

# NSF International Supply Chain Food Safety Integrity Programs

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# NSF Global Food Division – Vision Statement

*To be the #1 provider and most trusted Brand to ensure food safety & quality throughout the supply chain. We are known for our impeccable integrity around the globe, and the technical expertise that delivers broad & innovative supply chain solutions for our customers.*



# NSF Integrity Program – Building On A Strong Foundation

Integrity Center for Excellence

Global Resource Integrity Portal



- Recruitment Strategies
- Retention Planning
- Resource Synergies

Hiring



- NSF Auditor “Academy”
- State-of-the-art on-boarding
- Accredited Training

Training



- Outside-the-witness-approach
- Escalation paths
- Statistically relevant
- Technology driven

Calibration

Science → Defensibility → Continuous Improvement Through Innovation



# Hiring Auditors



# Hiring

- Dedicated professional recruiting resources focused on hiring excellent auditors and experienced at determining the right fit
- While NSF utilizes both contract and full-time audit resources, both go through the same rigorous process to evaluate experience, professionalism, competence, and fit with the organization
- All new auditors go through NSF's training program which utilizes innovative tools to deliver key elements of auditing and evaluates competencies.
- Witness audit sign-off process for all new auditors
- Working to improve auditors quality of life



# Training Auditors



# Innovative Training Approaches

- Auditor On-boarding involves elements of traditional classroom training, focused tutorials, shadow audits, witness sign-off and on-going report reviews
- NSF has developed some innovative approaches to auditor training:
  - NSF's Online Auditor training & calibration portal
  - Short topic training sessions utilizing "Camtasia"



# NSF's Online Auditor Training Portal

The screenshot shows a web browser window displaying the NSF Auditor Competencies Training Portal. The browser's address bar shows the URL <http://nsf.gftc.roberian.ggprojects.com/>. The page features a large banner image of a man in a white protective suit and a yellow hard hat, smiling. The NSF logo is in the top left corner. The main heading reads "NSF AUDITOR COMPETENCIES TRAINING". Below this, a large text box states: "Helping You Perform AUDITS That Fully Comply With Industry BEST PRACTICES". On the right side of the banner, there are four orange buttons: "LOG IN", "REGISTER", "INSTRUCTIONS", and "HELP". A navigation bar at the bottom of the banner contains links for "HOME", "GLOBAL DIRECTOR'S MESSAGE", and "CONTACT US". Below the banner, a "Welcome" section introduces the training program. To the right, a list of modules is shown, with the first two being "1 Conduct and Professionalism" and "2 Preparing for an Audit". The Windows taskbar at the bottom shows the time as 13:17 on 07/03/14.

NSF

## NSF AUDITOR COMPETENCIES TRAINING

Helping You Perform AUDITS That Fully Comply With Industry BEST PRACTICES

LOG IN  
REGISTER  
INSTRUCTIONS  
HELP

HOME GLOBAL DIRECTOR'S MESSAGE CONTACT US

### Welcome

Welcome to the NSF Auditor Competencies Training Program. The ten modules in this course will provide you with the skills you need to become effective, knowledgeable auditors who embody the NSF way.

- 1 Conduct and Professionalism
- 2 Preparing for an Audit
- Opening and Closing

13:17 07/03/14





## Training Portal - Benefits

- Available to all auditors NSF auditors, globally
- Gives a consistent approach to auditor training & on-boarding
- Retains training records to demonstrate competence
- Provides professional development opportunities to auditors
- Can be used as part of calibration escalation process to improve auditor performance



# Self Paced & Self Managed

## Jacqui

[View](#) | [Edit](#) | [My results](#) | [Result Statistics](#) | [Contact](#)

### Instructions

If this is your first time accessing this site, you should understand how the web site works.

