Controlling Critical Quality Check Points in Your Procurement

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Affiliation or Financial Disclosure

• Pittsburgh Regional Food Service Directors (PRFSD)
Who Are You?
Who Am I?
Disclaimer: This is not one-size fits all. The ideas and lessons I will share today are based on my experience over the last 25 years, and the experiences of my friends and colleagues across the country.

They may or may not be things that have been, are now, or may someday be policy & practice at Pittsburgh Public Schools.
When does the procurement process end?
What are you going to do?
OPTION: 1

You can refuse delivery
OPTION: 2
Someone has to leave their station to check in the order.
What are the Costs and Consequences?
Delivery
Shows up
During
Lunch

OPTION: 1
CONSEQUENCES?

➢ REDELIVERED

➢ EXTRA LABOR COSTS?

OPTION: 1

Delivery Shows up During Lunch
Someone has to leave their station.

OPTION: 2
CONSEQUENCES?

➢ SLOW DOWN OF SERVICE
➢ BRIEF SHUTDOWN OF 1 OR MORE SERVING AREAS

COSTS?

➢ POTENTIAL LOSS OF SALES
➢ POTENTIAL LOWER PARTICIPATION

OPTION: 2

Someone has to leave their station.
Critical Quality Check Point

$15 PER HOUR
10

Cost of Missing - CQCP

$150 PER HOUR
100
Cost of Missing - CQCP
$1500 PER HOUR
### Controlling Critical Quality Check Points

- **Plan**
- **Organize**
- **Implement**
- **Monitor**

### Table 1. HACCP Principles

<table>
<thead>
<tr>
<th>Principle 1</th>
<th>Conduct a hazard analysis.</th>
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<tbody>
<tr>
<td>Principle 2</td>
<td>Determine the critical control points.</td>
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<tr>
<td>Principle 3</td>
<td>Establish critical limits.</td>
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<tr>
<td>Principle 4</td>
<td>Establish monitoring procedures.</td>
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<td>Principle 5</td>
<td>Establish corrective actions.</td>
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<td>Principle 6</td>
<td>Establish verification procedures.</td>
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<td>Principle 7</td>
<td>Establish record-keeping and documentation procedures.</td>
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</tbody>
</table>

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CQCP Tip:

TASTE THE FOOD!
Plan

Identify points in your ongoing operations where quality could be compromised

Checking in Orders
Day Before Prep
Day of Service Prep
Cooking & Holding
CQCP Tip:

Inspect Produce from the Bottom!
Organize

What is going to be done & Who is going to do it?

Establish Clear Roles
Train More Than One
Write it Down
Organize

What is going to be done & Who is going to do it?

Establish Clear Roles
Train More Than One
Write it Down

CLEARLY!
CQCP Tip:

ENGAGE YOUR STUDENTS
Monitor

Rinse & Repeat

How’s it Going
Evaluate as a Team
Who Needs a Break
Write it Down
CQCP Tip:

TRACK CASE
LOT NUMBERS
Implement

Time to get to Work!

Practice/Test Run

Stick to the Plan!

Give it a Chance
CQCP Tip:

TRACK DISTRIBUTOR SUBS
Evaluate This Session

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One entry per person. VOID WHERE PROHIBITED OR RESTRICTED BY LAW.
Thank You!