QUALITY MANAGEMENT IN QUICK SERVICE RESTAURANT

ORIGINALITY REPORT

10%	%	10%	0%
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	Andres Vasconcellos, . "Quality Assurance", Quality Assurance for the Food Industry A Practical Approach, 2003. Publication	5%
2	Konstantinos V. Kotsanopoulos, Ioannis S. Arvanitoyannis. "The Role of Auditing, Food Safety, and Food Quality Standards in the Food Industry: A Review", Comprehensive Reviews in Food Science and Food Safety, 2017 Publication	2%
3	Andrés Vasconcellos, J. "Ingredient Specifications and Supplier Certification Program", Quality Assurance for the Food Industry A Practical Approach, 2003. Publication	1%
4	"Administrative Guidance for the preparation of applications for the safety assessment of substances to be used in plastic Food Contact Materials", EFSA Supporting Publications, 2017 Publication	1%

QUALITY MANAGEMENT BY JUBILANT FOODWORKS LIMITED

To be submitted as **Major- Project-2** in partial fulfillment
Of the requirement for the degree
Of
Master of Technology
In
Industrial Biotechnology

Under the guidance of
Prof. Jai Gopal Sharma
(Head of Department**)**

Submitted By
Ashutosh Nath Jha
(2K18/IBT/03)

DEPARTMENT OF BIOTECHNOLOGY
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June-2020

CERTIFICATE

This is to certify that major project-2 entitled **"QUALITY MANAGEMENT BY JUBILANT FOODWORKS LTD"** being submitted by Ashutosh Nath Jha to the Delhi Technological University, Delhi for the award of the degree of M.Tech in Industrial Biotechnology. To the best of my knowledge and as per his declaration the report is an authentic work carried out at Jubilant FoodWorks Ltd.

26/06/20

Prof. Jai Gopal Sharma
HoD & Supervisor
Department of Biotechnology
Delhi Technological University

CERTIFICATE

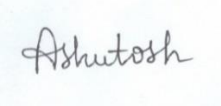
This is to certify that major project-2 entitled **"QUALITY MANAGEMENT BY JUBILANT FOODWORKS LTD"** being submitted by Ashutosh Nath Jha to the Delhi Technological University, Delhi for the award of the degree of M.Tech in Industrial Biotechnology. To the best of my knowledge and as per his declaration the report is an authentic work carried out at Jubilant FoodWorks Ltd. It is undertaken that industry interests are protected and no confidential information of the industry is being revealed in this report.

26/06/2020

Industry Supervisor:
Rajesh Kumar Gupta
Deputy GeneralManager
Quality & Food Safety
Jubilant FoodWorks Ltd.

DECLARATION

This is to certify that major project-2 entitled **"QUALITY MANAGEMENT BY JUBILANT FOODWORKS LIMITED"** being submitted by Ashutosh Nath Jha to the Delhi Technological University, Delhi for the award of the degree of M.Tech in Industrial Biotechnology, Delhi Technological University, is an authentic record of my own work carried out under the guidance of my supervisor **Prof. Jai Gopal Sharma,** Head of Department, Department of Biotechnology, Delhi Technological University and **Mr. Rajesh Kumar Gupta**, Deputy General Manager, Quality and Food Safety, Jubilant FoodWorks Limited. It is undertaken that industry interest is protected and no confidential information of the industry is being revealed in this report.



Signature
(Ashutosh Nath Jha)
(2K18/IBT/03)

ACKNOWLEDGMENT

I thank many people who helped me during this project. My deepest thanks to **Prof. Jai Gopal Sharma,** Head of Department, Department of Biotechnology, Delhi Technological University and **Mr. Rajesh Kumar Gupta**, Deputy General Manager, Quality and Food Safety, Jubilant FoodWorks Limited for allowing me to conduct this work and constant support and supervision.

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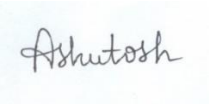

Ashutosh Nath Jha
2K18/IBT/03

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INTRODUCTION

Jubilant FoodWorks Limited is the Jubilant Bhartiya cluster Company that was incorporated in 1995 and initiated operations in 1996. The corporate got listed in Gregorian calendar month 2010. Jubilant FoodWorks has the franchise for 2 International brands underneath its roof namely: "Domino's Pizza" and "Dunkin' Donuts" and area unit entirely accountable for entire operations of the aforementioned brands right from procurance of raw materials until delivering at customers' House. A brand-new innovation of Jubilant FoodWorks has come back up as Hong's room to serve the simplest in Chinese food. It's opened its initial quick casual Chinese eating house in, Gurugram.

Hong's room is Jubilant FoodWork's initial own eating house and therefore the third overall in its portfolio of brand.

The organization's main vision is to form property prices within the social and environmental spheres and enhance relationships with the community, customers, workers, and different stakeholder.

Domino's

The first Domino's in the Asian nation opened in the Indian capital in 1996. India was Domino's third-largest market in 2013, behind the US and UK. In Dec 2014, India became Domino's 2nd largest market. Domino's dish operates 1325 stores in 282 Indian cities as of 31st Dec 2019.

It was headed by Ajay Kaul since 2005. Pratik Pota became the business executive in 2017.

Domino strives to develop merchandise that suits the tastes of its customers and thus delighting them. It believes powerfully within the strategy of 'Think world and act local'. It's endeavored to ascertain a name for being a home delivery specialist capable of delivering pizzas inside half-hour or unengaged to a community of loyal customers from all its stores around the country. It's may be the primary Indian foodservice company to launch on-line and mobile ordering.

Dunkin' Donuts

The company opened the primary Dunkin' Donuts outlet in Delhi in 2012. Jubilant FoodWorks operates fifty Dunkin' Donuts retailers as of 32 in Dec 2019.

With the launch of Dunkin' Donuts in India, the corporate is currently well poised to handle 2 distinct non-competing segments of the Food Industry in the Asian nations, particularly the house delivery of Pizza's market.

Hong's Kitchen

After Dominos and Dunkin Donuts, Jubilant FoodWorks has dropped a primary of its kind Chinese Quick-Service chain. Associate in Nursing particularly curated menu that options the simplest of Chinese food galvanized from the streets of Asia, created even higher by taking inspiration from native ingredients for a lot of flavorful expertise.

Trustworthy sources

Sourced from the simplest and most sure suppliers, we have a tendency to place solely the choicest ingredients on the plate in Hong's room. All our provider partner area unit statutory compliant and have wealthy expertise in food trade.

With this launch, JFL hopes to handle the gap between native food stalls and therefore a lot of food chains serving Chinese meals. While Chinese food is that the second-largest consumed food within the country, there exists a huge gap between street vendors and premium fine-dining restaurants', the Pratik Pota, CEO of JFL. Hong's room, with its quick-casual format, can address this huge, unaddressed market through great-tasting and affordably priced Chinese food that's custom-made for Indian tastes.

Jubilant Bhartiya Cluster

Mr. Shyam S. Bhartiya, in conjunction with his brother Mr. Hari S. Bhartiya, is the founding father of the Jubilant Bhartiya cluster headquartered in the capital of India, India.

Mr. Shyam S Bhartiya is that the Chairman of Jubilant Life Sciences and Jubilant FoodWorks. He is additionally Chairman and decision-maker of Jubilant pharmaceutical company.

Mr. Hari S Bhartiya is the founder and Co-Chairman of the Jubilant Bhartiya cluster. He is the Co-Chairman and decision-maker of Jubilant Life Sciences, Co-Chairman of Jubilant FoodWorks, and Chairman of Jubilant Industries limited.

The Group, through its investments by Jubilant Life Sciences, has the presence within the with over 1500 workers. Jubilant FoodWorks, another cluster company, is the master franchisee of Domino's pizza, the most important foodservice chain in India & Dunkin' Donuts restaurants in India.

Jubilant Bhartiya cluster has 3 flagship firms – Jubilant Life Sciences, Jubilant FoodWorks, and Jubilant Industries Limited, listed on the Indian stock market.

Pharmaceuticals and Life Sciences

Jubilant Life Sciences is an integrated international pharmaceutical and life sciences company engaged in prescribed drugs, bioscience ingredients and drug discovery solutions. The pharmaceutical section, through its totally owned subsidiary Jubilant drug company is engaged in the manufacture and provide of APIs, solid indefinite-quantity formulations, radiopharmaceuticals, hypersensitivity reaction medical aid merchandise and contract producing of sterile and non-sterile merchandise through USFDA approved producing colleges in India, USA.

