Improving the Food safety Culture of your Business

Build, Maintain and Reinforce
Agenda

Improving the food safety culture of your business

1. CULTURE. What is it?
2. GOALS & ACCOUNTABILITY. What do you want to achieve?
3. EXPECTATION. What progress is reasonable to expect?
4. MEASURE. What data do you need?
5. REINFORCEMENT. What encouragement are you giving and how effective is it?
6. EDUCATE & TRAIN. How will people learn what you need them to know?
7. COMMUNICATE. Who can see the results? Where, when and how?
“Culture is patterned ways of thought and behavior that characterize a social group, which can be learned through socialization processes and persist through time”

Coreil, Bryant, and Henderson, 2001
“Continuous improvement model for select, non-physical concepts and activities responsible for creating a behavior-based food safety management system”

Goals, Accountability & Measure
Sell safe, healthy food

Goals, Accountability & Expectations
Sell safe, healthy food

Corporate executives

Site management

Company

Department

Role

Personal

Goals, Accountability & Expectations
Sell safe, healthy food

Quantitative

- Certification audits
- Regulatory inspections
- Internal audits

100% Pass

Company

Department

Role

Personal

Goals, Accountability & Expectations
Sell safe, healthy food

Goals, Accountability & Expectations

Quantitative
- Certification audits
- Regulatory inspections
- Internal audits

Qualitative
- Group tasting
- Tours and interviews
- Customer feedback

Company
Department
Role
Personal
Sell safe, healthy food

Meet or exceed quality targets

Goals, Accountability & Expectations
Sell safe, healthy food

Meet or exceed quality targets

Operations
QA
Maintenance
Sanitation

Company
Department
Role
Personal

Goals, Accountability & Expectations
Sell safe, healthy food

Meet or exceed quality targets

Waste  Micro  Training  Performance Evaluations
Sell safe, healthy food

Meet or exceed quality targets

Train to teach
Vestibulum congue

Sell safe, healthy food

Meet or exceed quality targets

Train to teach

Manager  Supervisor  Line operator

Company  Department  Role  Personal

Goals, Accountability & Expectations
Sell safe, healthy food
Meet or exceed quality targets
Train to teach
Feel a sense a value

Goals, Accountability & Expectations

Food Safety Guides
Sell safe, healthy food

Meet or exceed quality targets

Train to teach

Feel a sense a value

Goals, Accountability & Expectations
Reinforce
How do individuals invest and distribute their feelings of self-worth?
How do individuals invest and distribute their feelings of self-worth?

1° My family & me

- Do people at my company appreciate what I do?

2° My department

- Does my family appreciate what I do or how well I do it?

3° My Company
How do individuals invest and distribute their feelings of self-worth?

1° My family & me
- Do people at my company appreciate what I do?
- Does my family appreciate what I do or how well I do it?

2° My department

3° My Company

Seasonal Company Events
Family tour
How do individuals invest and distribute their feelings of self-worth?

1° My family & me

2° My department

3° My Company

- Is the rest of the company aware of the value my department adds?

- How does my department’s value-add compare to other departments?
How do individuals invest and distribute their feelings of self-worth?

1° My family & me

2° My department

- Is the rest of the company aware of the value my department adds?

- How does my department’s value-add compare to other departments?

3° My Company

Facility blog/publication
Department reporting
How do individuals invest and distribute their feelings of self-worth?

1° My family & me
2° My department
3° My Company

- Are people in my community aware of my company’s value-add?
- Is my company recognized for its contributions to society?
How do individuals invest and distribute their feelings of self-worth?

1° My family & me
2° My department
3° My Company

- Are people in my community aware of my company’s value-add?
- Is my company recognized for its contributions to society?

