

WFP's Supplier / Quality and Safety Survey
-Processed Food supplier-

To our Current or Potential Supplier/Co-Packer:

The _____ is committed to providing products that are recognized by WFP's beneficiaries as high quality, safe and wholesome. To this end, WFP has always considered its suppliers as an extension of our own organization; thus, require our vendors to achieve the high standards set by ourselves on behalf of our beneficiaries. We must ensure that all our vendors comply with fundamental criteria and provide a vehicle to further strengthen our relationships.

In order to maintain a proactive Quality Assurance Program, we require your support in completing the attached food safety and quality survey. This information is essential to meeting our Quality Assurance goals. All information will be kept strictly confidential.

For both of our convenience, we would prefer to send and receive this information form electronically. Therefore, if you can provide us with your email address, we will be happy to send the survey to you electronically. Otherwise, complete the attachments and mail/fax them to _____.

Telephone: _____
 Fax: _____
 Email: _____

Please return the completed Survey by _____
 (date)
 to: _____

Contact _____
 Address _____
 City, code _____
 Telephone _____
 Fax _____
 E-mail _____

WFP's Supplier / Quality and Safety Survey

****PLEASE FILL OUT A SEPARATE SURVEY FOR EACH PLANT WHERE YOU PRODUCE.**

1. General information

1.1 Audit

1. Following this questionnaire, an Audit could be required by WFP. We will inform you by e-mail about the name of Auditor and an audit date. If you are not willing to be audited, please mention your reasons.

Answer:

1.2 Company and Plants

Company Name: _____ Date _____

Respondent: _____ Title: _____

Phone #: _____ Fax #: _____

Name of Manufacturer: _____

Manufacturing Plant Address: _____

• Technical Support Contact _____ Phone Number _____
Title _____ Fax _____

E-mail _____

• Emergency Recall Contact _____ Business Number _____
Primary _____ Home Number _____

Fax _____

E-mail _____

• Emergency Recall Contact _____ Business Number _____
Secondary _____ Home Number _____

Fax _____

E-mail _____



1.3 Commodity

1. Name of the product(s) you supply for WFP	
2. Name of other commodities you supply <i>(if no other commodity are product in your plant, please notify it by "None")</i>	

<i>Documentation: please tick the case to indicate if you document the answer or not</i>	Yes	No
3. Is there non food production on your plant? If yes, please specify it.		
<i>Answer:</i>		
4. In case of non food production: please provide a plan of non food area and food area production in your plant.		
<i>Answer:</i>		

2. General Quality Management

Please attach to this form:

1. Table of Contents of your documented quality system. Please precise the date of the last review and update.
2. Copy of GMP Policy.
3. Explanation of how to read your lot codes.
4. A copy of your HACCP documentation pertaining to the specific product(s) supplied.
5. Date of the last audit and name of audit organization. Please provide a copy of the audit report.
6. If you have an Official certificate for quality, environment and safety, please provide a copy.

<i>Documentation: please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Did you already have an Audit by an external organization? If yes, please provide a copy of the report, date and name of the organization		
<i>Answer:</i>		
2. Do you carry out internal audits of all operations? If yes, please describe their scope and frequency		
<i>Answer:</i>		
3. If you do not have a certified Quality Management System, are you in process to be certified? If yes, by when and by which body?		
<i>Answer:</i>		



4. Do you have change control procedures in place for materials, processes and specifications?		
<i>Answer:</i>		
5. How do you notify your customers about these changes?		
<i>Answer:</i>		
6. Do you have a written recall procedure / customer alert system in place? If yes please, provide a copy of the procedure		
<i>Answer:</i>		
7. Did you have any product contamination problem within the last 2 years? Please specify the contamination problems and how you managed them?		
<i>Answer:</i>		



