

**WELCOME**

**ARE FAIR AUDITS  
A PIPE DREAM?**

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# HOUSEKEEPING ITEMS

- **The session is being recorded**
- **Please keep mics muted & cameras off during the presentation**
- **Send Ellen a direct message if you run into technical issues**
- **If you have a question:**
  - You can pose questions in the chat at any time
  - There will be a conversation at the end

# Certification

**Auditors**

# Certification

**CB**

**Auditors**

# Certification

**CB**

**CPO**

**Auditors**

# Certification

**CB**

**CPO**

**Auditors**

**GFSI**

# Certification

**CB**

**CPO**

**Auditors**

**GFSI**

# Manufacturing

# Certification

**CB**

**CPO**

**Auditors**

**GFSI**

# Manufacturing

**Plant**



## Certification

**CB**

**CPO**

**Auditors**

**GFSI**

## Manufacturing

**Plant**

**Corporate**

## Certification

**CB**

**CPO**

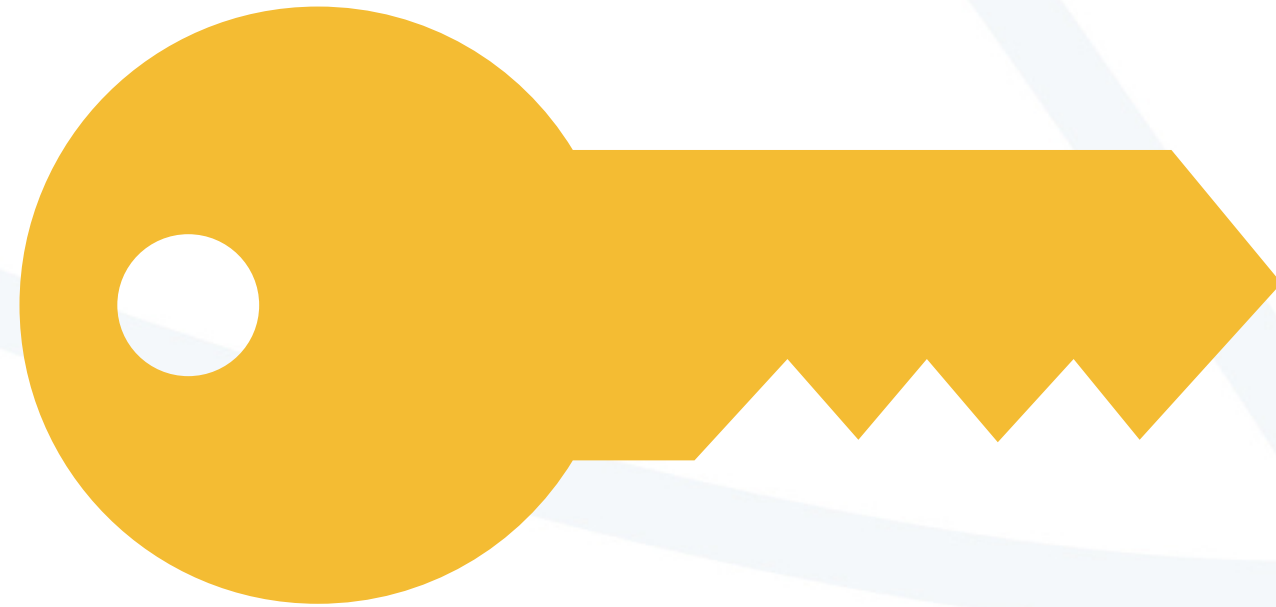
**Auditors**

**GFSI**

## Manufacturing

**Plant**

**Corporate**



# **SUPPLIERS OF SERVICE**



# AGENDA

- **The Problem**
  - Evidence
  - Scope
- **Practical To-Do's**
  - Before,
  - During, and
  - After an Audit
- **Conversation**
  - Your reactions
  - Your questions