The bioscience ingredients section is engaged in specialty biological process merchandise and bioscience chemicals through five producing facilities in India. Jubilant Life Sciences incorporates a team of around 6600 doctrine individuals across the world and is committed to delivering worth to its customers across over one hundred countries. The corporate is well recognized as a 'Partner of Choice' by leading prescribed drugs and life sciences firms globally.

Agri Merchandise

Jubilant Bhartiya Group's presence in the Agri section has gained the name in production of merchandise crop nutrition, crop growth, and crop protection. Jubilant Industries through its subsidiary Jubilant Agri and shopper merchandise Ltd. (JACPL), could be a centered Agri and performance compound company that provides a large verity of performance.

Polymers merchandise comprising application polymers like emulsion polymers, food polymers, and latex-like vinyl base, SBR, and NBR latex.

Services

Jubilant Enpro, through its alliances with international firms, provides business, promoting and technical support associated with oil & gas services, power & infrastructure services, and aviation connected services (sales/maintenance of aircraft & helicopters).

Jubilant Enpro is that the sole licensed freelance representative of Bell heavier-than-air craft in India for sales, promoting, and client support and conjointly represent different international part firms. Jubilant Enpro is additionally the adviser to the Transocean-offshore drilling company.

Auto

Jubilant MotorWorks is one of the most important luxury automotive vehicle retail company in India, engaged in sales and promotion of Audi, Porsche, and Maserati Cars.

Audi Cars: Jubilant MotorWorks holds a business organization for Audi cars and also the state-of-the-art showrooms set in Mangalore and Pune.

Porsche Cars: Jubilant MotorWorks through Jubilant Performance Cars (JPCPL) holds a business organization for Porsche cars in an urban center to cater to the geographic areas. JPCPL takes pride in giving increased driving expertise to any or all luxury automotive enthusiasts. With a large variety of Porsche cars to supply, the salesroom is meant to stay the client's satisfaction right at the main target.

Maserati Cars: Jubilant MotorWorks, through Jubilant AutoWorks holds a business organization for Maserati in South India. Maserati is one amongst the foremost fascinating automotive production company with a protracted history of charm, tradition and sporting success.

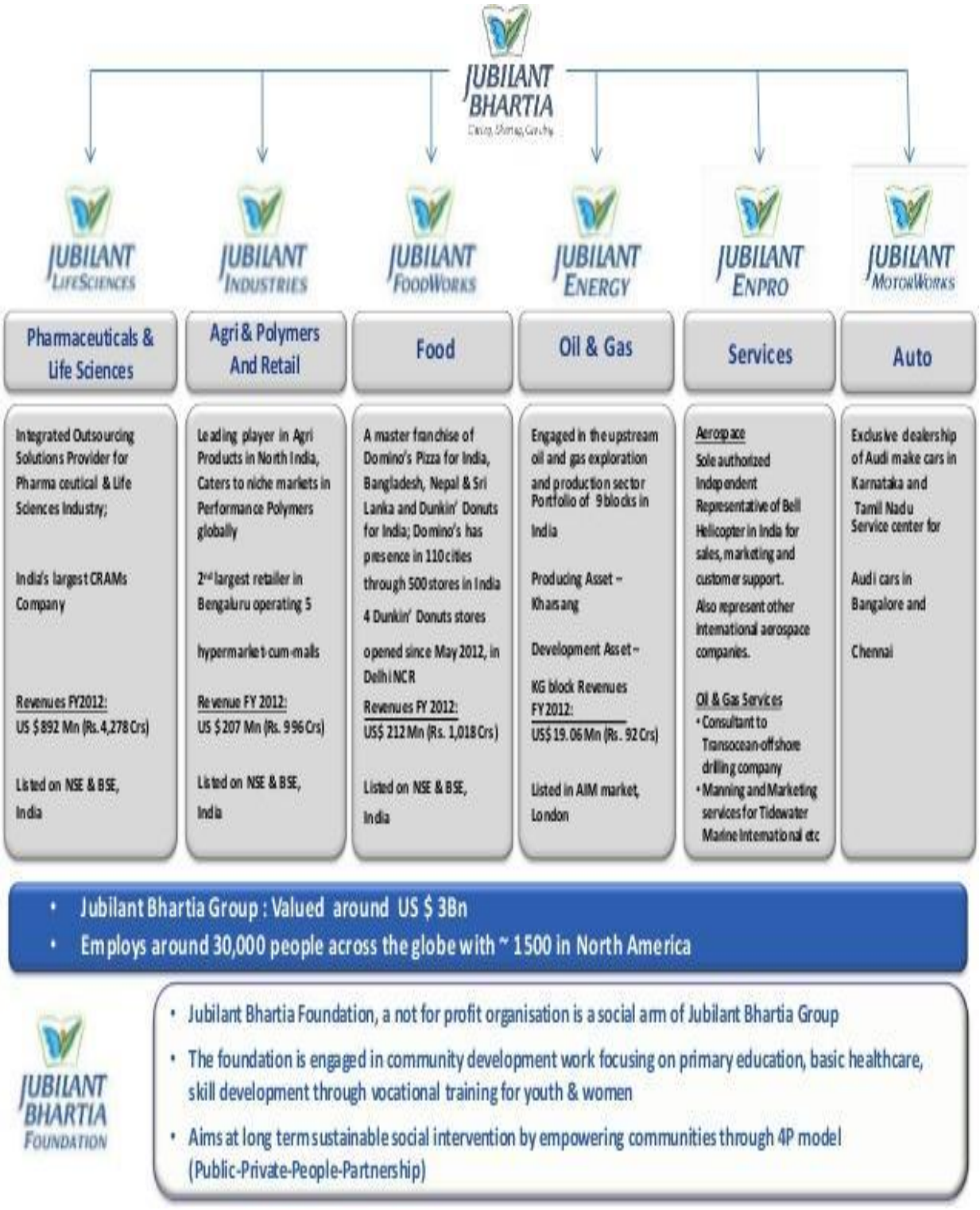


Fig 1: Jubilant Bhartiya cluster

Quick Service Restaurants

A fast-food eating house, additionally called quick service restaurant, usually abbreviated as QSR, may be a specific form of eating house having a pair of key characteristics: (a) nutriment culinary art and (b) least table services to cater the requirement of assorted kids and dealing professionals. QSRs typically target folks within the people of 16-30 years, as this can be the people fascinated by tasting new cuisines and having quick food a day.

Over the last decade, there has been an ascension within the QSR section in the Asian nations thereby reflecting the dynamical client behavior and habit, so resulting in engaging growth opportunities. This growth has been driven by issues like consistency in quality, taste, affordability, speed, and hygiene. In addition, introducing innovative menus custom-made to Indian style has additionally contributed to the evolution, acceptance and recognition of QSRs in the Asian nations.

Usually, they are a part of a chain or franchise operation, that provisions standardized ingredients and/or partly ready food and provides to every eating house through controlled offer channels.

The first nutriment restaurants originated within the US in 1919 and White Castle in 1921. White Castle created the primary important effort to standardize the food production. William Ingram's and Walter Anderson's, White Castle System created the primary nutriment offer chain to produce meat, buns, paper product and even developed a construction division that factory-made and engineered the chain's ready-made eating house buildings.

Today, American-founded nutriment chains like McDonald's and KFC international firms with retailers across the world. Burger King originally opened in 1953 by Keith J. Kramer and his wife's uncle Matthew Burns and was later purchased by McLamore and Edgerton in 1959.

Modern business nutriment is extremely processed and ready on an outsized scale from bulk ingredients victimization standardized cookery and production strategies and instrumentation. It is typically chop-chop served in cartons or luggage or plastic wrapping, exceeding fashion that reduces operative prices by permitting fast product identification and investigating, promoting longer holding time, avoiding transfer of microorganism and facilitating order fulfillment. Following SOPs, the pre-cooked merchandise area unit monitored for freshness and disposed-of if holding times become excessive. This method ensures a homogenous level of product quality and

is essential to deliver that order quickly to the client and avoiding labor and instrumentation prices within the individual store. Associate in Nursing acknowledge flavor, aroma, texture and "mouth feel" and to preserve freshness and management handling prices throughout preparation and order fulfillment which needs a high degree of food engineering. The utilization of additives, as well as salt, sugar, flavorings and process techniques, could limit the organic process price of the ultimate product.