Sport sponsorships
Local newspaper publication

Food Safety Guides
Development Roles and Responsibilities

Contributor

- Shares observations and working knowledge of facility and operations
- Identifies potential gaps and opportunities for improvement

Developer

- Reads and interprets regulations, standards, guidance and research
- Develops content for policies, procedures, forms and other documents

Architect

- Establishes framework for creating, storing and navigating files and folders
- Creates compliance index of activities and documentation

Auditor

- Evaluates staff performance and understanding
- Inspects system for compliance, prioritizes resources and schedules training

Senior Mgmt

- Reviews requests for resources
- Manages budget
Development Roles and Responsibilities

- **Contributor**
  - Shares observations and working knowledge of facility and operations
  - Identifies potential gaps and opportunities for improvement

- **Developer**
  - Reads and interprets regulations, standards, guidance and research
  - Develops content for policies, procedures, forms and other documents

- **Architect**
  - Establishes framework for creating, storing and navigating files and folders
  - Creates compliance index of activities and documentation

- **Auditor**
  - Evaluates staff performance and understanding
  - Inspects system for compliance, prioritizes resources and schedules training

- **Senior Mgmt**
  - Reviews requests for resources
  - Manages budget
Development Roles and Responsibilities

- **Contributor**
  - Shares observations and working knowledge of facility and operations
  - Identifies potential gaps and opportunities for improvement

- **Developer**
  - Reads and interprets regulations, standards, guidance and research
  - Develops content for policies, procedures, forms and other documents

- **Architect**
  - Establishes framework for creating, storing and navigating files and folders
  - Creates compliance index of activities and documentation

- **Auditor**
  - Evaluates staff performance and understanding
  - Inspects system for compliance, prioritizes resources and schedules training

- **Senior Mgmt**
  - Reviews requests for resources
  - Manages budget
Development Roles and Responsibilities

- **Contributor**
  - Shares observations and working knowledge of facility and operations
  - Identifies potential gaps and opportunities for improvement

- **Developer**
  - Reads and interprets regulations, standards, guidance and research
  - Develops content for policies, procedures, forms and other documents

- **Architect**
  - Establishes framework for creating, storing and navigating files and folders
  - Creates compliance index of activities and documentation

- **Auditor**
  - Evaluates staff performance and understanding
  - Inspects system for compliance, prioritizes resources and schedules training

- **Senior Mgmt**
  - Reviews requests for resources
  - Manages budget
Development Roles and Responsibilities

- **Contributor**
  - Shares observations and working knowledge of facility and operations
  - Identifies potential gaps and opportunities for improvement

- **Developer**
  - Reads and interprets regulations, standards, guidance and research
  - Develops content for policies, procedures, forms and other documents

- **Architect**
  - Establishes framework for creating, storing and navigating files and folders
  - Creates compliance index of activities and documentation

- **Auditor**
  - Evaluates staff performance and understanding
  - Inspects system for compliance, prioritizes resources and schedules training

- **Senior Mgmt**
  - Reviews requests for resources
  - Manages budget
Education & Training
Training
- Duties (procedures, policies & forms)
- Principles of food safety
Training
- Duties (procedures, policies & forms)
- Principles of food safety

Perform. Evaluation
- (Peer) Demonstration
- Live observation
- Interviews
- Exams

Education & Training

Food Safety Guides
Education & Training

- Perform. Evaluation
  - (Peer) Demonstration
  - Live observation
  - Interviews
  - Exams

- Ad hoc Evaluations
  - Knowledge check
  - Incident

- Training
  - Duties (procedures, policies & forms)
  - Principles of food safety

Food Safety Guides
Executives

Executive Communication

- Organize data
- Trend
- Draft reports
- Present findings
Executives

- Organize data
- Trend
- Draft reports
- Present findings

Staff

- Train staff
- Evaluate employee performance and understanding
Reinforcement
Individual & Team attention & acknowledgement
Team building exercises
Employee of the month
Mentorship programs
Gift certificates
Reinforcement

Individual & Team attention & acknowledgement
Team building exercises
Employee of the month
Mentorship programs
Gift certificates

Credit

Threatening suspension or withdrawal of privileges
Testing (with pass/fail criteria)
Public shaming
Firing

Debt
Getting started
Food Safety Guides

Document Register

   - Form - Document Control Log
   - Policy - Document Management
   - SOP - Create, Supercede or Terminate a Document

15. Waste Management and Disposal
   - Form - Damaged or Discarded Product Log

16. Toilet Facility Maintenance
   - Form - Weekly Toilet Facility Checklist
   - Schedule - Master Sanitation

17. Allergen Control
   - Form - Allergen Labeling Check
   - Policy - Allergen Awareness

18. Product Testing and Environmental Monitoring Programs
   - SOP - Ingredient and Finished Product Sampling and Testing
   - SOP - Environmental Sampling and Testing

19. Complaints
   - Form - Customer Complaint Log
   - Form - Customer Service Questions

Education & Training
Training & Performance Evaluation Checklist

E. Training Participants

Please write full name for staff that will be attending the full duration of the training:

1. 
2. 
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10. 