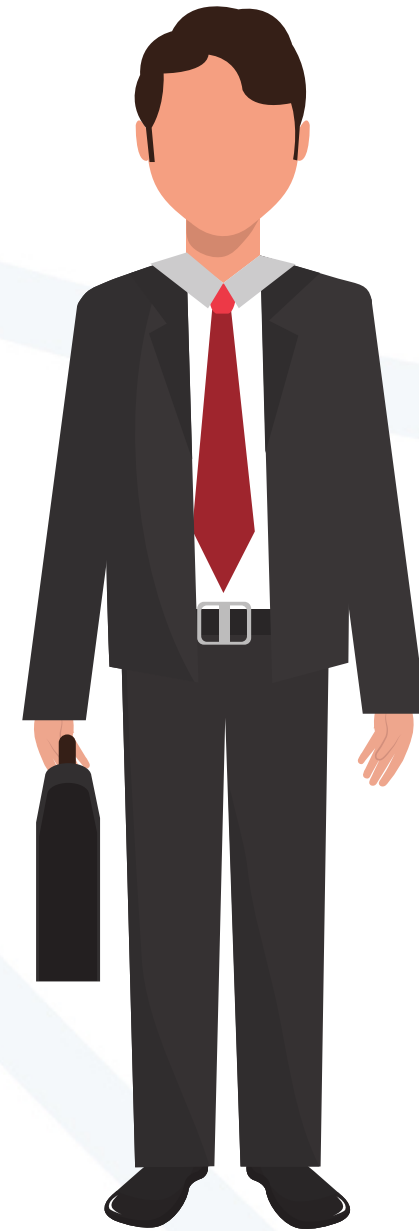
**NEXT** ➔

# **THE PROBLEM**

# 1st - Personal Observations



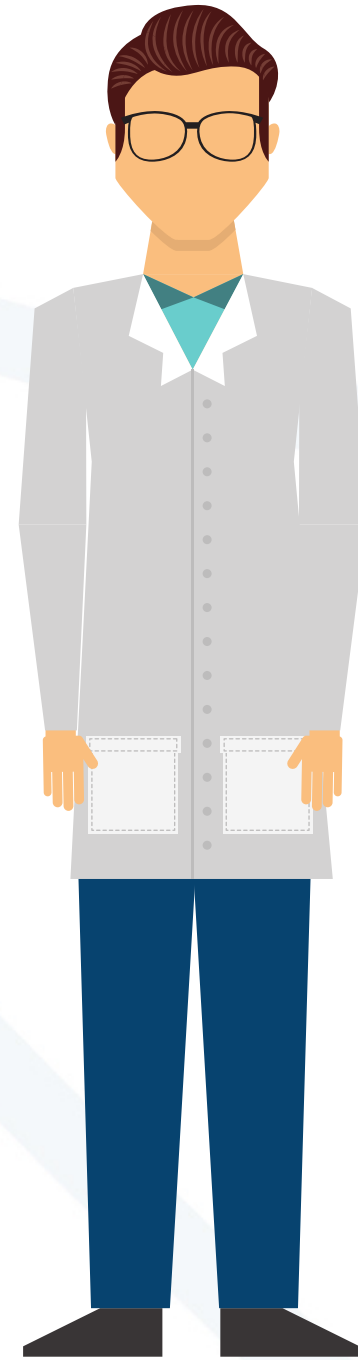
# 2nd - Stories



**PLANT MANAGER**



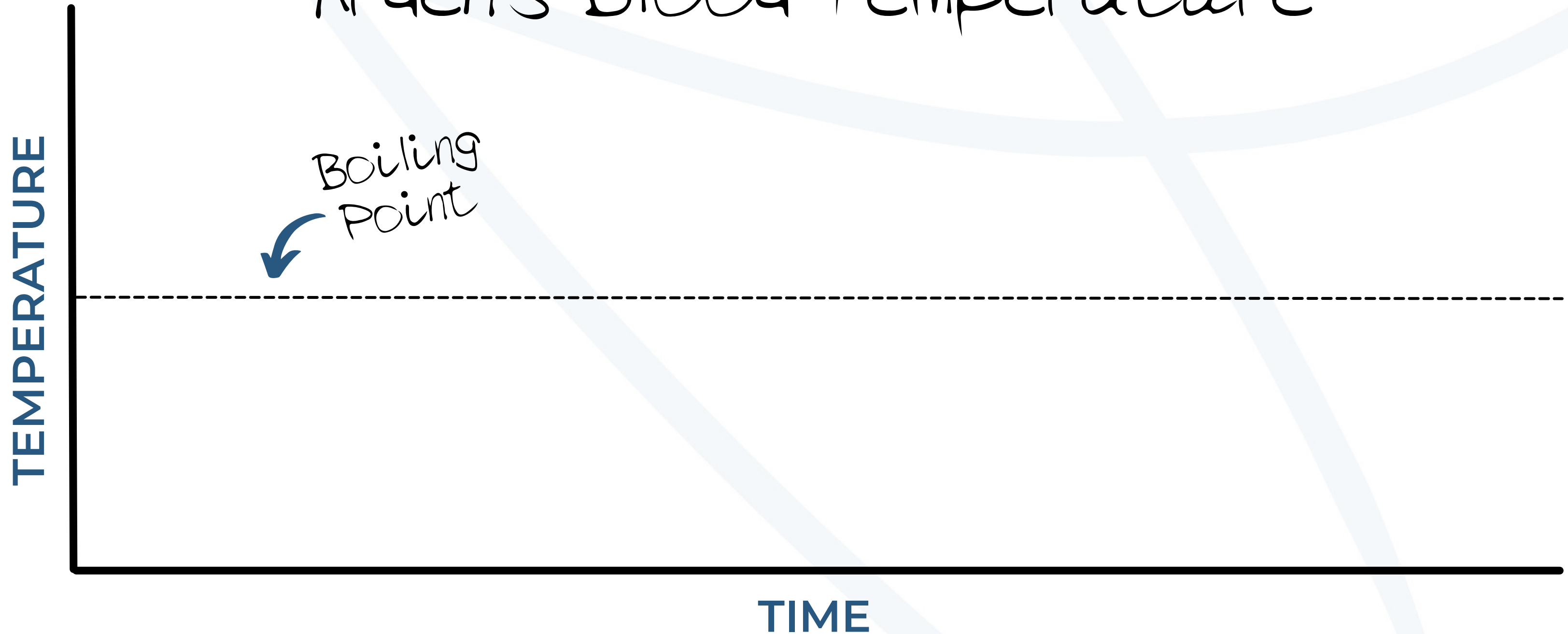
# 2nd - Stories



**ARDEN**

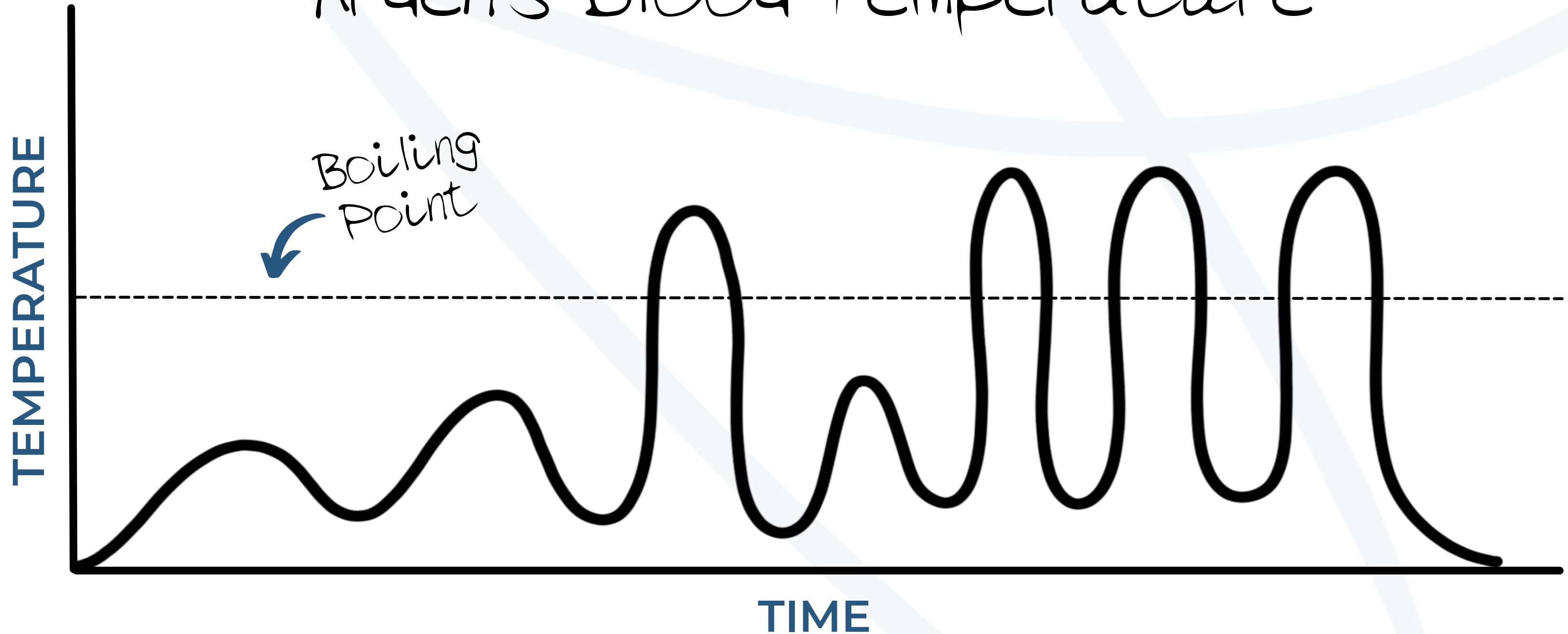