Market Overview:

Quick Service Restaurants are the key phase for the Indian food services market and have mature over the years because of their target cheap and competitive valuation clubbed with business to such growing shop want as a convenience, exaggerated craving, and looking for international food. Variety of international QSR chains have flocked to India over the past few years, with specific cuisines and products offerings and fueling the market's growth. This phase is to witness exaggerated activity via market growth by numerous players. At the town level, an outsized share of the QSR market rests within the metros and mini-metros because of higher consumption, heightened shop awareness and exposure in key cities like Bombay and urban center. Slowly, QSR have established their foothold within the major cities and are currently increasing into smaller cities with a smaller format.

Sectional Functioning

This section primarily includes transient details of the quality department. The situation has been administered at the company workplace that governs and controls numerous activities everywhere. The SCC for Domino's dish is called commissary whereas that of Dunkin' Donuts is called CML, that maintains singularity and has a system that is freed from ambiguity. Primarily, the corporate has divided its SCC into five regions viz. East, Central, North, South and West for convenience and higher answerability.

The SCC for **Commissary** are further sub-divided in accordance with 5 regions mentioned which are as follows:

a) **East** – Guwahati SCC and Kolkata SCC

b) **Central** – Nagpur SCC

c) **North** – Mohali SCC and Noida SCC

d) **South** – Bangalore SCC and Hyderabad SCC

e) **West** – Mumbai SCC

The SCC for **CML** are further sub-divided in accordance to the regions are follows:

a) **North** – Mohali SCC and Noida SCC
b) **South** – Bangalore SCC
c) **West** – Mumbai SCC

REVIEW OF LITERATURE

FoSTaC:

Food Safety Training & certification is a large-scale training program of food safety & standard authority of India initiated with the aim to spread education and raise awareness on Food Safety & Standard Act, Rules and Regulation among Food Business Operator. 18 types of competency-based certification programs are available under FoSTaC. The duration of each course is 2 and ½ hours to 12 hours spreading over a period of 1 to 2 days. These courses are offered at four levels: Awareness, Basic, Advance, and Special and mainly addresses working professionals in the food sector.

Table 1: Detail of FoSTaC courses

S. No.	FoSTaC Courses	Duration	Mandatory/ Optional	Kind of Business for which applicable
1	Manufacturing (Level 2)- Food Safety supervisor	8 hours/ 1 day	Mandatory for manufacturing units other than S. No. 3-6	All food processing unit other than S. No. 3-6
2	Manufacturing (Level 1)- Food Safety supervisor	4 hours/ 1 day	Recommended for petty manufacturing units	For all types of petty food processing units
3	Milk and milk products- Food Safety supervisor	12 hours/ 1-2 days	Mandatory for milk and milk product processing units	Food Processing Units- Milk and milk products
4	Meats and poultry- Food Safety supervisor	12 hours/ 1-2 days	Mandatory for Meats and poultry processing units	Food Processing Units- Meats and poultry excluding small slaughterhouses
5	Fish and seafood- Food Safety supervisor	8 hours/ 1 day	Mandatory for Fish and seafood processing units	Food Processing Units- Fish and seafood
6	Health supplement- Food Safety supervisor	8 hours/ 1 day	Mandatory for Health supplement units	Food Processing Units- Health supplement
7	Bakery (Level 2)- Food Safety supervisor	8 hours/ 1 day	Optional for Bakery unit	Food Processing Units- Bakery

8	Bakery (Level 1)- Food Safety supervisor	4 hours/ 1 day	Recommended for small bakery units	Small scale Food Processing Units- Bakery
9	Edible oil and fats- Food Safety supervisor	8 hours/ 1 day	Optional for Edible oil and fats manufacturing units	Food Processing Units- Vegetable oil and fats
10	Water and Water-based beverages - Food Safety supervisor	8 hours/ 1 day	Optional for Processing Units- Water and Water-based beverages	Food Processing Units- Water and Water-based beverages
11	Retail (Level 2)- Food Safety supervisor	8 hours/ 1 day	Mandatory for retail unit	Retail and wholesalers
12	Retail and Distribution (Level 1)- Food Safety supervisor	8 hours/ 1 day	Recommended for petty units	For all type of small retailer shop
13	Storage and Transport (Level 2)- Food Safety supervisor	8 hours/ 1 day	Mandatory for Storage and Transport unit	Food Storage and transporter
14	Storage and Transport (Level 1)- Food Safety supervisor	8 hours/ 1 day	Recommended for petty units	For all type of small Storage and Transport Unit
15	Catering (Level 2)- Food Safety supervisor	8 hours/ 1 day	Mandatory for Catering Unit	Catering establishment includes Hotels, Restaurants, Dhaba's, Caterer's, Rail and flight catering, Canteens, etc.
16	Catering (Level 1)- Food Safety supervisor	8 hours/ 1 day	Recommended for petty units	For all type of small Catering Units
17	Street Food Vendor	4 hours/ 1 day	Recommended for street food vendors	Street food vendors
18	COVID-19 Awareness training program	2 and ½ hours/1day	Recommended for all food business operator	Food Business Operator

To achieve the same, it is required to consistently train workers in a food ecosystem responsible for maintaining the hygiene of workers as well as premises. FSSAI, State FDA, and FBO's are the integral stakeholder of the ecosystem serving as the main driving force. Therefore, it is required to fulfill some basic eligibility conditions which will actually ensure the quality and quantity of training. A detail of the eligibility condition has been laid down to ensure quality training. The detail is as follows:

Table 2: Eligibility criteria for FoSTaC

Criteria	**Awareness**	**Basic Level**	**Advanced Level**	**Special Level**
Education qualification	All Food Business Operator	Minimum graduate in science/food technology/food science/chemistry/biology/microbiology or other related subjects. For graduates in other fields, a minimum of 5 years' experience in the relevant food industry (catering, Manufacturing, retail, etc.) required.	Minimum graduate in science/food technology/food science/chemistry/biology/microbiology or other related subjects. For graduates in other fields a minimum of 7 years of work and implementation experience in the relevant food industry (catering, Manufacturing, Retail, etc.) required.	Minimum graduate in science/food technology/food science/chemistry/biology/microbiology or other related subjects. For graduates in other fields a minimum of 7 years of work and implementation experience in a particular sector of industry (Meat, Fish, Milk, etc.) required.
Training experience as trainer and implementation experiences.	Minimum 3 years of training experience in food safety and hygiene including FSMS, HACCP, and other similar food safety systems in the relevant food industry.	Minimum 3 years of training experience in food safety and hygiene including FSMS, HACCP, and other similar food safety systems in the relevant food industry.	Minimum 5 years of training experience in food safety and hygiene including FSMS, HACCP, and other similar food safety systems in the relevant food industry.	Minimum 5 years of training and implementation experience on food safety and system regulation in the particular sector of the industry.

General training received	Knowledge to prevent the spread of COVID-19 during such food business operations	Knowledge of FSS Rules & Regulations.	Knowledge of FSS Rules & Regulations.	Knowledge of FSS Rules & Regulations.
Skills	Should have good communication and motivational skill shall be available for training at least 20 days a year.	Should have good communication and motivational skill shall be available for training at least 20 days a year.	Should have good communication and motivational skill shall be available for training at least 20 days a year.	Should have good communication and motivational skill shall be available for training at least 20 days a year.

SAP:

SAP stands for system application and product, is an associate ERP software system. It always solves complexness and provides a standard platform to all or any accessing the documents. Be it transfer of any document, be it checking any document or accessing the data regarding any product, all of its simply manageable through SAP. SAP offers a single interface for organizations to handle various systems. (Martin et. al 2000).

QA Documents:

Quality management practices shall be documented so that they are accessible and aid in management. Any organization or any food business would not run with efficiency if a correct record of the documents is not mentioned throughout the preparation.

Specification: Raw materials, process aids, and packaging material are the main ingredient of the finished food products. As such, they need to meet restrictive necessities (safe and legal for the use) and the specifications (contribute to the practicality and quality of the method and product). Traditionally, analysis and development worked was done alone. However, currently, a broad team of experience is required, because of increased access to distinctive and complicated materials, international sourcing, handling ways, client location and laws. This specification is assessed by the team as one needed to make sure the quality management. The specification is required for

all, be it for checking the raw ingredient at the commissary level or be it preparation of any ingredient or finished product.

COA: Certificate of Analysis (COA) is that the supplier takes a look at results on the precise ton being provided to them. Before requiring a COA, deciding the key characteristics which will fluctuate, past considerations and compliance to specifications is crucial to the product or method. We have a tendency that several of our raw materials, like packaging materials and refined oils, might not want a COA. However, make sure that we are following all necessities printed in client or audit standards (such as international food safety initiative audits). There are also direct or hidden prices requiring a COA, raise point what tests they habitually tested is conduct or for a given product if we are inquiring about this (Brown 2008).