Please list below individuals who failed to complete the training and why (if any):

Statement for form (ex. Trained: 3/2/21, John Doe, MK)

Trained: DATE, TRAINER, INITIAL

A record of this training has been made, for each individual, in the Form - Employee Training Log.

Training execution verified by: Date:

G. Performance Evaluation (Required within 1 month of training):

Date range for evaluation:

What is the nature of the performance?

☐ Side-by-Side Records Review ☐ Implementation demonstration ☐ Live observation ☐ Exam

☐ Other:

Performance Outcome:

☐ All are able to demonstrate understanding ☐ All require refresher training

Except:

Corrective Action:

☐ None ☐ Refresher training ☐ Suspension of duties ☐ Temporary buddy system ☐ CAPA

Notes:

Evaluation performed by: Date:
# Training & Performance Evaluation Checklist

## A. Training Information

<table>
<thead>
<tr>
<th>Purpose</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>New employee</td>
<td></td>
</tr>
<tr>
<td>Performance issue</td>
<td></td>
</tr>
<tr>
<td>Incident</td>
<td></td>
</tr>
<tr>
<td>New program</td>
<td></td>
</tr>
<tr>
<td>Program update</td>
<td></td>
</tr>
<tr>
<td>Refresher</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
</tbody>
</table>

## Date and Trainer Info:

- **Date/Time:**
- **Trainer Name:**
- **Qualifications:**

## B. Training Location and Arrangements

- **Location:**
- **Internal**
- **External**
- **Address:**

- **Legal/Financial arrangements:**
  - No arrangements to be made
- **Trainer/training center**
- **Travel**
- **Training materials**
- **Contract**
- **Registration/Exam fee**

## C. Training Scope and Description

### Training Scope:

- General duties
- Health & Personal hygiene
- Regulatory
- Supervision/supervision
- Other

### Programs involved (if any):

<table>
<thead>
<tr>
<th>Program 1</th>
<th>Program 2</th>
<th>Program 3</th>
<th>Program 4</th>
<th>Program 5</th>
<th>Program 6</th>
<th>Program 7</th>
<th>Program 8</th>
<th>Program 9</th>
<th>Program 10</th>
<th>Program 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>6</td>
<td>7</td>
<td>8</td>
<td>9</td>
<td>10</td>
<td>11</td>
</tr>
<tr>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
</tr>
</tbody>
</table>

### Notes:

- Participants awarded Certificates of Completion? Yes / No
- Is there an exam? Yes / No

## D. Training Materials

- **Participant materials needed:**
  - No materials are needed
  - Pens/Pencils
  - Post-its
  - Computer / Device
  - Participant manual
  - Internet access
  - Paper
  - Computer / Device charger
  - Participant workbook

- **Trainer materials needed:**
  - Please check if no materials are needed
  - Whiteboard / Markers
  - Projector
  - Extension cord
  - Trainer manual

- **Other:**

## E. Training Participants

Please write full name for staff that will be attending the full duration of the training:

<table>
<thead>
<tr>
<th>Name 1</th>
<th>Name 2</th>
<th>Name 3</th>
<th>Name 4</th>
<th>Name 5</th>
<th>Name 6</th>
<th>Name 7</th>
<th>Name 8</th>
<th>Name 9</th>
<th>Name 10</th>
<th>Name 11</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Please list below individuals who failed to complete the training and why (if any):

- [ ]

### Statement for form (ex. Trained: 3/2/21, John Doe, MK)

- **Trained:** DATE, TRAINER, INITIAL
- A record of this training has been made, for each individual, in the Form - Employee Training Log.