# 2nd - Stories

Arden's Blood Temperature



# 2nd - Stories

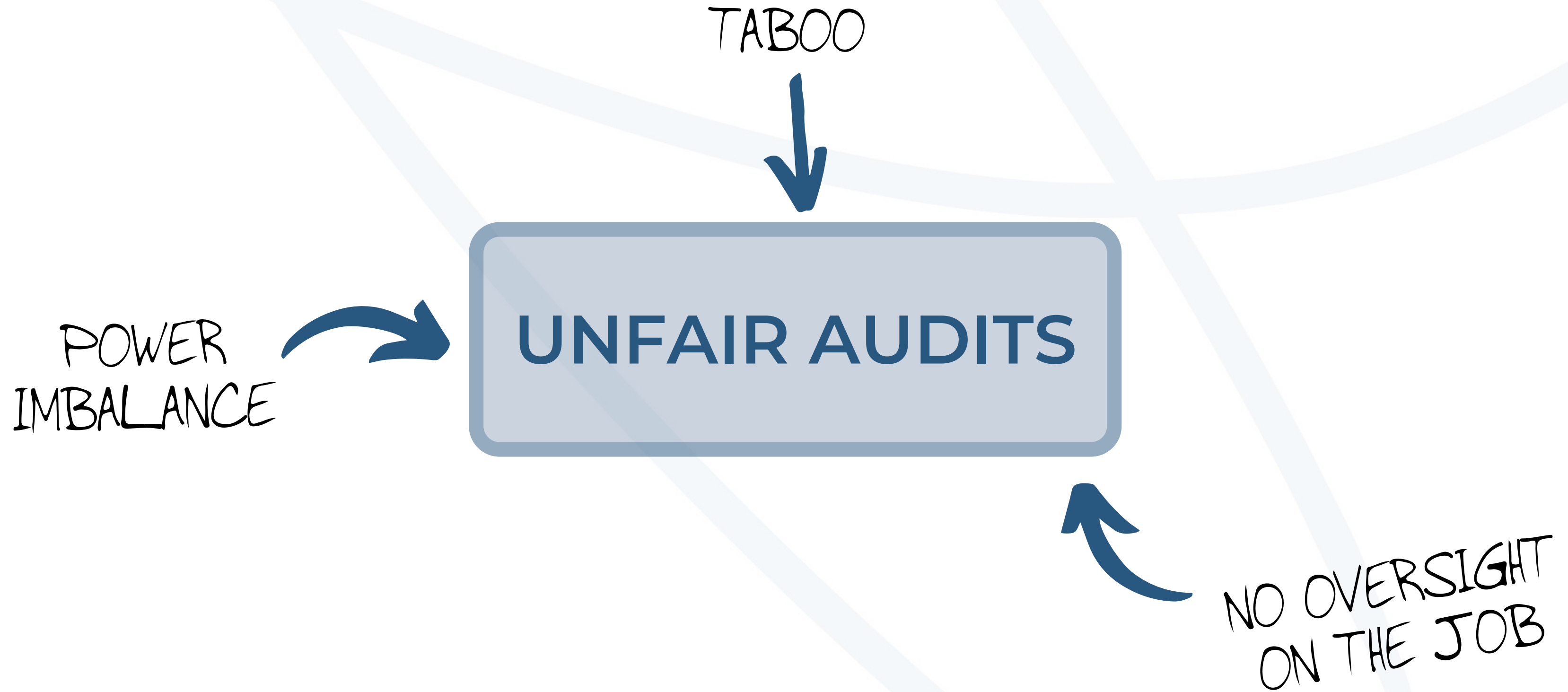
Arden's Blood Temperature



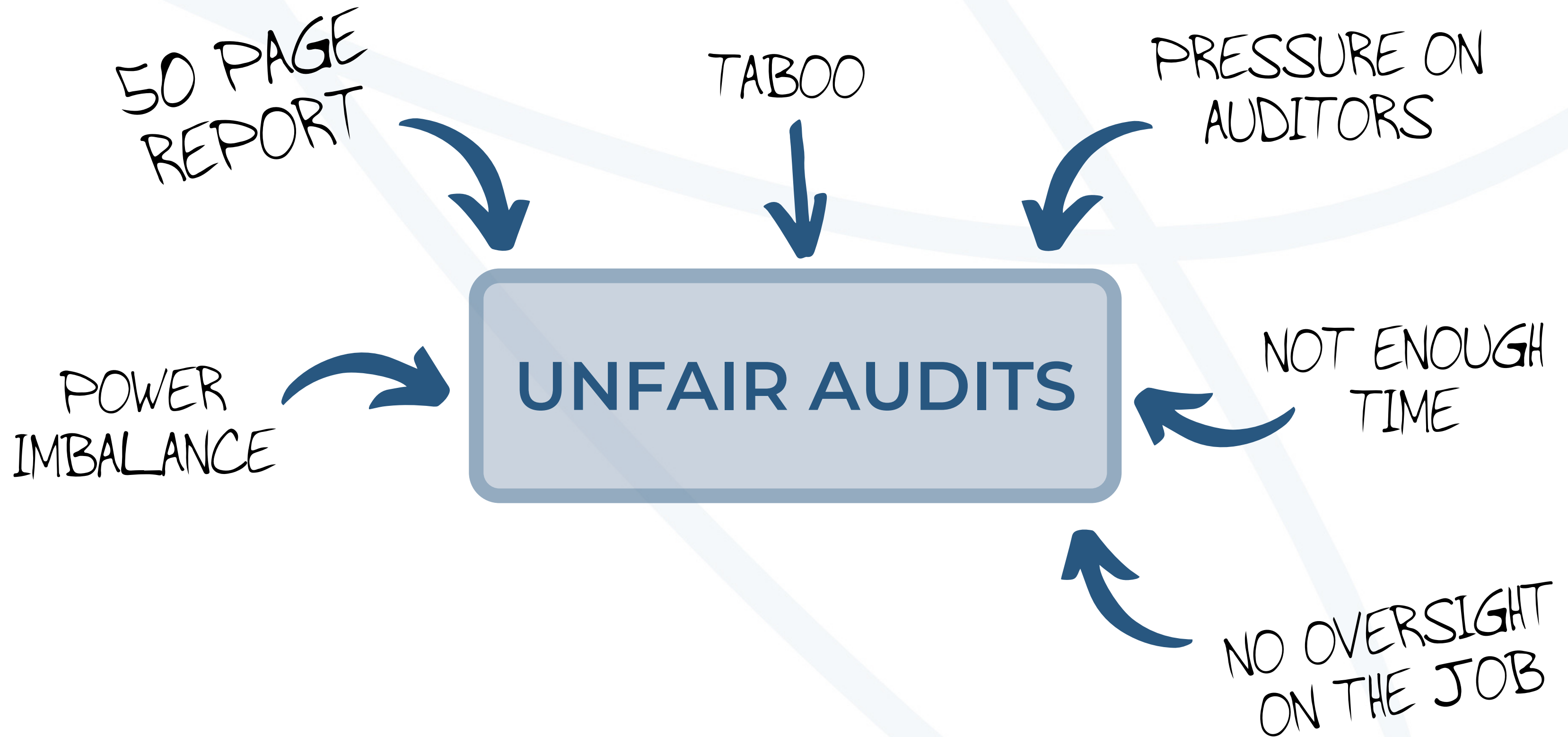
# 3rd - Certification System

**UNFAIR AUDITS**

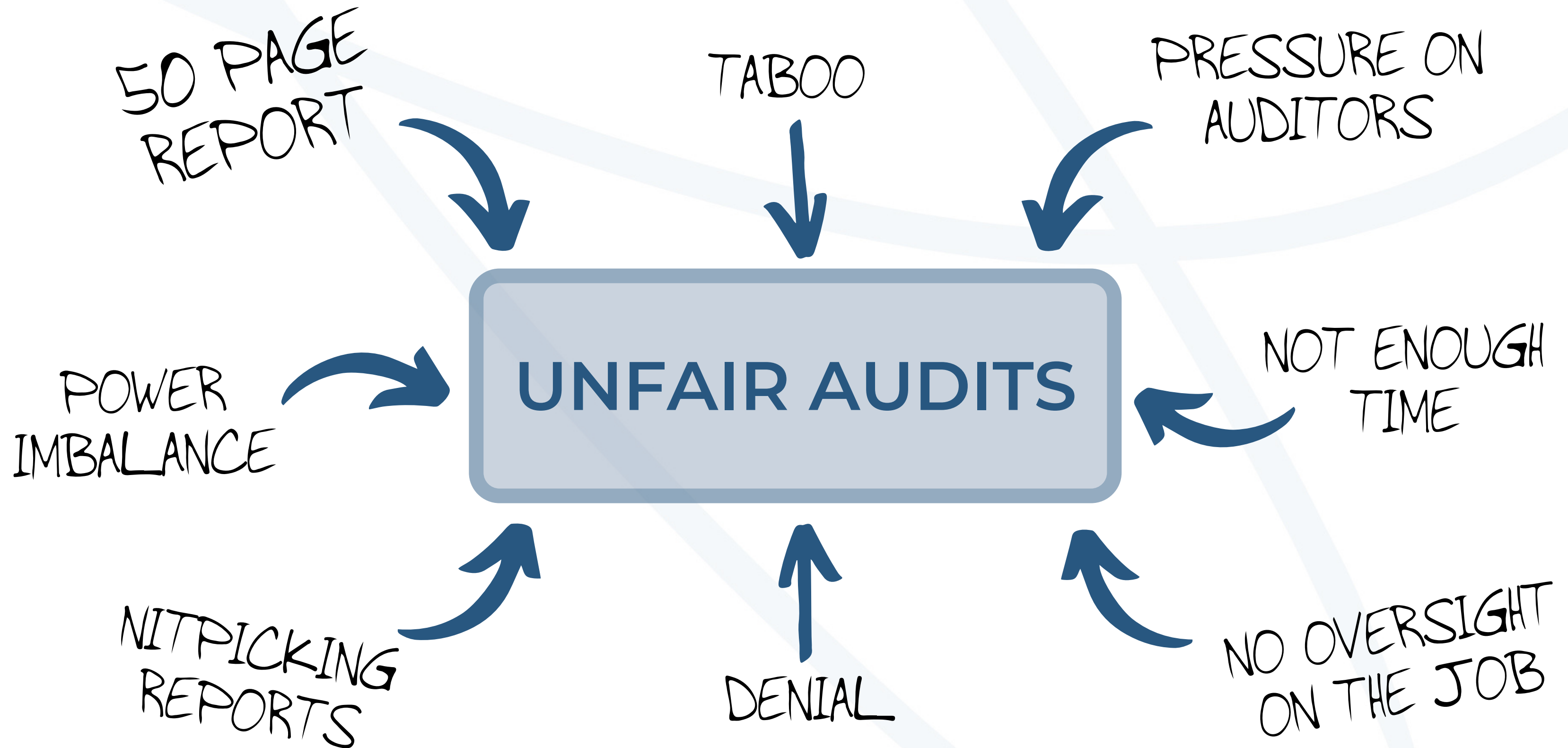
# 3rd - Certification System



# 3rd - Certification System



# 3rd - Certification System



# 4th - CB & CPO Reactions



[customer complaint]

[ insert canned response ]



# 5th - Big Picture



**Confidence in  
Certification**

# 5th - Big Picture



Consistency



Confidence in  
Certification

# 5th - Big Picture



Auditor Certification



Consistency



Confidence in  
Certification

# 5th - Big Picture



13 Pages of Competencies

Consistency

Confidence in  
Certification

# 5th - Big Picture



13 Pages of Competencies

Consistency

Confidence in Certification

Fair & Thorough



**NEXT** ➔

# **SUMMARY**

# Five Types of Evidence

1. Personal observations
2. Stories from others
3. Certification as a *system*
4. Pre-recorded reactions
5. Fair & Thorough vs GFSI