Inspection set up: Review plan may be a technical document ready that is uploaded in SAP as per the mutual agreement that happens between merchants and clients. For example: if the parameter witness level that has been in agreement as 10-15%, then this set level must be placed in the review set up and through receiving of the fabric the receiving team must fill the info consequently. And if the witness level is over fifteen, the info is fed in SAP and on this basis the material is rejected. Here at JFL, review plans incorporate the measure of assorted quality parameters. This helps in correct authentication of materials and so contribute plenty in managing quality.

Technical Dossier: The word 'Dossier' means a set or file of documents on the actual subject, particularly a file containing careful data a couple of persons or a subject. The contents of the written account rely upon its purpose and canopy completely different aspects. Written account preparation needs sensible industrial ability and skill that integrate the required disciplines, fulfill obligatory necessities effectively, collaborate with authorities, and reach out to get the supposed authorization faster and cost-effectively (Gautam et. al, 2017).

Table 3: The technical dossier for the application of the authorization of a new food

Section	Detailed Requirements
0 SUMMARY OF THE DOSSIER	A summary of the technical dossier including information on identity, intended use in the plastic materials, type of contact

	food, conclusion on migration tests, and toxicological studies.
1 IDENTITY OF SUBSTANCE	Substance name, identifiers, structure, purity, manufacturing details, and specification.
2 PHYSICAL AND CHEMICAL PROPERTIES	Melting point, boiling point, decomposition temperature, solubility, logPow, reactivity, stability, hydrolysis, etc.
3 INTENDED APPLICATION OF SUBSTANCE	Intended food contact materials, technological function, the max percentage in the formulation, process temperature, food to contact, time and temperature, the surface to volume ratio, etc.
4 AUTHORIZATION OF SUBSTANCE	Each ingredient including packaging material shall comply with the FSSAI, Legal Metrology, BIS standard as applicable. Finishes Product shall also comply with the requirement given in these regulations/ Standard/ Acts.
5 DATA ON MIGRATION OF SUBSTANCE	**Specific migration** (test sample, food simulant, contact mode and temperature, treatment method, result) **Overall migration** (test sample, food simulant, contact mode and temperature, treatment method, result); and Quantification and identification of migrating oligomers and reaction products derived from monomers and starting substances:
6 DATA ON RESIDUAL CONTENT IN THE FCM	Actual content Materials and methods Residual content versus specific migration
7 MICROBIOLOGICAL PROPERTIES	Needed if a substance is used as an antimicrobial agent.

Accordingly, the dossier gets prepared as per the requirements. The dossier prepared at jubilant contains:

- Product Description
- Flow Charts
- Formulation
- Manufacturing Stages
- Ingredient List
- Nutritional Facts
- Finished Goods Specifications
- Packaging Material Specifications

AUDITING

Food safety and quality audits are widely used within the food business for a number of reasons (assessing management systems, obtaining food safety and quality standards certification, assessing the condition of premises and product, ensuring legal compliance etc.). Nowadays, the increased interest of consumers in food safety and quality issues triggered mainly by recent food scandals. The general public and the personal food sector have been enabled to develop a spread of food safety and quality standards. These standards have every kind of blessing and drawback and their effectiveness depends on many factors, such as the ability and skills of auditors and the standard used in each case. While the company is spending constantly in improving and expanding such technologies, the number of foodborne incidents every year seems to be very constant in Europe and even in the US. This may be an indication that more intervention and procedures or a particular strategy will be required to enhance the efficacy of food protection and quality control systems. This text examines the role of food safety and quality assessment systems in the food business, presents the results of many studies and, in short, describes the highest standards of food safety and quality. Usually, the audit process involves the review of documents and the actual practice of tests and interviews to facilitate routine compliance. Ancient assessments evaluate the layout and design of the sites and visually determine the condition of cleanliness. Although these might not necessarily be the easiest metrics. The auditing method may involve a review of the entire material production method through preparation for dispatch / service and may be terribly elaborated (Griffith 2012). Specifically, at intervals within the framework of a food safety audit, information is collected from a few food businesses in order to identify areas of potential

improvement within the food safety processes and systems of the company. Another purpose of the audits is to recognize fields of industry that have gift defects in order to introduce steps to fix them (Konstantinos et. al, 2017). Square audits measure important tools for maintaining food safety standards and all relevant certifications, by sanctioning transparency and ensuring that standard square measures are maintained. This openness would enhance the cooperation potential of stakeholders at availability chain intervals and boost protection and performance, thus promoting quality development at intervals of part of the availability chain (Konstantinos et. al, 2017). Square audits assess an essential element in the process of certifying whether appropriate food health policies are enforced by a square check (Brun 2015). Across the world, food review and management systems have evaluated and reorganized square measures to enhance their potential, streamline human resources and introduce risk-based approaches (Griffith 2012). Food safety audits: the measures taken by organizations for a variety of reasons for e.g., auditing is an essential aspect of the process of receiving a license, although specific explanations may include: review of the management structure or prioritization of management behavior, objectives of a commercial nature, supplier analysis or the fulfillment of customer requirements.

METHODOLOGY

3.1 Formulating the work set up

A group of activities designed to assure a typical of excellence is named top-quality management. So, an efficient work set up is should realize the standard. This project work has been applied to the premise of many steps. The standard management combines commitment, discipline, and a growing effort by everybody concerned within the production method and elementary techniques of management and administration with the goal of unceasingly rising all processes. For that, the industries have to be compelled to be structured organizationally, establish policies and quality programs, live customers' satisfaction, and even use a lot of quality tools and methodologies. Specifically, for the food business, additionally involves the information and application of techniques and programs for product safety.

Standardization is a very important quality management tool therefore each method within the organization has to be standardized to keep up efficient quality management.

To carry out the standard management in QSR, a distinct layout was planned. the full work set up was divided into six steps:

1) Understanding the systems prevailing within the organization

2) FoSTaC

3) Learning of SAP

4) Preparation and analysis of QA documents.

5) Auditing

6) Substance management

3.2 Understanding the systems prevailing within the organization

To carry out efficient management, it's necessary to understand the standard management criterion at the geographical point at JFL, I learned the preparation and analysis of assorted documents that relate to the process standards, vendor audits, and manifestation of pesterer infestation in restaurants, the study of time period reports, product/ingredient specification.

3.3 FoSTaC

Jubilant FoodWorks Limited is the empaneled training partner of FSSAI and is working on capacity building and enhancing skillset and knowledge of Food Business Operator. The portal brings together all the stakeholders linked to FoSTaC under a common platform. Post-registration each stakeholder including training partner, NLRP, trainer, assessor, and trainee receive a unique user id and password.

The calendar is created on the portal by selecting a course, specific trainer, and assessor. This ensures that we appoint an FSSAI trained resource person which helps us to maintain uniformity throughout the various training.

Training material including question bank is available on the FSSAI FoSTaC portal and which needs to be accessed by trainer and assessor. The question bank is randomly generated and is access by the assessor offering transparency in assessment/evaluation.

Trainees are enrolled in a particular training session by searching for the batch code provided to them. Trainees attendance during face to face is validated only after the assessor marked live attendance on FoSTaC Portal. Assessor uploads the marks secure by the trainee.

A certificate of training is then generated for qualified trainees. A certificate contains a unique number and is required for mandatory compliance of FSS regulation.

All the information is uploaded on the portal after each scheduled training to provide statistics on the status of training in the entire country.

3.4 Learning of SAP:

SAP stands for System Application and Product in Processing. SAP by definition is additionally the name of the ERP (Enterprise Resource Planning) software package also because of the name of a corporation. The SAP software package was supported in 1972 by Wellenreuther, Hopp. Hector, Plattner, and Tschira. SAP is the center of today's technology revolution. The market leader in enterprise application software package. SAP helps organizations fight the damaging effects of complexness, generate new opportunities for innovation and growth, and keep previous competition.

3.5 Preparation & upload of QA documents:

All quality assurance documents are prepared, reviewed & uploaded.

