

# Food Safety and Quality Culture

## Self-assessment questionnaire

### A well functioning positive food safety culture can help you to reduce accidents, non-conformities and recalls...

In today's changing world, a culture focussed on positive food safety and quality management is a major component of an operationally resilient, successful business that can ensure long term customer satisfaction. All organizations have an food safety and quality culture, this assessment should help you to determine how positive your food safety and quality culture is, and where you may be able to take action to improve it.

	1 = Strongly Disagree	2 = Disagree	3 = Not sure	4 = Agree	5 = Strongly Agree
Leadership actively communicates and promotes the importance of a positive food safety and quality culture.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
Leadership recognizes and rewards those people who have embraced good practices surrounding our food safety and quality culture.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
How often do you perform internal food safety audits? 1-5 = 1 Annually to 5 Monthly	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
Our organization knows how effective our process are in delivering safe quality products.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
We track and analyze trends in food safety/ quality control incidents and near misses.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
How often do food operators report potential/ actual hazards or near misses? 5 = 1 Annually to 5 Daily	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
Our organization has determined and selected opportunities to improve the suitability, adequacy and effectiveness of our food safety and quality culture.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
Our induction process covers the importance and content of a positive food safety and quality culture very well.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
The internal and external issues that may impact our food safety and quality culture have been risk assessed and mitigated to a high standard.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
I am confident that all of our outsourced processes are controlled not to bring additional risks to the food safety and quality of our products.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>

Enough budget is allocated to technical/ operational teams so that the production area can be maintained to a high standard, non-conformities can be remedied, potential hazards removed and all staff can be trained to a high standard.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
Accurate documented evidence is continually filled out and kept up to date, demonstrating that processes have been carried out as planned in documented policy and procedure.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
Operators always have adequate time to perform tasks without choosing between maintaining good food safety/ quality practices and getting orders out on time.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
Staff at all levels are actively encouraged to suggest improvements to encourage better food safety and quality outcomes.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
Messages concerning food safety and quality culture are constructed well and frequently communicated across the entire organization.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
I am confident that all staff take communications concerning food safety and quality culture seriously, and that the content of these messages is understood by all staff.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
Site visitors and suppliers are required to follow site safety and quality procedures. This is always well understood and followed by these site visitors.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
When dealing with customer complaints and satisfaction, root cause analysis is performed appropriately.	1 <input type="radio"/>	2 <input type="radio"/>	3 <input type="radio"/>	4 <input type="radio"/>	5 <input type="radio"/>
Does your organization have food safety and quality culture champions?	Yes <input type="radio"/>	No <input type="radio"/>			
Does a member of top management/ directorship own all non-conformities picked up at audit?	Yes <input type="radio"/>	No <input type="radio"/>			
Are food safety and quality a regular permanent item on senior management meetings, and is this item always discussed (not postponed/ cancelled if other items overrun).	Yes <input type="radio"/>	No <input type="radio"/>			
Do top leadership (i.e. CEO) ever walk the line and engage with where incidents/ non-conformities have taken place to see that mitigating actions have been put into place to prevent recurrence?	Yes <input type="radio"/>	No <input type="radio"/>			

Total your score to see how your organisations embraces food safety culture - use 5 for YES and 1 for NO.

Total possible: **110**

- 100 to 110** Excellent job! You understand the importance of continual improvement in food safety and quality culture, communicate well at all levels and have management buy in. Be sure to share these excellent results with your customers and check that your suppliers are operating to the same high level.
- 85 to 99** You have a good understanding of the importance of food safety and quality culture within your organization. Remember the importance of embedding this at every available opportunity, and try to engage all staff including senior management, shift leaders and operatives to strive for excellence. Ask BSI about the in-house workshops we run to help embed best practice around food safety culture at all levels.
- 60 to 84** You are well on your way to creating a positive quality culture in your organization, to see how you can take your score to the next level and continually improve your culture, talk to us about in-house instructor led training on food safety culture.
- 41 to 59** You have an understanding, but there are clear areas for improvement of food safety and quality culture in your organization. Ask us about our series of online training modules to help boost your team's knowledge on what a positive food safety culture looks like and how to achieve it.
- 0-40** Your organization's understanding of the importance of food safety and quality culture could be putting your organization at risk. Contact our experts by email for assistance with the root cause and your options for mitigating actions.

Meaningful self-assessment for organizations requires multiple people from all levels to complete the assessment to get a true reflection of your organization's culture. Wide gaps in opinion can help you to focus on key areas for improvement.