

Quality Assurance

Quality assurance is a way of introducing a planned and systematic approach to food production and sales by ensuring that only good quality food is available for purchase

Quality assurance can enhance your business and make it more profitable and also reduce the risk of contamination

An important aspect of quality assurance is food handler training, which can increase the knowledge and skills of the employer and employee

Water Quality



Ensure the water used within the premises is from a potable supply and is of a good quality by -

- Checking the bacteriological and chemical quality of the water;
- Carry out water sampling if the supply is from your own private source;
- Consider treating all water entering your premises.

For further information, contact -

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***Food
Quality
and
Safety***

It is your responsibility to ensure that the food you prepare and provide for customers is SAFE

Handling and Preparing Food

- Do not smoke
- Wash hands before commencing work
- Wash all raw products
- Frozen product shall be thawed in a refrigerator or under running potable water
- Use tongs, spatulas or other clean suitable utensils when serving food
- Use separate coloured cutting blocks to avoid cross contamination

If gloves are worn, they should be -

- Changed after handling raw food
- Thrown away if torn or contaminated
- Changed frequently
- Changed after using a handkerchief or handling money

Food Poisoning

Food poisoning is an illness, which can be caused by -

- Bacteria and / or their toxin (poison) contaminating food or water
- Virus
- Parasite
- Chemical
- Heavy metals
- Natural poisons (toadstools, green potatoes)

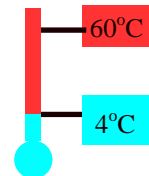
Symptoms may include-

Stomach pain, Nausea (feel like vomiting), vomiting, headache, cramps, temperature, diarrhoea, and possibly paralysis.

Food poisoning bacteria grow between 4°C and 60°C

This is called the **Temperature Danger Zone**

Food should spend the minimum possible time in the temperature danger zone



Food Delivery



Quality food should be prepared from quality ingredients

Food / ingredients should be delivered to your premises when you, or a responsible person, are present



All food / Ingredients on arrival should be checked for — Damaged packaging / bruising mould / smell / colour / date marking / temperature of product / infestations / contamination

Storing and displaying food

- Food should be stored and displayed in areas designed for the purpose, and which protect the food from contamination
- Operate a “LAST IN—LAST OUT” rotation system
- Use ingredients by the “use by” date
- Food shall be stored 200 millimeters above floor / street level
- Chemicals should be stored away from food and food areas
- All refrigerators, chillers and freezers shall be fitted with a temperature measuring device, and have temperatures checked at least once per day
- Frozen food, in storage prior to display, shall be stored at **MINUS 18°C**
- Frozen food, on display, shall be stored at **MINUS 12°C**
- Frozen food should not be stored above the load line
- No unwrapped food shall be displayed in the customer areas
- Food set out for customer selection shall be protected to prevent persons from touching, coughing or sneezing over the food
- Raw and cooked food shall be kept separated
- Labels should not be placed in food products
- Bain maries and pie warmers are designed to keep food hot— NOT for heating food