3.6 Auditing:

Technology also plays a very significant function in auditing food health. Maintaining the required food safety checklists and quality insurance documents requires the management of vast amounts of knowledge. In fact, exposure to and review of such data / documents is of vital significance for an effective examination which can be used to show that a sufficient degree of food protection has been assured. The unit being audited should be notified well before the scheduled date; the audit should not be a surprise visit to catch the wrong doing. If the audited plant has all in order and effectively passes the examination, that's perfect. The method of production is audited by auditing the procedures that carry out the method. This will be achieved as a consequence of a process that is outlined in an incredibly suitable text, describing not just what work is to be performed. The auditor may monitor the processes and make detailed inquiries about the regular program; it may require the review of the documents for different procedures and equipment calibrations. Its task is to collect objective evidence on the implementation of the standard program. If the auditor notices a problem with the standard program, he will generally submit it to the plant management, who will take the necessary steps to resolve the matter and reinforce the standard program, and send the change back to the auditor.

RESULT AND DISCUSSION

4.1 Learning of SAP:

Below mentioned is the way to transfer any specification in SAP:

1) Firstly, log in to SAP

2) Next, choose CV01N to transfer a verbal description and press 'enter'

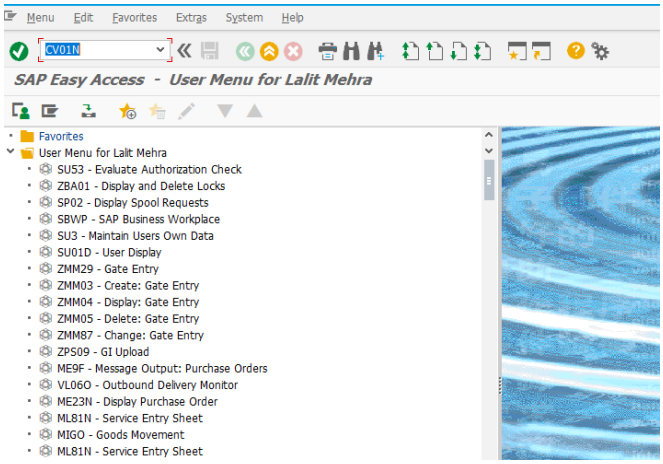


Fig 2: SAP home page

3) Here, chooses the document type- j30.

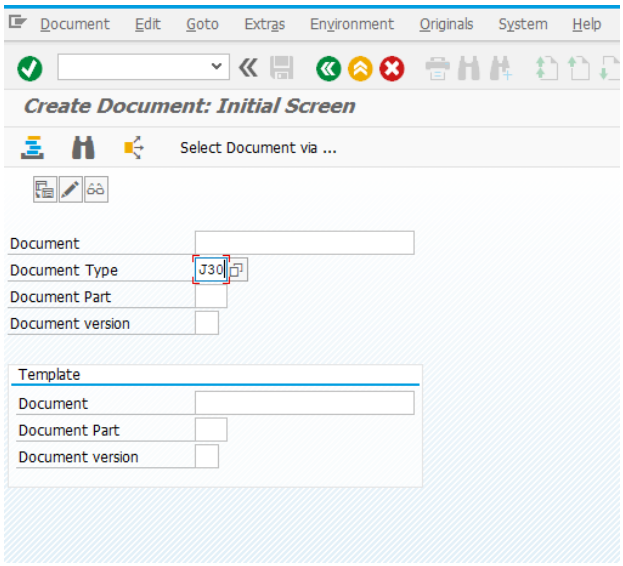


Fig 3: SAP initial screen

4) The 1st page opened up where we filled all the desired detail; product name, the dates, the fabric code etc. and choose the file to transfer

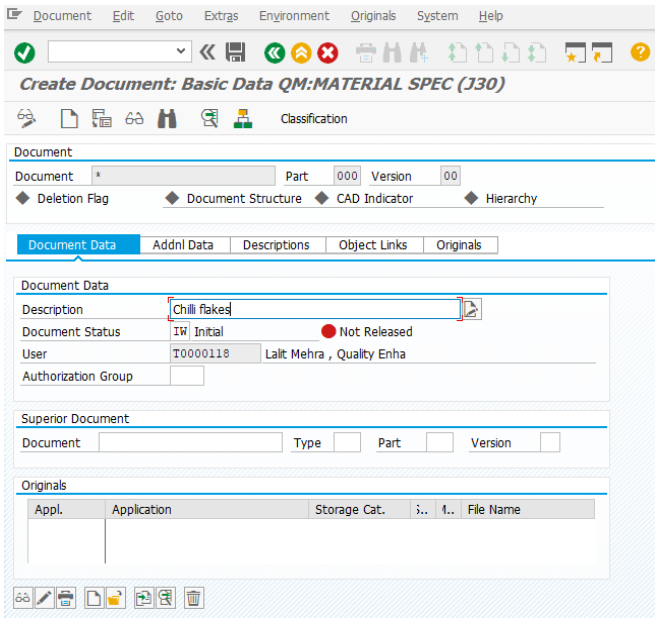


Fig 4: SAP create data page

5) Lastly, once filling all the desired details put it aside.

6) A document no. was generated by SAP, which was saved for future use.

Below mentioned is the way to check any specification in SAP:

