# Food & Drink Industry

## What SIRIM QAS International has to offer…..

SIRIM QAS International is the largest and oldest certification, inspection and testing body in Malaysia. Although incorporated as a company in 1996, SIRIM QAS International's background and experience in these fields go back to the early 1970s when these services were provided by a division of our predecessor organization, the Standards and Industrial Research Institute of Malaysia. We provide a comprehensive range of certification, inspection and testing services which are carried out in accordance with internationally recognized standards. Attestation of this fact is the accreditation of the various services by leading national and international accreditation and recognition bodies such as the Department of Standards Malaysia (STANDARDS MALAYSIA), the United Kingdom Accreditation Service (UKAS), the International Automotive Task Force (IATF), the Secretariat of the United Nations Framework Convention for Climate Change (UNFCCC), among others.

Our ISO 9001 and ISO 14001 management system certification schemes are accredited by STANDARDS MALAYSIA and UKAS. Our Occupational Health and Safety Management System Certification Scheme, based on OHSAS 18001 and MS 1722, is accredited by STANDARDS MALAYSIA. We also have accreditation from UKAS for the ISO 13485 Quality Management System certification scheme for medical devices and the Information Security Management System Certification Scheme based on ISO 27001. In recognition of our competence and impartiality, we are one of a handful of certification bodies in the Asia Pacific region that have been appointed by the International Automotive Task Force (IATF) to provide certification to ISO/TS 16949, the globally recognized technical specification for quality management systems for automotive parts suppliers.

SIRIM QAS International is also the first product certification body in Malaysia to be accredited by STANDARDS MALAYSIA based on the internationally recognized ISO/IEC Guide 65. All our seven testing laboratories, which provide a comprehensive range of testing services, are accredited to ISO/IEC 17025 by STANDARDS MALAYSIA.

Our admission as a partner of the International Certification Network, IQNet, which consist of 37 other leading certification bodies from around the globe, is another feather in our cap and recognition of SIRIM QAS International as an international player in the certification field. In recognition of our capabilities, we have been appointed as inspection agents for leading national certification bodies such as CSA of Canada and CQC of China, among others.

Apart from that, SIRIM QAS International is also in working collaboration with Ministry of Health in providing auditing services for Malaysian Certification Scheme for HACCP.

SIRIM QAS International has a large pool of full-time auditors who are highly experienced and qualified in accordance to international standards. The technical competence of our auditors in a wide range of sectors adds value to the auditing process and enhances the credibility of the certificates issued by SIRIM QAS International.

## Certification Process

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| 1 | Submission of Questionnaire |
| 2 | Submission of Application |
| 3 | Stage 1 Audit |
| 4 | Stage 2 Audit |
| 5 | Recommendation |
| 6 | Approval by the Certification Panel |
| 7 | Issuance of certificate |
| 8 | Surveillance Audit/ Recertification |

## For Enquiry, Please Contact:

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## Towards Global Acceptance

"FOOD IS MALAYSIA'S TOP BUSINESS - The food industry represents one of the most important industries in the Malaysian economy. Food processing sector accounts for about 10% of Malaysia's manufacturing output. Processed foods are exported to 80 countries, with an annual export value of more than RM5 billion (USD 1.3 billion) which amounts to two-thirds of the total food exports of over RM10 billion". Over the last decades, however the food sector faced dramatic changes.

Despite the food industry's success, we have been hit with news through mass media on outbreaks of food poisoning involving school children, the elderly and the general mass public. Recent cases reported are school pupils who suffered severe stomach pains, vomiting, diarrhoea and some needed to be hospitalized after consuming milk in the school.

A significant proportion of food quality and food safety issues that affect public health can be linked to food hygiene practices and the environment in which the food is produced, processed, transported, stored and prepared for final consumption.

Poor food quality and food safety management practices by organization may lead to low quality and unsafe food production where there is high potential of food contamination. With the implementation of proper food quality systems such as ISO 9001, GMP and food safety systems such as HACCP and ISO 22000, the risk of producing poor quality and unsafe food would be much reduced. With the implementation of these standards, organizations along the food chain would be consistently producing high quality and safe food covering from "farm to fork" for the consumers irrespective of their age group and food preferences.

Food production has wide ecological and environmental, as well as economic implications. Sustainable development is important to the health and well-being of Malaysians. The close links between the economy, our environment and health mean that all three needs to be integrated in any decision making process that seeks to be ecologically sustainable. Consumers are becoming increasingly concerned about the ecological aspects of the food they purchase. With the implementation of a sound environmental management system such as ISO 14001, food industries would be able to satisfy and meet the consumers' concerns and demands for safe, healthy food through sustainable agricultural practices.