### Training execution verified by: Date:

### G. Performance Evaluation (Required within 1 month of training):

#### Date range for evaluation:

### What is the nature of the performance?

- [ ] Side-by-Side Records Review
- [ ] Implementation demonstration
- [ ] Live observation
- [ ] Exam
- [ ] Other:

### Performance Outcome:

- [ ] All are able to demonstrate understanding
- [ ] All require refresher training

- [ ] Except:

### Corrective Action:

- [ ] None
- [ ] Refresher training
- [ ] Suspension of duties
- [ ] Temporary buddy system
- [ ] CAPA

### Notes:

- [ ]

### Evaluation performed by: Date:
### Training & Performance Evaluation Checklist

#### A. Training Information

**Purpose:**
- [ ] New employee
- [ ] Performance issue
- [ ] Incident
- [ ] New program
- [ ] Program update
- [ ] Refresher
- [ ] Other:

**Date & Trainer Info:**

- **Date/Time:**
- **Trainer Name:**
- **Qualifications:**

#### B. Training Location and Arrangements

**Location:**
- [ ] Internal
- [ ] External

**Legal/Financial arrangements:**
- [ ] No arrangements to be made
- [ ] Trainer/training center
- [ ] Travel
- [ ] Training materials
- [ ] Contract
- [ ] Registration/Exam fee

**Notes:**

#### C. Training Scope and Description

**Training Scope:**
- [ ] General duties
- [ ] Health & Personal hygiene
- [ ] Regulatory
- [ ] Supervisors/Instructor
- [ ] Other

**Programs involved (if any):**

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>13</td>
<td>14</td>
<td>15</td>
<td>16</td>
<td>17</td>
<td>18</td>
<td>19</td>
<td>20</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Notes:**

- [ ] Participants awarded Certificates of Completion? **Yes** **No**
- [ ] Is there an exam? **Yes** **No**

#### D. Training Materials

**Participant materials needed:**
- [ ] No materials are needed
- [ ] Pens/Pencils
- [ ] Post-its
- [ ] Computer/Device
- [ ] Participant manual
- [ ] Interest access
- [ ] Paper
- [ ] Computer/Device charger
- [ ] Participant workbook
- [ ] Other:

**Trainer materials needed:**
- [ ] Please check if materials are needed
- [ ] Whiteboards
- [ ] Whiteboard & Markers
- [ ] Projector
- [ ] Extension cord
- [ ] Trainer manual
- [ ] Other:

**If copies of specific documents or programs are needed, which ones:**

#### E. Training Participants

Please write full name for staff that will be attending the full duration of the training.

<table>
<thead>
<tr>
<th></th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Please list below individuals who failed to complete the training and why (if any):**

**Statement for form (ex. Trained: 3/2/21, John Doe, MK):**

- **Trained:** DATE, TRAINER, INITIAL
- **A record of this training has been made, for each individual, in the Form - Employee Training Log**

**Training execution verified by:**

**Date:**

#### G. Performance Evaluation (Required within 1 month of training)

**Date range for evaluation:**

**What is the nature of the performance?**
- [ ] Side-by-Side Records Review
- [ ] Implementation demonstration
- [ ] Live observation
- [ ] Exam
- [ ] Other:

**Performance Outcome:**
- [ ] All are able to demonstrate understanding
- [ ] All require refresher training
- [ ] Except:

**Corrective Action:**
- [ ] None
- [ ] Refresher training
- [ ] Suspension of duties
- [ ] Temporary buddy system
- [ ] CAPA

**Notes:**

**Evaluation performed by:**

**Date:**

---

**Training & Performance Evaluation Checklist**

**Food Safety Guides**
## Training & Performance Evaluation Checklist

### A. Training Information

<table>
<thead>
<tr>
<th>Purpose:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>New employee</td>
<td>Performance issue</td>
</tr>
<tr>
<td>New program</td>
<td>Program update</td>
</tr>
<tr>
<td>Refresher</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date and Trainer Info:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Date/Time:</td>
<td></td>
</tr>
<tr>
<td>Trainer Name:</td>
<td></td>
</tr>
<tr>
<td>Qualifications:</td>
<td></td>
</tr>
</tbody>
</table>