1. Type zdm02 on the prime left box.

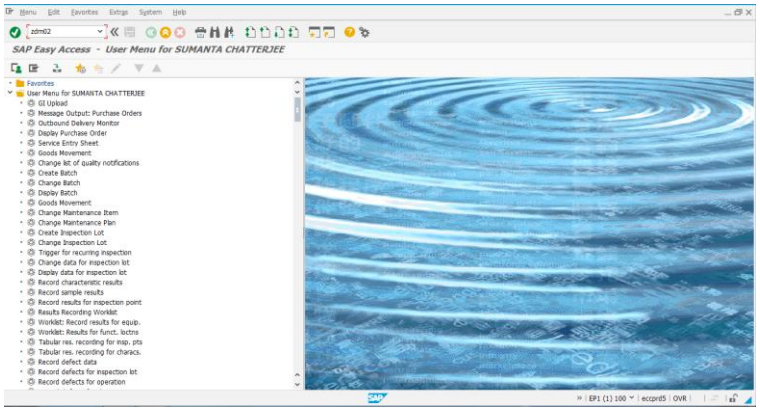


Fig 5: SAP home page

2. Press enter and type J30 in the document type box.

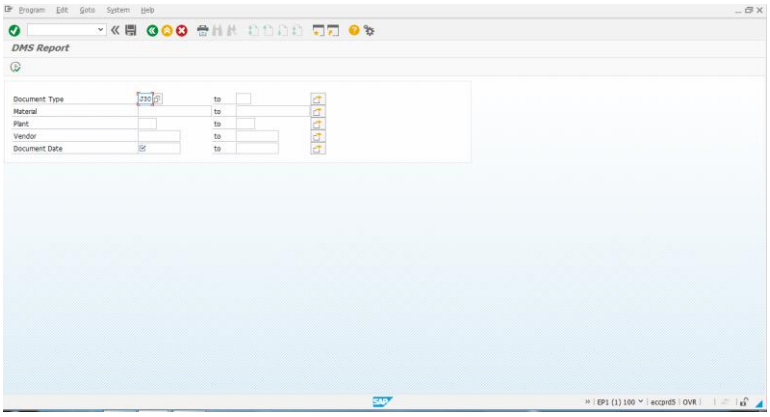


Fig 6: SAP document type box

3. Place the document date as below and click on the execute icon.

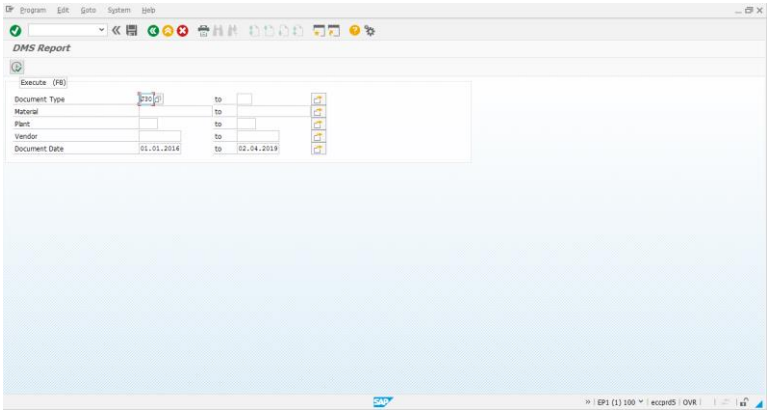


Fig 7: SAP document type box

4. Choose the row that we wish for description and double click on the corresponding document range.

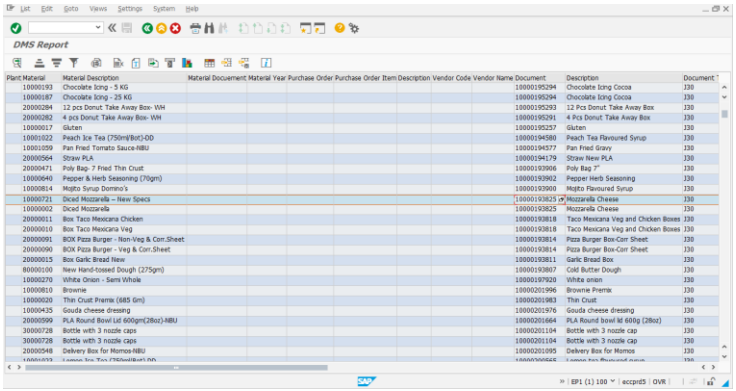


Fig 8: SAP document type box

5. The below screen was seen double click on the pdf

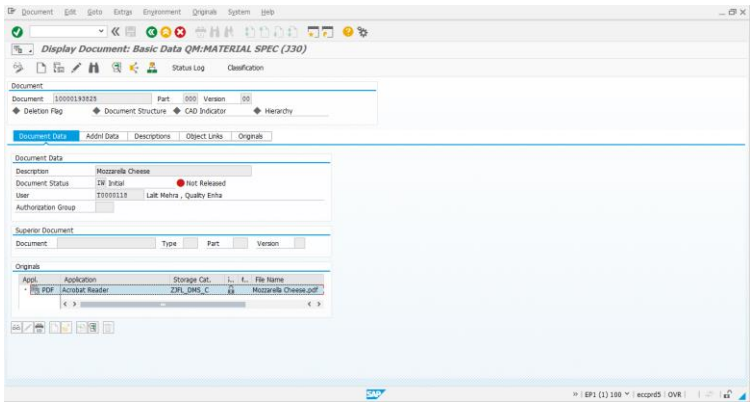
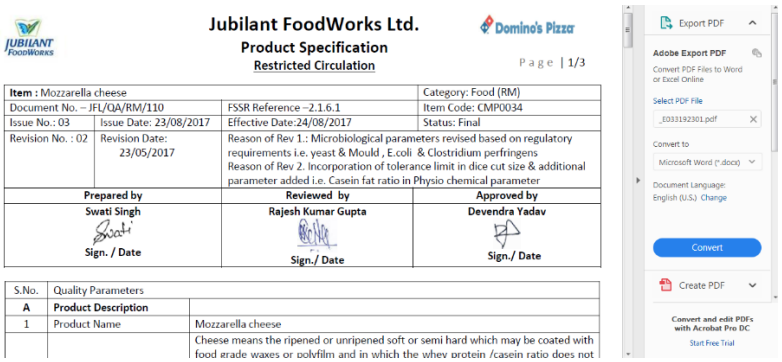


Fig 9: SAP document

6. The specification would come back.



Jubilant FoodWorks Ltd.

Product Specification

Restricted Circulation

Domino's Pizza

Page | 1/3

Item : Mozzarella cheese			Category: Food (RM)
Document No. – JFL/QA/RM/110		FSSR Reference –2.1.6.1	Item Code: CMP0034
Issue No.: 03	Issue Date: 23/08/2017	Effective Date:24/08/2017	Status: Final
Revision No. : 02	Revision Date: 23/05/2017	Reason of Rev 1.: Microbiological parameters revised based on regulatory requirements i.e. yeast & Mould , E.coli & Clostridium perfringens Reason of Rev 2. Incorporation of tolerance limit in dice cut size & additional parameter added i.e. Casein fat ratio in Physio chemical parameter	

Prepared by	Reviewed by	Approved by
Swati Singh Sign. / Date	Rajesh Kumar Gupta Sign./ Date	Devendra Yadav Sign./ Date

S.No.	Quality Parameters	
A	**Product Description**	
1	Product Name	Mozzarella cheese
		Cheese means the ripened or unripened soft or semi hard which may be coated with food grade waxes or polyfilm and in which the whey protein /casein ratio does not

Fig 10: Specification of product

4.2 Preparation & upload of QA documents

QA documentation system: An organization wants a strong distribution infrastructure to manufacture better products. Documenting it, retaining control of the documentation detailing the program, keeping reports to guarantee that the recorded method is implemented, and auditing it sporadically to check that the follow-up area development unit offers evidence that the program is successful. Documents used for these functions describes the processes for the production of the product as well as the various controls, inspections, measurements, reviews and standards to be applied. They collectively register the effective execution of these systems. In addition, the QA plan requires to establish QC methods, consistency control mechanisms, criteria used, and data reports. The record field category is usually referred to as the standard operating procedures (SOPs) connected with the development of procedures and the standard sanitary operating procedures (SSOPs). A SOP may be a set of written instructions that provide a step by step method

of documenting a routine or repetitive activity carried out or followed by a company. SOPs record the process task area unit to be carried out in order to promote clear compliance to the health and quality program specifications. SOPs would be unique to the company or facility whose field of operation is specified by the unit. They help the organization to maintain its safety and quality and to ensure compliance with the rules.

In the following, the history of a high-quality system is divided into four groups, beginning from general policies and practices to performance reports. Such four rates include the following:

1. Why should the agency have a selection plan

2. What, when, where, and WHO aspects of quality related tasks

3. How, the mission area is to be carried out

4. Records about what was really done

"What" explains what to do and when to do. This system of documents offers more and more information on the organization, its activities, its policies and its accomplishments.

Quality Manual:

The quality policy of the company and also the description of its processes should be included in the quality manual of the company. It should categorize the general dedication of the organization to excellence. However, it is structured in order to meet the obligation and its strategy to achieve it. The purpose of the manual is to describe the basic system as well as the procedures and guidelines and to serve as a reference.

The composition of the manual varies from organization to organization, but usually includes:

- Efficiency strategy of the organization;
- Recorded operational structures, protocols, guidelines and norms
- Controls, such as test instruments, checkpoints, measurements needed, and reviews;
- Description of the appropriate measurements
- Identification and processing of standard documents

Both documentations used in the standard guideline and explaining the standard system of the organization should be carefully tracked. Documentation to be used should be checked and

accepted by authorized staff, modifications to the documentation should be made using a long-standing record processing process. The documentation in effect would have the least amount of job positions out there where necessary, redundant documentation should be eliminated in order to avoid their accidental use.

Usually, the report is meant to show that the service runs successfully. A summary of the process can therefore be a document, a look at the documentation is to be a record.

Specification:

It is extremely critical because any single unit of raw materials and products obtained from authorized suppliers on the company's list of approved suppliers will be aligned with up to date agreed-upon requirements. The criterion is that the foundation of the company's SOP is a summary of all the agreed parameters and the consistency and safety region of the product assessed. The definition specifically describes all the considerations, as well as the boundaries of tolerance or satisfaction. A standard specification guide should be issued by the manufacturer for each staple or component and should contain the following:

-Information of the supplier

- Information of the product production or selling

-Distribution of products

-Details of all inherent factors with tolerance limits, e.g. pH, salt, alcohol, etc.

-Microbiological recognition requirements, e.g. the absence of established threat species

Table 4: Below attached is a specification draft

Item:			Category: Foods (RM)	
Document No.		FSSR Reference-	Item Code:	
Issue No.:	Issue Date:	Effective Date:	Status: Draft	
Revision No.:	Revision Date:	Reason of Rev.:	Validity Date:	
Prepared by		**Reviewed by**	**Approved by**	**Approved by**
Sign. / Date		**Sign. / Date**	**Sign. / Date**	**Sign. / Date**

S.No	Quality Parameters						
A	**Product Description**						
1	Product Name						
2	Product Characteristics						
3	Product category						
4	Proprietary Food(Y/N)						
5	Targeted use						
B	**Physical characteristics**						
	Parameters	**Standard**		**Test Method**			
1	Appearance#						
2	Color#						
3	Flavor#						
4	Texture**/#						
5	Extraneous Matter**/#						
C	**Physio-Chemical parameters**						
	Parameters	**Unit of Measurement**	**Test Method**	**FSSAI Limit (Max)**	**JFL Limit**		
					Min	Max	Target
1	Sugar Content/Brix**	^{0}Brix					
2	Carbonation/Gas Volume**	%					

