# Purpose

1.1 The purpose of this document is to develop a documentation system that provide for the production of quality and save dairy products.

# Scope

2.1 This document encompasses policies, detailed procedures, work instructions, forms and all relevant records that are related to the production process, packaging, storage and distribution and quality control of all products packed/manufactured by **[Company Name].**

2.2 This document will:

2.2.1 Describe the needs of the organization, its customers and suppliers.

2.2.2 Describe all processes in terms of text/flow charts related to the required activities.

2.2.3 Establish what is to be done, by whom or by which organizational function: why, where and how.

2.2.4 Describe all process controls and controls of the identified activities.

# Responsibility

3.1 [Name of Personal Responsible]

# Definitions

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| **Forms** | Document used to record data required by the management system. |
| **Policy** | A course of action adopted or proposed by an organization. |
| **Procedure** | A particular course of action intended to achieve a result. |
| **Work Instruction** | Detailed descriptions of how to perform and record tasks. It may include written descriptions, flowcharts, templates, models, technical notes incorporated into drawings, specifications, equipment manuals, pictures, videos, checklists or thereof. Work instructions should describe any materials, equipment and Documentation to be used. When relevant, work instructions include acceptance criteria. |
| **Record** | The set down of information for preservation in writing or other permanent form. |

# Instructions and Guidelines

5.1 The structure and format of the documentation system shall be defined by management and will include the following:

* + 1. Policies which will describe all relevant information in connection with the specified area/matter.

5.1.2 Areas to concern include food safety, facility and environment, personnel, cleaning and sanitation, training, quality control etc.

5.1.3 For each policy all the procedures concerned shall be described in detail mentioning purpose, scope, responsibility, definitions, instructions and reference documents.

* + 1. Records related to the activities in the documented procedure shall be defined.

5.1.5 Work instructions (may be included in the procedure or referenced to them) shall describe the performance of all work that would be adversely affected by lack of such instructions. The structure, format and level of detail used in the work instruction shall be tailored to the needs of the organizations personnel and depends on the complexity of the work, the methods used, training undertaken and the skills and qualifications of such personnel.

5.2 All documents shall contain a title, unique identification and shall be signed by the manager.

5.3 Only controlled copies will be issued by **[Responsible Person’s Name]**.

5.4 Obsolete copies will be kept in a designated file for three years.

5.5 When changes are made to a document, the revision number will be changed and this will be indicated on the amendment register.

5.6 Policies and procedures will be drawn up using the guidelines and recommendations in the SANS 10049 and SANS 10330.

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