3. HACCP

3.1 General

<i>Documentation:</i> <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Do you have a documented HACCP system in place?		
<i>Answer:</i>		
2. Is this based on the Codex Alimentarius Recommended International Code of Practice, General Principles of Food Hygiene, Annex I, revision 3 (1997) or another national or international standard? Please specify.		
<i>Answer:</i>		
3. For primary packaging, does the HACCP scheme or Process Risk Analysis cover all risks concerning health and safety related to direct contact with food?		
<i>Answer:</i>		
4. Is the HACCP System implemented for all production lines? When was it last up-dated?		
<i>Answer:</i>		
5. Does this System include microbiological, chemical, hazardous foreign bodies?		
<i>Answer:</i>		
6. Which hazards were identified and how are they controlled?		
<i>Answer:</i>		
7. Please provide your HACCP plan and processing diagramme(s), including the Critical Control Points and the critical limits set.		
<i>Answer:</i>		



<p>8. Describe any additional measures/ pre-requisite programmes / cleaning or sorting practices in place to prevent contamination of your products by:</p> <ul style="list-style-type: none"> - Foreign objects like glass, metal (ferrous and non-ferrous), stones, bones, wood pieces, plastic, paper, insects, etc. - Spoilage microorganisms - Chemical contaminants (pesticides, antibiotics, heavy metals, mycotoxins, lubricants, residual solvents, monomers, etc.) 		
<p><i>Answer:</i></p>		

3.2 Hygiene aspects

3.2.1 Materials and fabrication process

<i>Documentation:</i> <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
<p>1. Please summarise the cleaning and sanitation system in your plant (material, worktop (plan de travail), ...)</p>		
<p><i>Answer:</i></p>		
<p>2. Are there written cleaning / sanitation procedures and instructions? If yes, please provide a copy. Please precise the cleaning schedules</p>		
<p><i>Answer:</i></p>		
<p>3. How is monitored the cleaning efficiency? Please summarise.</p>		
<p><i>Answer:</i></p>		

3.2.3 Personnel hygienic rules

<i>Documentation:</i> <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
<p>1. Do you increase workers awareness on hygienic rules? If yes, please, precise how you manage it (advices, trainings, microbiological tests, signs ...) and the frequency.</p>		
<p><i>Answer:</i></p>		
<p>2. How do you manage the hygienic rules in your plant (areas between production and personnel eating room are limited...)? Please summarise.</p>		
<p><i>Answer:</i></p>		



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3.3. Pest Control

<i>Documentation:</i> <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Is there an ongoing pest management program for insect and rodent control? Describe program, including types of devices used and, frequency of checks, Nature of the pest control agents used and possible fumigation and spraying agents.		
<i>Answer:</i>		
2. Does a licensed pest control operator maintain this program? Please give details about this operator.		
<i>Answer:</i>		
3. Did you have any pest infestation problems within the last 2 years? If yes, please summarise, how you managed it?		
<i>Answer:</i>		



4. Manufacturing

4.1 Raw material

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Do you have a raw material supplier selection and approval procedures? If yes, can you summarize the procedure, decision criteria and the auditing procedure?		
<i>Answer:</i>		
2. Do you buy any materials from non-approved suppliers? If yes, please specify materials/reasons		
<i>Answer:</i>		
3. Do you require a raw material certificate of analyses (CoA) upon receipt? → If yes, please precise which parameters are required in this COA. Please, provide a CoA copy of each commodity you provide to WFP. → If no, please keep in mind that a raw material CoA will be required in purchase contract.		
<i>Answer:</i>		
4. Do you have a system in place to check the quality of raw materials? If yes, please describe the system. Please provide a copy of your quality control procedure upon receipt?		
<i>Answer:</i>		
5. Are the quality controls made by an external laboratory? If yes, please precise the name of this company and provide a copy of COA.		
<i>Answer:</i>		
6. Do you buy your raw materials to written specifications, which are signed by your suppliers?		
<i>Answer:</i>		
7. What is your procedure, if raw materials are not in line with your own specification?		
<i>Answer:</i>		



