



SOP for inspection  
PCPL/P/014

- 1.0. **PURPOSE:** The purpose of this procedure is to explain the Inspection procedure.
- 2.0. **SCOPE:** It Covers all activities of inspection of food establishments.
- 3.0. **RESPONSIBILITIES:** Technical Manager is responsible for this procedure.
- 4.0. **DEFINITIONS**
- 4.1. Inspection conducted as per schedule 4 of FSS Act as per Checklist of FSSAI.

**5.0 References:-** ISO 17020: 2012

**6.0 Procedure**

**1. Pre Audit requirements:**

- 1.1 Inquiry: The client Inquiry is received by any mode.
- 1.2 Application form: The application form is sent to client. (In case of very small client who are not capable of sending filled application form, the information is taken verbally and application form is filled by marketing person.)  
PCPL also main information supplied by any other party as part of the inspection process, it is verify whether it is relevant or not and integrity of such information is maintain.
- 1.3 Application review: The application is reviewed for completeness, validity of FSSAI license/ registration, availability of mandatory Fostac training. Based on information in application form Audit time is arrived (**based on Table1 for manufacturing covered in IAF code-03 and Table2 for catering covered in IAF code-30**) and accordingly basic quotation is arrived.
- 1.4 Quotation: The quotation is sent to client physically or electronically, (In case of very small client who are not capable of sending filled application form, the verbal quote is given)
- 1.5 Contract agreement for TPA : Contract agreement will be signed by the Client and PCPL
- 1.6 Appointment of auditor: auditor appointment is done as per the availability and sector approval. Impartiality and confidentiality is signed with client at the time of audit.
- 1.7 Audit programme: audit programme is prepared and auditor selection is done, and client acceptance is taken for the audit date.
- 1.8 Audit Plan: audit plan is prepared by the auditor for the schedule of audit and send to the client.

**2. Auditing:**

- 2.1 Opening and closing meeting: opening and closing meeting is done at the start and end of the audit and timing for opening and closing also noted.
- 2.2 Audit check list and evidence: check list is filled by the auditor with objective evidence collected by the client; audit is done as per AMS portal of FSSAI.
- 2.3. Audit examination covers collection of objective evidence and documenting audit observations. Evidence is collected through interviews, examination of documentation and observation of infrastructure (in High illumination) and activities, it also includes measuring the temperature and time of reheating. **The auditor will not be influenced by information supplied by other parties except FSSAI and will not use any such information when making best judgement, as verification of integrity of such information is not possible.**
- a. Photographic evidence of documents is captured and uploaded.
- b. Each observation is recorded in AMS portal under auditor login.

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- c. Interview notes are directly noted online or in case of network issue scan copies are uploaded in upload documents option.
- 2.2. Where the deficiencies or non-conformances are detected, they are documented clearly and concisely and point out the regulatory requirements that are being contravened.
  - a. Each non-conformance is recorded, and gap is highlighted which can be viewed by both client and FSSAI in foscoss login of client.
- 2.3 The auditor will check relevant documents related to laboratory reports maintained by the FSE as part of compliance with various regulations made under the FSS Act.
  - a. The documents are photographed and uploaded with audit report in AMS portal.
- 2.4 The **audit findings are uploaded by auditor through auditor login ID in the AMS portal of FSSAI.**
- 2.5 The report is reviewed and approved by PCPL.
- 2.6 The AMS portal is capable of generating a comprehensive audit report which is delivered to FSE in soft copy format and can be seen in foscoss. FSE and audit agency can download the report from foscoss /AMS portal.
- 2.7 The FSE is provided indication of necessary follow-up action, including further audits, to check whether any corrective action was taken to remove any deficiency of such food safety program identified in the audit in foscoss portal and also informed by PCPL.

### 3. Audit reporting:

3.1 NC and Closer: if any discrepancy observed, auditor fill the NC forms and acceptance from the client is taken. The non conformities of the audit is classified into two categories:

- Major non-conformity- When there is a serious failure in the food safety management system of the Catering Establishment, which may result in adverse health consequence possibly even fatal, the auditor will report such findings to FSSAI within 24 hours. FSSAI after ascertaining the seriousness of the situation may take regulatory action against the concerned food business operator. Maximum time allowed to rectify the major non-conformance is 15 days.
- Minor non-conformity- When there is a shortcoming in the food safety management system or regulatory contravention of the Catering Establishment, which may not cause any adverse health consequence, the auditor will set up an appropriate timeframe for its rectification and follow up, so that the non-conformance could be rectified. Maximum time allowed to rectify the minor non-conformance is 30 days.

3.2 Client feed Back: client feed-back is taken regarding the audit process, auditor behaviour.

3.3 Audit report Control and approval: audit report and checked after the completion of audit and final approval done.

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3.4 Inspection/audit report: The inspection/audit report will have following:

- a) Identification of the issuing body: PCPL
- b) Date(s) of inspection:
- c) Unique identification and date of issue Report number and Date of uploading in AMS.
- d) Name of FSE, with license number, address, product category of license
- e) Signature of inspector/auditor
- f) statement of conformity where applicable; Non conformity forms,
- g) the inspection results: Marks obtained and grades
  - i. **A+** Compliance exemplar at more than 90%
  - ii. **A** Compliance satisfactory 80 to 89%
  - iii. **B** need improvement 50 to 79%
  - iv. **No grade** non compliance below 50%

3.5 Inspection Certificate: no certificate is issued by PCPL. Only audit report along with non conformities is issued. Client is also informed the time duration to close all non conformities. Based on marks obtained the client is provided information on duration by which next audit will be due.

3.6 Failure by food business operator to rectify the minor non-conformity within the specified timeframe will be referred to FSSAI.

3.6 The PCPL will provide industry specific standard corrective actions for the non-conformances to the FSE within 24 hours of conducting the audit.

5.0 **Audit record:**

The PCPL maintain record system to demonstrate the effective fulfilment of the Inspection procedures and to enable an evaluation of the Audit.

Reference:

Inspection/audit reports and client file. PC-F-15

Inspection time (Table-1for IAF code -03)

Food Handlers (Parameter-1)	No. Of production lines/ product group /no. of HACCP studies (Parameter-2)	Onsite man-day's (select parameter which ever is higher)
0-50	1	0.5
51-100	1-2	1.0
101-300	4	1.5
103-600	6	2.0
601-1000	8	2.5
>1000	10+	3.0

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Inspection time (Table-2 For IAF code-30)

Food Handlers	On-site Man-days
0-25	0.5
26-50	1.0
50-100	1.5
101-	2.0

CONTROLLED

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