

BAKING UPDATE

ISO 9000 Certification

Practical technology from Lallemand Inc., parent of American Yeast Sales, producers and distributors of Eagle® yeast, fresh and instant.



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ISO 9000 Certification for the Baking Industry

THE ISO 9000 family of standards is an internationally recognized set of guidelines for quality management systems. Its primary purpose is to ensure that products meet both customer and company requirements by preventing non-conformity throughout an organization. The standards deal only with quality systems, not with a product's technical or performance specifications.

ISO 9004 provides guidelines for quality management, while the other standards (9001, 9002, 9003) provide models that can be audited and certified to ensure compliance. ISO 9001 includes twenty elements and covers all of an organization's business processes, from design and development to production, installation, and servicing. ISO 9002 includes nineteen elements and is identical to ISO 9001 except for the design control requirements. ISO 9003 includes sixteen elements and is appropriate for a distribution operation whose operations do not include design control, process control, purchasing, or servicing. The differences between standards relate to the business processes covered and are not a quality ranking of the standards.

The basic principles of ISO 9000 quality systems are: (1) Say what you do (have written procedures), (2) Do what you say (follow the procedures), and (3) Document what you do (record the results; records are evidence that written procedures were followed correctly). If there are differences between the practices and the procedures (i.e., performing a procedure differently than written), then corrective actions are implemented to eliminate these differences.

ISO 9000 standards are designed to help a company do its business practically, so they must be based on a commonsense approach to procedures and documentation. ISO Quality Systems in the food industry are fundamentally founded on other quality systems, so should include documented GMP (Good Manufacturing Practices) and HACCP (Hazard Analysis and Critical Control Point) programs.

WHY PURSUE ISO 9000 CERTIFICATION?

The most common reasons for pursuing ISO 9000 certification are to satisfy requirements of customers, regulations, or international markets. One of the most cited reasons for certification is to comply with European Union trade requirements. Another is that many multinational corporations are ISO 9000 certified and are encouraging or requiring their suppliers to also be certified through preferred supplier programs.

Food companies often require on-site inspections of their suppliers for GMP and HACCP compliance. Coupling GMP and HACCP programs with ISO certification may eliminate the need for customer inspections, since the supplier is regularly audited by a recognized third party covering the same requirements. The result can be time and money savings for both customer and supplier.

Companies with ISO 9000 programs benefit from improved documentation and may also realize better communications and quality awareness with employees. Well-documented procedures and process controls help improve consistency. Formalized corrective and preventative action procedures help improve processes. Multidisciplinary teams of internal auditors provide tangible evidence of the improvements along with the resulting efficiencies and cost savings.

HOW DOES AN ISO 9000 QUALITY SYSTEM WORK?

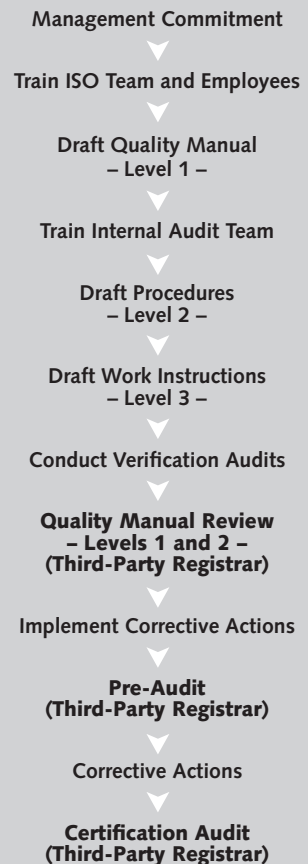
In order for an ISO quality system to function effectively, four fundamental principles must be well-established:

Management leadership and involvement. No quality system will succeed or endure without the complete commitment of the company's top management to improving the company's products and services. The commitment also has to be communicated through quality policies, training, and support of the employees. The employees must be equipped and empowered to carry out their responsibilities for producing quality products.

Process control and management. Effective process controls are critical to producing consistent products. They begin with cooperation between sales and operations to match customer needs with company capabilities. Purchasing from qualified suppliers ensures raw materials meet company requirements. Process control procedures ensure production within defined operating parameters and control limits. Quality control procedures are designed to ensure compliance with process and product parameters. Equipment used for measuring

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ISO IMPLEMENTATION



THE INTERNATIONAL ORGANIZATION FOR STANDARDIZATION (ISO)

The International Organization for Standardization (ISO) is a nongovernmental organization, which began in 1947 to "facilitate the international organization and unification of industrial standards." Its worldwide membership is composed of national standards institutes or organizations, with just one member per country. ANSI (American National Standards Institute) from the U.S. and SCC (Standards Council of Canada) from Canada are two of the more than 100 ISO members.