### B. Training Location and Arrangements

<table>
<thead>
<tr>
<th>Location:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Internal</td>
<td>External</td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Legal/Financial arrangements:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No arrangements to be made</td>
<td></td>
</tr>
<tr>
<td>Trainer/training center</td>
<td>Travel</td>
</tr>
<tr>
<td>Training materials</td>
<td>Contract</td>
</tr>
<tr>
<td>Registration/Exam fee</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notes:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### C. Training Scope and Description

#### Training Scope:

<table>
<thead>
<tr>
<th>General duties</th>
<th>Health &amp; Personal hygiene</th>
<th>Regulatory</th>
<th>Supervisors/ingmt</th>
<th>Other</th>
</tr>
</thead>
</table>

#### Programs involved (if any):

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>12</th>
<th>13</th>
<th>14</th>
<th>15</th>
<th>16</th>
<th>17</th>
<th>18</th>
<th>19</th>
<th>20</th>
<th>21</th>
<th>22</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Other:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Notes:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Participants awarded Certificates of Completion?</td>
<td>Yes  No</td>
</tr>
<tr>
<td>Is there an exam?</td>
<td>Yes  No</td>
</tr>
</tbody>
</table>

### D. Training Materials

<table>
<thead>
<tr>
<th>Participant materials needed:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No materials are needed</td>
<td></td>
</tr>
<tr>
<td>Pens/Pencils</td>
<td>Post-its</td>
</tr>
<tr>
<td>Internet access</td>
<td>Computer / Device</td>
</tr>
<tr>
<td>Participant manual</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Trainer materials needed:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Please check if no materials are needed</td>
<td></td>
</tr>
<tr>
<td>Clicker</td>
<td>Whiteboard &amp; Markers</td>
</tr>
<tr>
<td>Projector</td>
<td>Extension cord</td>
</tr>
<tr>
<td>Trainer manual</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other:</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>If copies of specific documents or programs are needed, which ones?</th>
<th></th>
</tr>
</thead>
</table>

### E. Training Participants

Please write full name for staff that will be attending the full duration of the training.

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
</table>

Please list below individuals who failed to complete the training and why (if any).

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement for form (ex. Trained: 3/2/21, John Doe, MK)</td>
<td></td>
</tr>
<tr>
<td>Trained: DATE, TRAINER, INITIAL</td>
<td></td>
</tr>
<tr>
<td>A record of this training has been made, for each individual, in the Form - Employee Training Log</td>
<td></td>
</tr>
<tr>
<td>Training execution verified by:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

### G. Performance Evaluation (Required within 1 month of training)

#### Date range for evaluation:

<table>
<thead>
<tr>
<th>What is the nature of the performance?</th>
<th>Side-by-Side Records Review</th>
<th>Implementation demonstration</th>
<th>Live observation</th>
<th>Exam</th>
</tr>
</thead>
<tbody>
<tr>
<td>Other:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Performance Outcome:

<table>
<thead>
<tr>
<th>All are able to demonstrate understanding</th>
<th>All require refresher training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Except:</td>
<td></td>
</tr>
</tbody>
</table>

#### Corrective Action:

<table>
<thead>
<tr>
<th>None</th>
<th>Refresher training</th>
<th>Suspension of duties</th>
<th>Temporary buddy system</th>
<th>CAPA</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Evaluation performed by:</th>
<th>Date:</th>
</tr>
</thead>
</table>

**Training & Performance Evaluation Checklist**

Food Safety Guides
Training & Performance Evaluation Checklist

A. Training Information

- Training Information
- Purpose:
  - New employee
  - Performance issue
  - Incident
  - New program
  - Program update
  - Refresher
  - Other:

Date and Trainer Info:

- Date/Time:
- Trainer Name:
- Qualifications:

B. Training Location and Arrangements

- Location:
  - Internal
  - External
  - Address:

Legal/Financial arrangements:

- No arrangements to be made
- Trainer/training center
- Travel
- Training materials
- Control
- Registration/Exam fees

Notes:

C. Training Scope and Description

- Training Scope:
  - General duties
  - Health & Personal hygiene
  - Regulatory
  - Supervisors/Manager
  - Other

Programs involved (if any):

1.  
2.  
3.  
4.  
5.  
6.  
7.  
8.  
9.  
10. 
11. 
12. 
13. 
14. 
15. 
16. 
17. 
18. 
19. 
20. 
21. 
22. 

