

	Annamrita-Food as pure as nectar			
	Document Name:	INTERNAL COMMUNICATION PROCEDURE		
	Document Number:	AF/SOP/09	Page Number:	
	Version:	1.00	Date of Issue:	01/10/2018

Internal Communication procedure

Sr. No.	Internal Communication details		Food Safety Management System (FSMS) where it is addressed	Personnel communicated other than FS team (having an impact on food safety)	Method of communication	Frequency
	Broad Item	Specific issues having impact on food safety				
1.	Product or New Products	<ul style="list-style-type: none"> Process modification details Issues about ingredients or food additives acceptability in the country. Issues about labeling & allergen advice Packaging material specifications Hazard analysis reviews New raw material specifications New product information 	<ul style="list-style-type: none"> HACCP Plans Finished product specification Raw material specification 	FSTL & FS team members	Respective records, Statutory control document	Launch of New product



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	Change of ingredients Existing product	<ul style="list-style-type: none"> Issues about ingredients or food additives acceptability in the country New raw material specifications To purchase Raw material according to specification 	<ul style="list-style-type: none"> HACCP Plans Finished product specification Raw material specification 	FSTL & FS Team Member, Purchase Dept.	Respective records	When change in product ingredients
2.	Raw Materials, Ingredients and Suppliers	<ul style="list-style-type: none"> Suppliers contacts relating food safety Certificate of analysis Product specification details 	<ul style="list-style-type: none"> Purchase Process RM Receiving Process Supplier evaluation & re-approval form 	Purchase, FSTL	Email, ERP, Telephone & Hard copy of respective documents	According to production plan
3.	Production Systems and Equipments	<ul style="list-style-type: none"> Equipment design for effective cleaning & nature of metal Food grade material on the contact area with food Operational procedure Smooth edges after welding or other repair activities 	<ul style="list-style-type: none"> Good Manufacturing practice SOPs 	Director, FSTL	Preventive maintenance record Machine History card	Every changes & purchase of equipments



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4.	Production Premises, Location of Equipment, surrounding environment	<ul style="list-style-type: none"> Location of equipment to be placed Daily cleaning and effectiveness of cleaning 	<ul style="list-style-type: none"> Cleaning Schedule Plant layout 	Head / Maintenance Supervisor/Utilities	Respective records	Every Day
5.	Cleaning and Sanitation programs	<ul style="list-style-type: none"> Usage instruction of cleaning agents used Effective concentration to be used Chemicals used in Cleaning & Sanitizing purpose 	<ul style="list-style-type: none"> Purchase Process Cleaning Schedule Maintenance Process Detergent Specification MSDS for detergents 		Respective records	Every Day
6.	Packaging, Storage and distribution systems	<ul style="list-style-type: none"> Suppliers contracts relating food safety Certificate of analysis Product specification details Food grade certificate Type of storage conditions Proper coding and labeling Recall status 	<ul style="list-style-type: none"> FG and Dispatch Process Production Process SOP for Traceability and Product Recall 	Director , QA Department, Production Department,	Respective records	Every Day



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7.	Personnel Qualification or levels/allocation or responsibilities and authorizations	<ul style="list-style-type: none"> Qualification requirement for the respective job Awareness of responsibility of their jobs Experience and knowledge of food safety 	<ul style="list-style-type: none"> Documents of responsibility & authorities Training record Quality and Food safety objective 	To all the appointed Members	Respective records	At the time of appointment and food safety training program
8.	Statutory and regulatory requirements	<ul style="list-style-type: none"> Food laws of the country Labeling instruction of te country Changes in recipe and new products meets the requirements Changes in customer requirements 	<ul style="list-style-type: none"> Reference documents & Statutory control document 	Director, FSTL, Head BM	Respective documents Document, Mails/Fax or telephone conversation from Customers	Whenever Necessary



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9.	Knowledge regarding food safety hazards and control measures.	<ul style="list-style-type: none"> Knowledge of food safety Issues regarding control and preventive measures Knowledge regarding critical limits Corrective action taken Establishment of critical limits 	<ul style="list-style-type: none"> HACCP Plans Procedure for Control of Non conforming product Procedure for Correction and Corrective action Procedure for Preventive Action Validation record 	Director, FSTL, BM, Maintenance Supervisor	Respective documents	At the time of complaints
10.	Enquiries from External Customers	<ul style="list-style-type: none"> Approval for finished product specification Certification details 	<ul style="list-style-type: none"> S.O.P for customer feedback and Complaint handling. 	Director, FSTL	Telephone, Emails, Investigation	At the time of complaints/ Annually



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11.	Complaints associated with the product	<ul style="list-style-type: none"> Severity of complaints Traceability of complaints Investigating the nature of complaints 	<ul style="list-style-type: none"> S.O.P for customer feedback and Complaint handling SOP for Traceability and Product Recall Food Safety management system manual Procedure for Control of Non conforming product Procedure for Correction and Corrective action Procedure for Preventive Action 	<ul style="list-style-type: none"> Director , FSTL BM 	Investigation and documentation	At the time of complaints



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12.	Other Conditions that have impact on food safety	<ul style="list-style-type: none"> ▪ Pest control operations and pesticides used ▪ Power Shutdown ▪ Fire ▪ Product Recall 	<ul style="list-style-type: none"> ▪ MSDS of all pesticides used ▪ Annual Pest Control contract ▪ Food Safety management system manual, ▪ Emergency preparedness and Response Procedure, ▪ Procedure for Control of Non conforming product. ▪ Procedure for Correction and Corrective action ▪ Procedure for Preventive Action 	<ul style="list-style-type: none"> ▪ Director, FSTL ▪ BM ▪ Manager HR 	Investigation and documentation	At the time of appointment and food safety training program