3	Insecticides/Pesticides Residue, Heavy Metal contaminant, Crop Contaminants, naturally occurring toxic substances*				
D	**Microbiological parameters**				
1	Total plate count*			-	
2	*Coliform* *			-	
3	*Enterobacteriaceae**			-	
4	*Staph Aureus* *			-	
5	*Listeria Monocytogenes**			-	
E	**Metal Detection^**				
F	**Impurities & Adulterants**				
G	**Adulterants**				
H	**Food Allergens sensitivity^**				
	Ingredients	Present in the product (Y/N)	Present in the product manufactured on the same line (Y/N)	Present in the same manufacturing Unit (Y/N)	
1	Wheat/Gluten				
2	Soybean or products				
3	Milk or milk products				
4	Celery				

5	Mustard			
6	Egg			
7	Sesame			
I	**Packaging requirement**			
a.	**Specifications of polybag (supplier)**			
1	Particulars			
2	Material Used			
3	Colour			
4	Weight (g)			
5	Length (mm)			
6	Width (mm)			
7	Leakage/breakages Test			
8	Swab: Coliforms			
9	Migration test			
b.	**Specifications of carton (Supplier-Carton Art)**			
	Particulars			
1	Size L×W×H: OD			
2	ID			
3	Board Quality			
4	Board/Kraft GSM			
5	Bursting Strength kg/cm2			
6	Hygiene			
7	Printing Result			

8	No leakage/breakages	
9	Leakage/breakages Test	
J	**Shelf Life, storage and transportation instruction**	
1.	Shelf life	
2	Storage condition	
3	Transport condition	
4	Expected SL at the commissary	

Thus, this document specifically assists in varied ways in which it assists in analyzing the raw materials, procuring the materials from vendors, maintaining the period of the merchandise, and ultimately serving for the only purpose i.e., in quality management.

For the access of this document by completely different team members, it is uploaded or maintained at completely different places.

Inspection Plans:

Inspection set up may be a technical document ready that is uploaded in SAP as per the mutual agreement that happens between vendor and vendee.

For example: If the parameter witness level that has been in agreement as 10-15%, then this determined level has got to be placed in the review set up, and through receiving of the fabric the receiving team has got to fill the data consequently. And if the wetness level is over fifteen the info is fed in SAP and on this basis the material is rejected.

Here at JFL, review plans incorporate the measure of varied quality parameters. This helps in correct authentication of materials and so contribute tons in managing quality.

Technical Dossier:

Food issues of safety square measure as recent as humans and since past humans have developed methods to make sure that the food, they eat doesn't damage them. To supply food with any new technology, there should be applicable safeguards to safeguard human and animal health. There exist few written records, however, it is cheap to assume that, traditionally, the security of recent merchandise of food was established by trial and error. The foods consumed these days measure typically viewed as safe, supported their long history of such safe use.

The word 'Dossier' means a group or file of documents on the actual subject, particularly a file containing elaborate data a couple of persons or a subject. The contents of the written record rely on its purpose and canopy totally different aspects, written record preparation needs sensible industrial ability and skill, fulfill obligatory needs effectively, collaborate with authorities in an adequate way and achieve getting the supposed authorization faster and cost-effectively.

Accordingly, the written record gets ready as per the necessities. The written record ready at Jubilant contains:

- Product Description
- Flow Charts
- Formulation
- Manufacturing Stages
- Ingredient List
- Nutritional Facts
- Finished Goods Specifications
- Packaging Material Specifications

Thus, at one go, we are able to assess the ingredient list, the nutritionary facts, the physical, chemical, and microbiological parameters of any product.

COA (CERTIFICATE OF ANALYSIS):

A certificate of analysis is to be obtained for batches of raw materials to substantiate that these are sampled for sure criteria, and to produce the analytical results. It is necessary to see that they suit the specification for the criteria.

A certificate of analysis forms a helpful part of the SQP program. Consequently, it is necessary to form certain that solely competent laboratories perform the tests, thus on give the correct results.

This is best earned through certificates of freelance laboratory certification and sensible laboratory practices.

4.3 Auditing

Associate in Nursing auditing software will help in procedures that represent the monitoring and archiving of coaching and qualification documents, data, and information collection and review that may be readily obtained through victimization, e.g. Associate in Nursing iPad (Brun 2015). Several companies categorize their auditing system into (1) external audits, the audits carried out by a third-party agency, and (2) internal audits, the audits carried out by internal auditors who operate with an entity. The auditing processes involve detailed evaluations, during which businesses focus mainly on auditing. Such attitude to external auditing has culminated in a tangible trend that has been overlooked or underused by internal auditing rather than treating internal audits as a need. Associate in Nursing external assessment, they must be considered as a very critical quality management system (QMS) method that can lead to the ongoing development and evaluation of food safety processes. A well-documented, planned program for method management is the premise for the development of the QC procedures to be performed. Precise management techniques have been established, based on the type of the process and hence the sort of the substance being produced or created. For several food plant operations, the established management procedures should involve HACCP techniques, in-process monitoring, testing and inspection and hence the use of appropriate applicable mathematical procedures. The requirement for an audit is to demonstrate that the measure procedures are completed under standard operational conditions as stipulated in the development manuals, and to disclose anomalies from the procedures to advertise their correction or execution.

The Audit Report

The audit report identifies any non-compliances. The study also explains the corrective steps taken by plant managers, but does not offer any suggestions or guidelines for identifying a problem, this is left to managers. As a consequence, the QA applied scientist is a "nerve hub" for management and growing of the different divisions. A number of explanations for the QA program include management of raw materials through specified specifications, improvement of product quality, improvement of process methods to reduce production prices and increase profits, standardization

of the final goods by mark specification, lower housework and elevated order in a rather hygienic plant and increased customer confidence in the uniform prime quality of the goods.

Audits would be categorized as:

1) QA audits
2) Product producing audits
3) Plant sanitation/ GMP audits
4) Product quality audits
5) Special audits
6) QC/Instrument Calibration and Maintenance Audits
7) Product Batch Preparation/ Formulation Audits

1) Quality Audits- Quality audits measuring programs designed to verify or examine a product or a method of production over time. This can be listed as output audits, sanitation / GMP audits, HACCP audits, stock safety audits, specific audits and record control audits.

Quality assessment may be an essential aspect of the QA system. This permits the evaluation of the consistency of the goods in the manufacturing, throughout the factory, throughout the delivery chain and throughout the sector, to assess the output over time or to match it with the rival products. Those with accountability over any of the services is carry out for periodic evaluations or updates of the efficacy and operation of the typical system. These evaluations calculate the conventional aspect of the reasonable management of the system. In addition, there will be a technical analysis by the Nursing Associate of the regular system, which is in any manner liable for the process or its operation, such a check is to be a consistency examined. A high-quality audit may be a scheduled, comprehensive analysis of the development scheme and its execution in order to assess its adequacy and, thus, the degree of agreement. It focuses on quality-related aspects of production. 2 types of quality audits: internal audits and third-party audits. An indoor safety assessment may be carried out by the employees of the company. The third-party assessment is carried out by an outside company. Typically, these are two types of audits: internal compliance assessments conducted through the QA team of the organization in its own property, and public or third-party checks, typically performed through purchasers, to assess the output efficiency of their products because such square measurements are produced in-house. An example of this type of examinations is one performed by rabbis to verify the kosher status of the products. Among the

internal quality audits, the QA department conducts a variety of varieties (manufacturing, sanitation, finished product quality, etc.) which enable the identification of current issues within the production process. The most popular forms of audits conducted in the food trade are as follows: commodity development, plant sanitation / GMP, commodity consistency. This does not mean that detailed assessments cannot be performed at the discretion of the board or the director of QA. For this reason, a special examination of QC systems (including full performance technique shifts), temperature controls, component certification programs or batching and formulation procedures is recommended in order to precisely validate the actual practices and controls in these critical areas of production. Usually, an indoor compliance audit is simply referred to as a top-level audit, or a Nursing Partner audit. Internal audits evaluate consistency. Associate of Nursing compare the eyes and ears in primary management, their role is to perform a stand-alone evaluation in conformity with standards and procedures and to determine whether or not such standards and procedures calculate an acceptable and efficient process.

2) Product producing Audits: In fact, it is important to function correctly in order to provide an effective process. Some assurance that production can lead to quality products which is obtained through the production of quality audits, during which the operation and management of the method should show that production is carried out in a very appropriate setting, under accepted production and hygienic conditions as intended. This involve written instructions for research, correct instrumentation, samples or requirements for procurement, and accordance with applicable standards and quality plans. Process and characteristics of the drug should be tracked during development, repositioning, delivery and selling at the level of the purchaser. The auditing of the product may involve a planned, systematic and comprehensive examination of the production method (process directions, internal control activities, sanitation / good manufacturing practices, safety method points) and its implementation in order to determine whether or not it operates in a satisfactory manner and on the level of conformity with documented requirements. The audit identifies any defined divergence from the specified path of output, any possible deviance status, and the lack of efficacy or synchronization of any method measures. The study does not, therefore, recommend or offer recommendations for seeking an unorthodox situation; that could be the work of the plant manager. The commodity making examination is only restricted to a specific portion of the units produced, but the manufacturing processes involved are subject to a complete analysis. The audit will not substitute conventional QC activities, but rather complements them. In

summary, the explanations for conducting a production audit include the assurance that the actual practices replicate the procedures needed.