Having a workforce that have undergone training on the hygienic production of safe and quality food is inadequate if the work place is unsafe and there is a high risk of accidents occurring causing injury to the workforce. These accidents on the workforce would cause contamination to the production of food. By implementing an occupational health and safety management system such as OHSAS 18001, the risk of accidents and injury to the workplace would be very much reduced as the workplace is now safe and conducive to the production of safe and quality food.

In this globalization era, the world has become a smaller place whereby fruits or food only grown and sold in Europe has now found their way in the Malaysian hypermarkets and retailed markets. Consumers now have a wider choice in their selection of purchase and their preference of choice are on food that have attestations of quality and safety such as product certification including testing. This means that food products with a certification mark would be the preferential choice by the consumers.

# How to Improve Your Organization

### ISO 9001 - Quality Management System

The International Standards Organization (ISO) has published standards on quality. One of the standards is the quality management system such as ISO 9001. The purpose of this standard is to provide requirements to be complied with by organizations to produce consistent quality food products. The standard also focuses on the monitoring customer satisfaction which requires evaluation of information relating to customer perception as whether the organization has met the customer requirements. Since customer demand quality and safe food, implementing ISO 9001 would definitely achieve their goal of achieving customer satisfaction with their products.

### HACCP and ISO 22000 - Food Safety Management System

The objective of food safety management is to ensure safe food is available from the farm to the table. As the introduction of food safety hazards can occur at any stage of the food chain, adequate control throughout the food chain is essential. Thus, food safety is essential through the combined efforts of all the parties participating in the food chain.

A good food safety management system should be able to develop and implement a well conceived strategic approach that quickly and accurately identifies hazards, ranks the hazards by their level of importance, and identifies approach that have the greatest impact on reducing hazards, including strategies to address emerging hazards that are previously unrecognized. HACCP and ISO 22000 are the food management system tools used by the food industry to enhance food safety by identifying hazards, critical control points (CCP) in a process (at which the hazard might pose a risk) and implementing preventive measures at certain steps of a process.

### ISO 14001 - Environmental Management System

ISO 14001 is a management system standard which is applicable to any organization that wishes to develop and implement policy and objectives taking into account the legal requirements and other requirements which the organization subscribes and information about significant environmental aspects. It applies to those environmental aspects that the organization identifies as those it can control and those it can influence.

By implementing ISO 14001, the organization is able to improve the operation of the food production and to guarantee compliance to legal requirements, hence avoiding costly penalties for contravening environmental laws in the production of food.

### OHSAS 18001 & MS 1722 - Occupational, Health and Safety Management System

In the production of quality and safe food, the critical components identified are the establishment infrastructure, operations control, critical control points, monitoring critical limits and the personnel involved in the production of the quality and safe food. Hence, the health and safety of the personnel handling the food is an important factor to be considered when setting up a food production. Cross contamination from personnel could occur to the food manufactured if the workplace is unhealthy and unsafe. Implementing and obtaining OHSAS 18001 and MS 1722 Certification shows the commitment of an organization towards a safe and healthy working environment and protecting its personnel against injury at work. The certification scheme enables organization in Food Sector to safeguard employee's health and safety by reducing and eliminating injuries, accidents and incidents.

### MS1514 - Good Manufacturing Practice

Good Manufacturing Practice (GMP) certification scheme can assist manufacturers of food products and food related products to provide assurance to their customers that their products are manufactured in a hygienic and in accordance to best practices in manufacturing.

Since GMP is one of the pre requisite programmes (PRP) required to be established before Hazard Analysis and Critical Control Points (HACCP) can be implemented, having certification would definitely paved the way to an easier HACCP implementation and certification.

MS 1514 is the standard for prescribing the requirements of pre requisite programmes which is required to be established before the implementation of HACCP. The standard is applicable to all food manufacturers, primary and secondary processors, food catering and service operators, food retailers and food related industries.

### Product Certification and Food Testing

This scheme provides an independent assurance that the product is manufactured under an effective system of testing, supervision and quality control. The food products which have undergone the product certification scheme have been tested for quality as well as safety parameters and evaluated against a relevant product standard. Upon successful evaluation and compliance to testing requirements, the product would be certified. A certification mark will be awarded to the food product. Hence, a certified product means safe and quality product affirmed by a credible third party such as SIRIM QAS International through its product certification scheme.

## Are You Ready for Certification?

**If you are unsure and would like to gauge on the degree of conformance to the above standards, SIRIM QAS International is able to assist you. As the leading credible and reputable certification body, SIRIM QAS International can provide services on verification assessments on your organization to determine conformance to the various schemes above. Through the findings, you will be able to gauge the lapses of the conformance and identify areas that need to be improved. Once the gaps have been addressed, the path towards obtaining certification would be better facilitated and possibly, the findings during the real assessments in the certification could be reduced.**

**SIRIM QAS INTERNATIONAL**