# Purpose

1.1 To ensure that the necessary steps are followed to address non-conforming raw milk supply.

# Scope

2.1 This procedure applies to the intake of milk from raw milk suppliers**.**

# Responsibility

3.1 [Name of Personal Responsible]

# Definitions

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| **Raw Milk** | Milk (as defined in Codex general Standard for the use of Dairy terms) which has not been heated beyond 40ºC or undergone any treatment that has the equivalent effect. |

# Instructions and Guidelines

5.1 In case where raw milk does not comply with the specifications set out in the Product specification policy (special reference raw milk supply), the following actions will be taken:

5.1.1 The supplier will be notified of the deviation by telephone and in writing.

5.1.2 A visit may be paid to the farmer to assist in identifying and solving the problem.

5.1.3 A sample of milk will be analysed for 5 consecutive intakes to make sure that the problem is attended to/solved. Depending on the problem more samples can be analysed.

5.2 Should the problem not be solved to the satisfaction of management, the supplier will be notified and the contract will be terminated.

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| --- | --- | --- |
| **Executive Manager: [Name]** | **Date** | **Signature** |
|  | DD-MM-YYYY |  |