3) Plant Sanitation/GMP Audits: At present, all activities and processes of a food-producing plant is be included in a very sanitation system. The federal law found in CFR, Modern sensible food processing implemented in the production, storage or preservation of human food, includes the requisite tips for the assembly of healthy and high-quality produce. The plant sanitation examination focuses on the following areas:

Quality Control for the Food Industry: Responsive approach plant facilities are closely checked to assess the acceptability of the building and equipment, as well as the packaging and distribution areas (housing conditions, quality code examination, allergen-containing materials separation). Buildings and facilities construction, plant and land maintenance, walls, floors and ceilings square measure closely monitored. Utilities and related systems, as well as hygienic activities, hygienic equipment and repair square steps, is evaluated in order to find out what steps need to be implemented to deliver successful food health checks.

4) Product Quality Audits: The quality audit requires the review of a commodity that has already been tested and approved by standard testing techniques that have been certified for consumer loss or are currently on the market. The immediate objective of a product audit is to determine the degree of compliance with the established QC specifications and to measure its performance over time. Alternative objectives shall include: checking the results of the audit to the limits of the company's QC specifications, checking the quality of the company's product to the level of competitive brands, checking the quality of the company's product for the same commodity in previous years, test the quality of the products.

5) Special Audits: On a number of occasions, the QA Department decide the alternative types of audits which is to be carried out in a food-intensive facility to enhance the audit definition. These audits assess comparatively small in nature but helpful in assessing the chosen field of the model system and thus controlling the output process. Special audits include:

Document management Audits: This method of audit offers useful assistance for the repair or purification of the plant paper management system, for the recording and releasing of reports, protocols and instructions, for managed copies of documentation (in electronic or written format), for maintaining track of modifications and backups and for deleting outdated papers.

Supplier Audits: With the nearly uniform adoption of the HACCP method and thus the incorporation of the concepts of TQM, it has become extremely popular within the food-producing industry that the company requires the follow-up of certain initiatives and theories through its manufacturers and alternate business associates. Alternatively, suppliers are certified which suggest that they comply with a collection of specifications that they deliver what they are reduced to.

6) QC/Instrument activity and Maintenance Audits: Such form of audit allows to monitor the proper execution of procedures, operational measures, and operation and monitoring equipment. This requires a summary of specific documents kept on each piece of machinery or instrument, operation duration, checks and tolerances, plan for next activity schedule, activity awareness and preservation of historical records.

7) Product Batch Preparation/ Formulation Audits: The objective of this type of audit is to measure the performance of the operator in the preparation of a product formula. The treatment and operation of the machinery and resources of the manufacturer, the careful preservation of the batch documents and its consistency in the examination of the measurements of the ingredients, the weights of the ingredients and, the sequence of additions of the ingredients. In addition, this audit requires batch editing records, instrumentation sanitation procedures and instrument activity records.

Business partner Assessment Report

Vendor code	Vendor Name-		Material risk	FSMS Status -		HALAl Certificate	
Material supplying							
Assessment Date							
Auditor		Audittee Name & ID					
Approval Status							
Overall Audit Summary							

Complaint
Non Complaince

NA

Open

Closed

Sr. No.	Method	Requirement	Compliance level	Risk Category	Score (0/1/NA)	Detail of Findings	Recommendation	FPR Name	Agreed Timelines for Action	Corrective Action Taken	Gap Status
1	**Management and Documentation**										
1.1	D	Management commitment to quality and food safety policy is mandatory		Minor							
2	**Traceability**										
2.1	D	A written traceability procedure must be implemented, both upstream and downstream. Finished product lots must be defined. Traceability should be practiced at least once per year.		Minor							
2.2	D	Production records should include lot ID's for components used in a production lot; the component lot ID's should be traceable to a s pacific supplier and incoming shipment or lot		Minor							
2.3	O	All finished products batches should be labelled with lot identifications and stored so lot integrity is maintained.		Major							
2.4	D	A written procedure should be in place to recall products from the marketplace or warehouse. A mock recall should be practiced at least once per year		Minor							
2.5	A	Incoming materials are used within their primary shelf ligand on a First In First Out or First Expired First Out basis		Major							
3	**Internally Audit**										
3.1	D	There should be a written internal audit procedure with defined responsibilities. Audits should be conducted at least annually or more frequently depending on the nature of the processes and areas, results of previous audits, or specific or recurring problems.		Minor							
4	**Personnel hygiene and visitors**										
4.1	D	A written personal hygiene policy must be implemented and controlled. The policy must include all outside visitors.		Minor							
4.2	O	A display board mentioning do's & don'ts for hygiene maintenance for the workers/ visitors shall be put up inside at a prominent place in the premise in English or in local language for everyone's understanding.		Major							
4.3	O	Hygiene stations/sinks at each entry point properly equipped with Antimicrobial soap, Sanitizer . Hand wash signs present. -Single use towels/Hand dryer operational -Trash cans with lids and liner - warm running water. Min 38°C For manual food handling areas such as cutting table, sorting area, hand wash station and also hand sanitizers should be in place 'Employees are free from illness and Symptoms physical injuries (cut, burns and Wounds)		IHR							
4.4	O	-No tobacco pouch, purses, keys, coins, jewellery etc. in the process areas. -Employees clean and well groomed. (checklist to verify) -Uniforms clean, well maintained, and guidelines followed. -Hair, sideburns and moustaches within dress code. -Hands washed and sanitized 2 hourly or as and when contaminated. -Hair nets and face mask/ Beard net worn in processing areas. -No eating, drinking or spitting in processing areas -Sanitary product handling.		Major							
5	**Layout and Infrastructure requirements**										

Fig 11: A brief idea about the questionnaires that were followed on a vendor

The manifestation of Pest Infestation: The records of pest management in the food plant were examined as part of the audit. A business must not dream of working out its own gadfly operations, but would instead have faith in a reputable outside organization. Still, the sanitation manager or someone in QA is trained. QA should bear in mind the warning signs of potential problems or infestations. It is important to check the qualifications and references issued by the gadfly management company and to ensure that it conducts continued education under the legislation and the newest gadfly management techniques. When a gadfly control system has been checked, it is appropriate that a formal gadfly control manual exist and the position charts of traps, gadfly inspection logs, and thus the role and position of electronic exterminators is established. Even, the exterior doors and windows of the building is to be locked. The auditors determine the efficiency of plant sanitation to adequately clean and sanitize food facilities before plant development starts. Such programs are combined with food protection measures to include an additional full collection of safeguards, especially tailored to unhealthy, ready-to - eat products. Pre-operational wastewater assessments review the plant's normal sanitation practices for conformity with regulatory requirements. Real plant efficiency is checked against documented sanitation procedures. It reviews chemical storage and sign-off records to demonstrate that adequate and sometimes routine cleaning and sanitation which took place. In addition, to the observations made before production begins, audits review the ongoing sanitation program when production begins, evaluating details and documents that ensure that the impact of proper sanitation continues throughout the production of food commodities. Management workers should work closely with the auditor to outline the necessary improvements as a means of assisting plant management in higher cognitive processes. This method calls for a professional study, representing food health and sanitation organizations.

To keep quality control as easy as possible, JFL leaves no stone unturned. Actions are required, where possible, to conserve the quality of food. Before formal auditing at its restaurants, JFL initiates a third-party quality chain examination of the gadfly. This company does routine assessments and fills a spreadsheet that displays the insect infestation count in restaurants.

Such service reports were then reviewed, the information was submitted to the individuals involved and the appropriate steps were eventually taken to prevent this problem.

CONCLUSION

The project provided a huge scope for learning. The major points which covered were implementation & timely updating of the FSSAI regulations in the documents for products and raw materials used in the production of final products (Pizzas, Breadsticks, Donuts, and Burgers, etc.), Effective use and record-keeping of the QA documents., QA Documents management - The preparation, modification, analysis & record keeping of all the documents like Specifications, Inspection plans, COA, Technical Dossier, Learning of SAP, Updation of the Specification in SAP

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