Other:

Notes:

- Participants awarded Certificates of Completion?
  - Yes
  - No
- Is there an exam?
  - Yes
  - No

D. Training Materials

- Participant materials needed:
  - No materials are needed
  - Pens
  - Pencils
  - Notebooks
  - Computer/Device
  - Participant manual
  - Internet access
  - Paper
  - Computer/Device charger
  - Participant workbook
  - Other:

- Trainer materials needed:
  - Please check if materials are needed
  - Whiteboard/Markers
  - Projector
  - Extension cord
  - Other:

- If copies of specific documents or programs are needed, which ones?

E. Training Participants

- Please write full name for staff that will be attending the full duration of the training.

1. 
2. 
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10.

Please list below individuals who failed to complete the training and why (if any)

Statement for form (ex. Trained: 3/21, John Doe, MK)

- Trained: DATE, TRAINER, INITIAL
- A record of this training has been made, for each individual, in the Form - Employee Training Log.

Training executed verified by: ____________________________ Date: ____________________________

F. Performance Evaluation (Required within 1 month of training)

- Date range for evaluation:
  - What is the nature of the performance?
    - Side-by-Side Records Review
    - Implementation demonstration
    - Live observation
    - Exam
    - Other:

- Performance Outcome:
  - All are able to demonstrate understanding
  - All require refresher training
  - Except:

- Corrective Action:
  - None
  - Refresher training
  - Suspension of duties
  - Temporary buddy system
  - CAPA

Notes:

G. Performance Evaluation performed by: ____________________________ Date: ____________________________
### Training & Performance Evaluation Checklist

**A. Training Information**

**Purpose:**
- [ ] New employee
- [ ] Performance issue
- [ ] Incident
- [ ] New program
- [ ] Program update
- [ ] Refresher
- [ ] Other:

**Date and Trainer Info:**
- **Date/Time:**
- **Trainer Name:**
- **Qualifications:**

**B. Training Location and Arrangements**

**Location:**
- [ ] Internal
- [ ] External
- **Address:**

**Legal/Financial arrangements:**
- [ ] No arrangements to be made
- [ ] Trainer/training center
- [ ] Travel
- [ ] Training materials
- [ ] Control
- [ ] Registration/Exam fee

**Notes:**

---

**C. Training Scope and Description**

**Training Scope:**
- [ ] General duties
- [ ] Health & Personal hygiene
- [ ] Regulatory
- [ ] Supervisors/Manager
- [ ] Other:

**Programs involved (if any):**

1. [ ]
2. [ ]
3. [ ]
4. [ ]
5. [ ]
6. [ ]
7. [ ]
8. [ ]
9. [ ]
10. [ ]
11. [ ]
12. [ ]
13. [ ]
14. [ ]
15. [ ]
16. [ ]
17. [ ]
18. [ ]
19. [ ]
20. [ ]
21. [ ]
22. [ ]

**Notes:**

- Participants awarded Certificates of Completion? [ ] Yes [ ] No
- Is there an exam? [ ] Yes [ ] No

**D. Training Materials**

**Participant materials needed:**

- [ ] No materials are needed
- [ ] Pens
- [ ] Pencils
- [ ] Postits
- [ ] Computer / Device
- [ ] Participant manual
- [ ] Internet access
- [ ] Paper
- [ ] Computer / Device charger
- [ ] Participant workbook
- [ ] Other:

**Trainer materials needed:**

- [ ] Please check if materials are needed:
  - [ ] Clique
  - [ ] Whiteboard / Markers
  - [ ] Projector
  - [ ] Extension cord
  - [ ] Trainer manual
  - [ ] Other:

**If copies of specific documents or programs are needed, which ones?**

---

**E. Training Participants**

**Please write full name for staff that will be attending the full duration of the training.**

<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
</tr>
</thead>
</table>

**Please list below individuals who failed to complete the training and why (if any)**

**Statement for form (ex. Trained: 3/21, John Doe, MK)**

- [ ] A record of this training has been made, for each individual, in the Form - Employee Training Log

