

ORGABIO MANUFACTURING SDN BHD	Doc No:	APP04
	Issue No:	5
FSMS & FOOD SAFETY OBJECTIVES	Issue Date:	01 / 08 / 2019
	Page:	1 of 1

	Prepared By	Approved By
Signature		
Name / Title	SimYY / Senior QA Executive	EYH Voon / General Manager

A) FSMS OBJECTIVES

No.	DEPARTMENT & OBJECTIVES	MEASURABLE METHOD	MEASURING MECHANISM	RESOURCES	RESPONSIBILITY	SUGGESTED IMPROVEMENTS, IF TARGET NOT MET
1	Customer Complaint 1. To ensure less than 5 cases of customer complaint per year 2. To ensure zero customer complaint cases related to food safety per year	Customer Complaint Form	Monitor and perform data analysis on customer complaint every month	Staff (to monitor and compile data)	Marketing	1. Investigate root cause. 2. Take suitable corrective actions. 3. Verify effectiveness of corrective actions

B) FOOD SAFETY OBJECTIVES

No.	DEPARTMENT & OBJECTIVES	MEASURABLE METHOD	MEASURING MECHANISM	RESOURCES	RESPONSIBILITY	SUGGESTED IMPROVEMENTS, IF TARGET NOT MET
1	All products to be within acceptable microbiological and heavy metal limits as defined in product specification	External lab testing result (Yearly)	Send product samples for external lab test and compare results with criteria in stated product specification	Budget for lab test	QA/QC	1. Investigation whether it is due to any hygiene or cross contamination issues (workers, machines, raw materials, environment, etc) and take suitable corrective actions. 2. Resend samples for lab test to confirm effectiveness of corrective actions.