ISO is not an acronym, but a word derived from the Greek *isos*, meaning "equal." Using the word ISO rather than an acronym keeps the short form of the organization's name the same worldwide, no matter what the language.

ISO has developed more than eleven thousand International Standards for industries as diverse as photography, medicine, packaging, shipbuilding, and financial services. The standardized freight container, paper sizes, and the symbols used for automobile controls are examples of ISO standardization.

The ISO International Standards are developed from a worldwide consensus of experts involved in an industry—from manufacturers to governments to consumer groups. Coordinated from ISO Central Secretariat in Geneva, more than 2,850 technical committees and groups around the world work to develop agreements, with thirty thousand experts participating each year. As a general rule, Standards are to be reviewed at least every five years and updated if necessary.

ISO Standards are voluntary, but in some countries some of its standards have been adopted by regulatory authorities or are the technical basis for legislation.

ISO does not perform conformity assessments or issue certificates for the ISO 9000 standards. Conformity audits may be done by an organization itself or by its customers. ISO 9000 certificates of conformity may be obtained from independent certification, or registration, bodies, which verify that organizations are complying with the ISO 9000 requirements.

AIBRS Certification of the Lallemand Montréal Plant


THE MONTRÉAL yeast plant of Lallemand/American Yeast is certified ISO 9002. AIB Registration Services (AIBRS), an affiliate of AIB International in Manhattan, Kansas, provided the certification services. This is the first yeast manufacturing facility to receive the certification in North America and the first baking-industry-related certification granted by AIBRS.

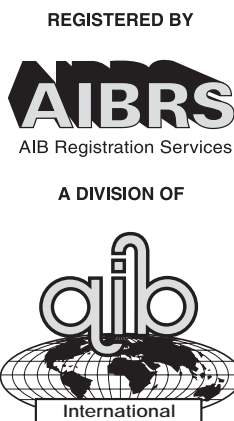
The selection of AIBRS as registrar was a natural choice, as Lallemand was already familiar with AIB sanitation audit services and the recognition of AIB's high status and regard in inspecting and advising food-related industries. AIBRS is affiliated with AIB International, a recognized leader in the food industry for training, quality improvement, and third-party audits of food safety and sanitation programs. AIBRS is a registrar exclusively of companies in food or food-related industries. While ISO 9002

does not specifically require HACCP food safety programs, AIBRS requires its clients to incorporate both GMP and HACCP programs in the company's quality system.

A formalized system of continuous improvement, with timely and effective corrective and preventative actions will benefit Lallemand/American Yeast customers with product and service consistency.

The ISO 9002 certification of the Montréal yeast plant, added to the ISO 9002 certification of the Grenaa (Denmark) plant, means that all Lallemand specialty yeasts are now produced in ISO 9002 certified plants.

Lallemand Inc., producing yeast at the Montréal site since 1923, is a major North American supplier of bakers yeast and related ingredients to the baking industry and an international leader in supplying specialty yeasts and bacteria to the food and feed industries. 




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and testing are controlled and calibrated. Products are packaged, stored, and delivered within defined parameters. If required, servicing of products is done and documented according to specifications. Statistical analyses are used to control and verify process capability and product quality.

Continuous improvement of the process and the quality system. Control of nonconforming product by segregation or rework ensures that customers receive products meeting their requirements. This reduces complaints, along with the related costs. Corrective and preventative actions reduce the recurrence of nonconformities. Regular internal audits confirm the effectiveness of the process and provide the company with increased confidence in the quality and consistency of its products.

Well-structured system to document and support the overall quality system. To ensure the quality system functions effectively, an infrastructure of support systems is required. These include a system for the control of documents and data to ensure that all procedures are approved and current, and a system for controlling all of the records related to the Quality System to ensure that they are maintained properly. A critical support system is a well-documented program to identify and trace raw materials through finished products and allow for effective recall and traceability. 

LALLEMAND BAKING UPDATE

Lallemand Baking Update is produced by Lallemand Inc. to provide bakers with a source of practical technology for solving problems. If you would like to be on our mailing list to receive future copies, or if you have questions or comments, please contact us at:

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