**Training execution verified by:**

**Date:**

---

**G. Performance Evaluation (Required within 1 month of training):**

**Date range for evaluation:**

**What is the nature of the performance?**

- [ ] Side-by-Side Records Review
- [ ] Implementation demonstration
- [ ] Live observation
- [ ] Exam
- [ ] Other:

**Performance Outcome**

- [ ] All are able to demonstrate understanding
- [ ] All require refresher training
- [ ] Except:

**Corrective Action**

- [ ] None
- [ ] Refresher training
- [ ] Suspension of duties
- [ ] Temporary buddy system
- [ ] CAPA

**Notes:**

**Evaluation performed by:**

**Date:**

---

**Training & Performance Evaluation Evaluation Checklist**

Food Safety Guides
## EDUCATION & TRAINING

<table>
<thead>
<tr>
<th>Department</th>
<th>Role</th>
<th>Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mgmt</td>
<td>CEO</td>
<td>Jake G</td>
</tr>
<tr>
<td>Production</td>
<td>Production Manager</td>
<td>Charlie K</td>
</tr>
<tr>
<td>Production</td>
<td>Production Supervisor</td>
<td>Vanessa C</td>
</tr>
<tr>
<td>Production</td>
<td>Production Supervisor</td>
<td>Denise K</td>
</tr>
<tr>
<td>Production</td>
<td>Line Operator</td>
<td>Ben K</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>QA Manager</td>
<td>Richard K</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>QA Supervisor</td>
<td>Jared J</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Maintenance Manager</td>
<td>Rachel D</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Maintenance Staff</td>
<td>Ronny Q</td>
</tr>
<tr>
<td>Purchasing</td>
<td>Purchasing Manager</td>
<td>Barbara G</td>
</tr>
<tr>
<td>Purchasing</td>
<td>Purchasing</td>
<td>Rick A</td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Manager</td>
<td>Penny K</td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Supervisor</td>
<td>Jack B</td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Technician</td>
<td>Jacob C</td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Technician</td>
<td>Sheila R</td>
</tr>
</tbody>
</table>
## EDUCATION & TRAINING

<table>
<thead>
<tr>
<th>Department</th>
<th>Role</th>
<th>Employee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mgmt</td>
<td>CEO</td>
<td>Jake G</td>
</tr>
<tr>
<td>Production</td>
<td>Production Manager</td>
<td>Charlie K</td>
</tr>
<tr>
<td>Production</td>
<td>Production Supervisor</td>
<td>Vanessa C</td>
</tr>
<tr>
<td>Production</td>
<td>Production Supervisor</td>
<td>Denise K</td>
</tr>
<tr>
<td>Production</td>
<td>Line Operator</td>
<td>Ben K</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>QA Manager</td>
<td>Richard K</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>QA Supervisor</td>
<td>Jared J</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Maintenance Manager</td>
<td>Rachel D</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Maintenance Staff</td>
<td>Ronny Q</td>
</tr>
<tr>
<td>Purchasing</td>
<td>Purchasing Manager</td>
<td>Barbara G</td>
</tr>
<tr>
<td>Purchasing</td>
<td>Purchasing</td>
<td>Rick A</td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Manager</td>
<td>Penny K</td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Supervisor</td>
<td>Jack B</td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Technician</td>
<td>Jacob C</td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Technician</td>
<td>Sheila R</td>
</tr>
</tbody>
</table>
## EDUCATION & TRAINING