4.2 Packaging

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Do you select and approve your packaging supplier? If yes, please specify the procedure, decision criteria last results of the audit.		
<i>Answer:</i>		
2. Do you buy your packaging materials from non-approved suppliers? If yes, please specify reasons		
<i>Answer:</i>		
3. Do you require specific certificate(s) upon receipt? If yes, which certificate(s) is/are required and please provide a copy.		
<i>Answer:</i>		

4.3 Genetically modified material

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Do you use raw material, for which genetic modification may be applied? If yes, please name raw material?		
<i>Answer:</i>		
2. What is the GM status of the material used by you: a- Non-GM? If yes, precise whether a certified Identity Preserved (IP) System is in place. Please enclose certificate and description of the IP System b- Genetically Modified? Please specify the authorisation body c- GM – status unknown?		
<i>Answer:</i>		
3. Do you have a system in place to deal with handling of GM crop? Please explain.		
<i>Answer:</i>		



4.4 Allergens

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
<p>1. Do you handle any allergens on site? Please list them. (except for CSB products) <i>Peanuts, (almonds, walnuts, pecans, hazelnuts, Brazil nuts, cashews, pistachios, pine nuts), Soybeans, Milk, Crustacean, Fish...</i> <i>All these foods have to be clearly mentioned if there used in your production and storage areas, even if there are present in very small amounts.</i> <i>The Codex list also contains sulphite (in concentrations above 10 mg/kg)</i></p>		
<i>Answer:</i>		
<p>2. If you handle allergens on site, are these handled on the same line/ in same area where WFP products are manufactured?</p>		
<i>Answer:</i>		
<p>3. How do you prevent presence of unintended/undeclared allergens in your products? Are allergens covered by your HACCP system or your pre-requisite programmes? Please describe.</p>		
<i>Answer:</i>		



5. Quality Control

5.1 Quality control facilities

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Which Quality control facilities do you have on site? (Please precise it for each part of the plant: raw materials receipt, manufacturing area, storage, warehouses)/ Please describe for each facility/tool, your calibrated procedure? Are they recorded? If yes, please provide a copy.		
<i>Answer:</i>		
2. Do you have your own laboratories? Please, describe which analyses can be carried out.		
<i>Answer:</i>		
3. If you require external laboratories expertise, please indicate which laboratories are used for which analyses?		
<i>Answer:</i>		
4. Do you select/approve external laboratories? Are they accredited, please describe?		
<i>Answer:</i>		
5. Do you handle customer complaints? If yes, please describe. Is your system documented? If yes please describe.		
<i>Answer:</i>		
6. Please indicate the nature of the main complaints?		
<i>Answer:</i>		



5.2 Semi-finished and finished products

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Do you carry out Quality control on semi-finished and finished products?		
<i>Answer:</i>		
2. If yes, which quality parameters are controlled on semi-finished and finished products?		
<i>Answer:</i>		
3. Please, describe the sampling plan and analyses performed. Please, provide copy.		
<i>Answer:</i>		

5.3 Traceability

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Please describe your codification system plan regarding the finish product.		
<i>Answer:</i>		



6. Storage / Warehousing, Shipping areas

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. How do you manage the storage of different kinds of commodity: <ul style="list-style-type: none"> ➔ finished products, ➔ raw material ➔ and damaged goods? 		
<i>Answer:</i>		
2. Please describe the orderly manner you stored stocks AND how you manage the storage of food and non-food area?		
<i>Answer:</i>		
3. How do you manage the special storage conditions of products?		
<i>Answer:</i>		

Do you use outside warehouses for storage? If yes, please not their address

Company name	
Street	
Post code, town	
Country	

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
4. When were these warehouses last audited by your company or on outside inspection company (Please precise the name of outside company)?		
<i>Answer:</i>		
5. Are warehouses covered by a pest control programme?		
<i>Answer:</i>		
6. How do you ensure that carriers are suitable for food and will not be contaminated? Is this documented? If yes, please, provide a copy		
<i>Answer:</i>		



7. Security

7.1 Generality

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Does your site have a Health and Safety Management System in place? If yes, please summarise the system (policy, competence of the co-ordinator, risk management, emergency plans, operational control, occupational health check, record keeping etc.).		
<i>Answer:</i>		

