to demonstrate the type of activities you will need to evidence, to showcase the care and professionalism of the business.

The Quality Management Statement clearly indicates the wide range of our focus required to ensure a robust observation of our Quality Management Plan.

The 2 critical areas within our plan is

- a) the quality of product and the preparation required within all processes attached to the production, and
- b) the management and actioning of colleague, partner and customer opinion and observation of the Quality offered by the company.

The management and control of both these aspects are jointly and equally important to the successful development of our company.

Firstly, in respect to the quality of product and the preparation required within all processes attached to the production, we are guided by the structure of the QMP is in line with the Food Standard Scotland Audit requirements.

The areas of focus highlighted by FSA/FSS are

1. Animal Health and Identification
2. Animal Welfare
3. Hygienic Production
4. Environmental Hygiene / Good Hygiene Practices
5. HACCP based procedures
6. Animal By-products
7. TSE/SRM Controls

Appendix i of our manual provides a details of the key areas of focus as highlighted within Food Standard Scotland Audit Report.

These checkpoints are observed and noted on a periodical basis with checks being completed by appropriate staff within timescales that are compliant to the industry expectation guidelines.

These are evidenced by use of appendix ii