**Audits**



**All good**



**Audits**



**All good**

**Mixed  
blessing**

**All bad**

# UNFAIR AUDITS

RED TAPE



LOST  
CONFIDENCE



DISENGAGE



INCONSISTENT  
EXECUTION



CONFUSION



LOST  
CREDIBILITY



**Fear of  
Audits**

**Fear of  
Retaliation**





[customer complaint]

[ insert canned response ]

**Fair & Thorough**



**Confidence in  
Certification**

**NEXT** ➔

# **GETTING PRACTICAL**

# Set Expectations

## 1. Identify your needs



# Set Expectations

1. Identify your needs
2. Define a spec

**Before  
the audit**





**WHAT'S THE **TOP ITEM**  
YOU WOULD ADD  
TO A **SPEC** FOR A CB?**

# Set Expectations

1. Identify your needs
2. Define a spec
3. Agree with Certification Body



# Set Expectations

1. Identify your needs
2. Define a spec
3. Agree with Certification Body
4. Communicate to your team



# Train Your Team

## 1. Unacceptable behaviors



# Train Your Team

1. Unacceptable behaviors
2. Name them

**Before  
the audit**

# Train Your Team

1. Unacceptable behaviors
2. Name them
3. Recognize them

**Before  
the audit**

# Train Your Team

1. Unacceptable behaviors
2. Name them
3. Recognize them
4. Plan how to handle



# **FAIR**

- **Realistic**
- **Risk-Based**
- **Professional**
- **Authority**

# **THOROUGH**

- **System**
- **Perceptive**
- **Technically solid**
- **Follow procedure**



# **FAIR**

- **Realistic**
- **Risk-Based**
- **Professional**
- **Authority**

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# **FAIR**

- **Realistic**
- **Risk-Based**
- **Professional**
- **Authority**

# Realistic



There were three uncontrolled documents.

**During  
the audit**

# Realistic



There were three uncontrolled documents. 200 documents were reviewed during the audit.

**During  
the audit**



# Risk-Based



There were cracked ceramic tiles in production area.

**During  
the audit**

# Risk-Based



There were cracked ceramic tiles in production area.  
The process was completely enclosed in this room.

**During  
the audit**

# Professionalism



- Condescending
- Not listening
- Time management
- Poor communicator
- Conflictual

**During  
the audit**

# Misuse of Authority



- Dismissive
- Insulting
- Threatening
- Raise voice
- Full out anger

**During  
the audit**

# Evaluate Auditor Performance



**After  
the audit**

# Evaluate CB Performance



**After  
the audit**

# Hold CB Accountable



**After  
the audit**

**NEXT** ➔

**SUMMARY**



# Five Things You Can Do

## 1. Clarify expectations



# Five Things You Can Do

1. Clarify expectations
2. Train your team



# Five Things You Can Do

1. Clarify expectations
2. Train your team
3. Rewrite NCs



# Five Things You Can Do

1. Clarify expectations
2. Train your team
3. Rewrite NCs
4. Evaluate auditors and CBs



# Five Things You Can Do

1. Clarify expectations
2. Train your team
3. Rewrite NCs
4. Evaluate auditors and CBs
5. Provide feedback



**NEXT** ➔

**CONVERSATION!**



**IMPRESSIONS?**

**COMMENTS?**

**QUESTIONS?**



**WHAT'S THE **TOP ITEM**  
YOU WOULD ADD  
TO A **SPEC** FOR A CB?**



- **Where we play with customers**
  - Coaching, Online Training, High Level Solutions
- **Next webinar on Wednesday, April 13th**
  - Is Everybody Really Responsible for Food Safety?
- **Actively working on change**
  - Refresher Training for Lead Auditors

# Available Courses

**NAVIGATE**  
FOOD SAFETY SOLUTIONS

**FOUNDATIONS  
IN FOOD SAFETY**

MASTERCLASS

**INTERNAL  
AUDITOR**

**EVERYDAY  
FOOD SAFETY**

**TEAMWORK**

**What you see as a challenge, we see as an opportunity to bring a solution to make things better.**

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