### Team

<table>
<thead>
<tr>
<th>Department</th>
<th>Role</th>
<th>Employee</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mgmt</td>
<td>CEO</td>
<td>Jake G</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td>0</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Production Manager</td>
<td>Charlie K</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>4</td>
<td>19</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Production Supervisor</td>
<td>Vanessa C</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>1</td>
<td>18</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Production Supervisor</td>
<td>Denise K</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>7</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Line Operator</td>
<td>Ben K</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>QA Manager</td>
<td>Richard K</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>1</td>
<td>22</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>QA Supervisor</td>
<td>Jared J</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>0</td>
<td>23</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td>Maintenance Manager</td>
<td>Rachel D</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td>Maintenance Staff</td>
<td>Ronny Q</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchasing</td>
<td>Purchasing Manager</td>
<td>Barbara G</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchasing</td>
<td>Purchasing</td>
<td>Rick A</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>2</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Manager</td>
<td>Penny K</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>3</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Supervisor</td>
<td>Jack B</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Technician</td>
<td>Jacob C</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Technician</td>
<td>Sheila R</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## EDUCATION & TRAINING

<table>
<thead>
<tr>
<th>Department</th>
<th>Role</th>
<th>Employee</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>Training left to do</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mgmt</td>
<td>CEO</td>
<td>Jake G</td>
<td>x</td>
<td>x</td>
<td></td>
<td>0</td>
<td></td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Production Manager</td>
<td>Charlie K</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>4</td>
</tr>
<tr>
<td>Production</td>
<td>Production Supervisor</td>
<td>Vanessa C</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Production Supervisor</td>
<td>Denise K</td>
<td></td>
<td></td>
<td></td>
<td>7</td>
<td></td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Line Operator</td>
<td>Ben K</td>
<td></td>
<td></td>
<td></td>
<td>1</td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>QA Manager</td>
<td>Richard K</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>1</td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>QA Supervisor</td>
<td>Jared J</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td></td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td>Maintenance Manager</td>
<td>Rachel D</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>3</td>
</tr>
<tr>
<td>Maintenance</td>
<td>Maintenance Staff</td>
<td>Ronny Q</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td></td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Purchasing</td>
<td>Purchasing Manager</td>
<td>Barbara G</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>3</td>
</tr>
<tr>
<td>Purchasing</td>
<td>Purchasing</td>
<td>Rick A</td>
<td></td>
<td></td>
<td></td>
<td>2</td>
<td></td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Manager</td>
<td>Penny K</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>3</td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Supervisor</td>
<td>Jack B</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td></td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Technician</td>
<td>Jacob C</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td></td>
<td>7</td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Technician</td>
<td>Sheila R</td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td></td>
<td>7</td>
<td></td>
</tr>
</tbody>
</table>
## EDUCATION & TRAINING

### Programs trained

0 = To do  
1 = Done

<table>
<thead>
<tr>
<th>Department</th>
<th>Role</th>
<th>Employee</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mgmt</td>
<td>CEO</td>
<td>Jake G</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>0</td>
<td>5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Production Manager</td>
<td>Charlie K</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td>4</td>
<td>19</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Production Supervisor</td>
<td>Vanessa C</td>
<td>1</td>
<td>18</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Production Supervisor</td>
<td>Denise K</td>
<td>7</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Production</td>
<td>Line Operator</td>
<td>Ben K</td>
<td>1</td>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>QA Manager</td>
<td>Richard K</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>1</td>
<td>22</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quality Assurance</td>
<td>QA Supervisor</td>
<td>Jared J</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>3</td>
<td>6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td>Maintenance Manager</td>
<td>Rachel D</td>
<td>x</td>
<td></td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maintenance</td>
<td>Maintenance Staff</td>
<td>Ronny Q</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>x</td>
<td>0</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Purchasing</td>
<td>Purchasing Manager</td>
<td>Barbara G</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td>x</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Purchasing</td>
<td>Purchasing</td>
<td>Rick A</td>
<td></td>
<td>2</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Manager</td>
<td>Penny K</td>
<td>x</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
<td>3</td>
<td>6</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Supervisor</td>
<td>Jack B</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Technician</td>
<td>Jacob C</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sanitation</td>
<td>Sanitation Technician</td>
<td>Sheila R</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
<td>7</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

Food Safety Guides
1. GOALS & ACCOUNTABILITY. What do you want to achieve?

2. EXPECTATION. What progress is reasonable to expect?

3. MEASURE. What data do you need?

4. REINFORCEMENT. What encouragement are you giving and how effective is it?

5. EDUCATE & TRAIN. How will people learn what you need them to know?

6. COMMUNICATE. Who can see the results? Where, when and how?