7.2 Outside/inside security

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. How do you manage the entry in the establishment by exterior persons (visits)?		
<i>Answer:</i>		
2. How do you manage the entry in the establishment by unauthorized persons (fencing locks...)? Please, describe.		
<i>Answer:</i>		
3. How do you store hazardous chemicals? Is there procedure to receive and securely store and to control disposition of hazardous chemicals? If yes, please describe it.		
<i>Answer:</i>		



7.3 Shipping and receiving security

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. What is your security procedure for receiving inbound full truck (inspection, tamper-evident seals....)?		
<i>Answer:</i>		
2. What is your security procedure for handling outgoing shipments (inspection, tamper-evident seals....)? If it is documented, please provide a copy of the procedure.		
<i>Answer:</i>		

7.4 Water security (concerns only suppliers using water in their production line)

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Do you use a specific water filtering system in your plant? If yes, please describe the system type, its effectiveness frequency control. Please provide the last system control results		
<i>Answer:</i>		
2. Are potable water periodically controlled? If yes, is it controlled by your own laboratory or an external inspection company (please precise inspection company name)? Please provide last water results control, and precise frequency control.		
<i>Answer:</i>		
3. Are potable water lines periodically inspected for possible tampering (Visual inspection for physical integrity of infrastructure, connection to non potable lines...)? If yes, please provide (or describe?) the check procedure.		
<i>Answer:</i>		
4. Have arrangement been made with local health officials to ensure immediate notification of the plan if potability of public water supply is compromised?		
<i>Answer:</i>		



8. Fortification (concerns only suppliers providing fortified food)
SPECIFIC REQUIREMENTS

Documentation: please tick the case to indicate if you document the answer or not	Yes	No
1. Did you ever calculate the Coefficient of Variation of your fortification system? If yes, when was the last time? <i>Answer:</i>		
2. Do you have a continuous fortification system? <i>Answer:</i>		
3. Do you purchase your premix from WFP's approved suppliers? If yes, from which supplier? A list of approved suppliers is available under the link: http://foodquality.wfp.org/FoodProcessing/FoodFortification/PremixSuppliers/tabid/367/Default.aspx <i>Answer:</i>		
4. Do you have a written procedure for mixing / fortifying food? If yes please provide an attached copy. <i>Answer:</i>		
5. Do you have on-line controls? (e.g. iron spot check) <i>Answer:</i>		
6. Do you control fortification in your lab? <i>Answer:</i>		
7. Do you keep record of feeder calibration or fortification steps (quantity of premix added, by whom, frequency, etc)? If yes please provide an attached copy. <i>Answer:</i>		
8. Do you often take a sample on-line for quality checks? <i>Answer:</i>		
9. Do you have an automatic sampling device on-line? <i>Answer:</i>		

Comments: _____



9. Environmental care

Documentation: <i>please tick the case to indicate if you document the answer or not</i>	Yes	No
1. Does the site comply with all applicable national/regional legislation? (e.g.: licenses /permits, emissions into the air, waste water discharge, waste management, etc.)		
<i>Answer:</i>		
2. Does this site have an Environmental Management System in place?		
<i>Answer:</i>		
3. Is this system certified according to ISO 14001 or another recognised environmental management system? If yes, please provide a copy of the last certificate.		
<i>Answer:</i>		
4. If not certified, please attach a summary of your Environmental Management System with key elements covered (policy, risk assessment, control measures, emergency plan, etc.)		
<i>Answer:</i>		
5. Does your Environmental Management System include continuous improvement aspects (i.e. waste reduction, energy consumption, etc.)? Please demonstrate how you reduced your environmental impact during the last 3 years.		
<i>Answer:</i>		
6. Did you have any incidents or significant environmental non-compliance's resulting in a formal notification of the authorities during the last 3 years (i.e. discharge to environment, leakage's, indicator out of permit limits etc.) ? If any, please describe.		
<i>Answer:</i>		