GO

[Read The Instructions](#)

to better

### Where You Left Off

1. You last viewed [Repair Required](#) 10 min 29 sec ago.

### Modules

# ^	Module	Last Section	Certificate
1	<a href="#">Conduct and Professionalism</a>	TRY	n/a
2	<a href="#">Preparing for an Audit</a>	Learn	n/a
3	<a href="#">Reviewing Documents</a>	Learn	n/a
4	<a href="#">Opening and Closing Meetings</a>	Complete	<a href="#">Download certificate</a>
5	<a href="#">Conducting Interviews</a>	TRY	n/a
6	<a href="#">Doing a Walk-Through</a>	TRY	n/a
7	<a href="#">Evaluating HACCP Plans</a>	Complete	<a href="#">Download certificate</a>
8	<a href="#">Report Writing</a>	LEARN	n/a
9	<a href="#">Communication Techniques</a>	LEARN	n/a



# Modules covering Key Aspects of Auditing

## Auditor Training Modules

1	Conduct and Professionalism	0.5 hours	▶	2	Preparing for an Audit	1.0 hours	▶
3	Reviewing Documents	1.0 hours	▶	4	Opening and Closing Meetings	1.5 hours	▶
5	Conducting Interviews	1.0 hours	▶	6	Doing a Walk-Through	2.0 hours	▶
7	Evaluating HACCP Plans	1.5 hours	▶	8	Report Writing	1.0 hours	▶
9	Communication Techniques	1.0 hours	▶	10	Post Audit	0.5 hours	▶

# Multi Media Interactive Approach

AUDITOR COMPETENCIES TRAINING

## CONDUCT AND PROFESSIONALISM

### > LEARN

- ▶ AUDITOR CONDUCT
- ▶ AUDITOR BIAS
- ▶ CONFLICT OF INTEREST

### > TRY

- In progress
- ▶ A DIFFICULT DECISION
  - ▶ AN AUDITOR'S JOB
  - ▶ BIAS MATCHING
  - ▶ CONFLICT OF INTEREST

### > ASSESS

In progress

### > CERTIFICATE

### > CONNECT

## Conduct and Professionalism

[View](#) [Course outline](#) [Edit](#) [Enrollments](#) [Course reports](#) [Outline](#)



### As A Member Of The NSF Team

You are part of an organization that values professionalism, ethics and integrity above all. That is the theme for this module, and you will be expected to model these qualities in your work as an NSF auditor. This module will help you understand what this means.

By the end of this module, you will be able to:

1. Understand the expectations of professional auditing behaviour
2. Recognize and avoid bias
3. Recognize and manage conflict of interest

# Scenarios To Train and Test

## The Reluctant Client

What can you say when a client says it is too early to book the audit?

- Confirm that they still want the audit
- Ask what prevents booking it now and locking down a date. (It is often a client that is new to audits and is hoping for more time to prepare. At other times a facility has planned major work on the site, and the completion date is uncertain.)
- Communicate that
  - It's better to set a date in the calendar now. As the year progresses, auditor availability becomes scarce, and it may be difficult to find a suitable time
  - If the audit is for a specific customer (BKC, YUM) indicate that, as part of NSF's agreement with the customer, they will be informed that a date for the audit has not been set
  - Booking audits early means trips can be planned to be cost-effective. Last minute bookings can have higher costs due to higher flight prices and inability to bundle

If they are still reluctant to book determine if there is anyone else who can commit the facility to an audit date. If not settle on a time when the booking can be made. Put that date in your calendar. Inform audit administration.



# Real World Examples

## Repair Required

During your walkabout you see the following

The first image is the outside receiving door. The second is a view of the same door from the inside.



# Assessment

## Assess Conduct

You got **0** of **10** possible points.

Please Try Again!

You must get 100% to pass the quiz and finish this module.

When you have done this successfully your Certificate will be made available to you.

## Question Results

### Question:

You must keep client documentation collected during the course of an audit such as process flow diagrams and plant schematics for one year or until the next audit is performed.

Score 0 of 1  
*(skipped)*

### Response:

#### Correct Answer

True

#### User answer



# Certificates To Demonstrate Successful Completion

## CERTIFICATE OF COMPLETION

Jacqui Slatter

*Has completed the NSF Auditor Competencies Training Module*

**4. Opening and Closing Meetings**

*June 12, 2014*



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3f581912-5149-4fab-80a0-483b41e6f6b0



Petra Schennach  
Global Managing Director  
Training and Education  
NSF International



# Camtasia – Tool for Focused Training

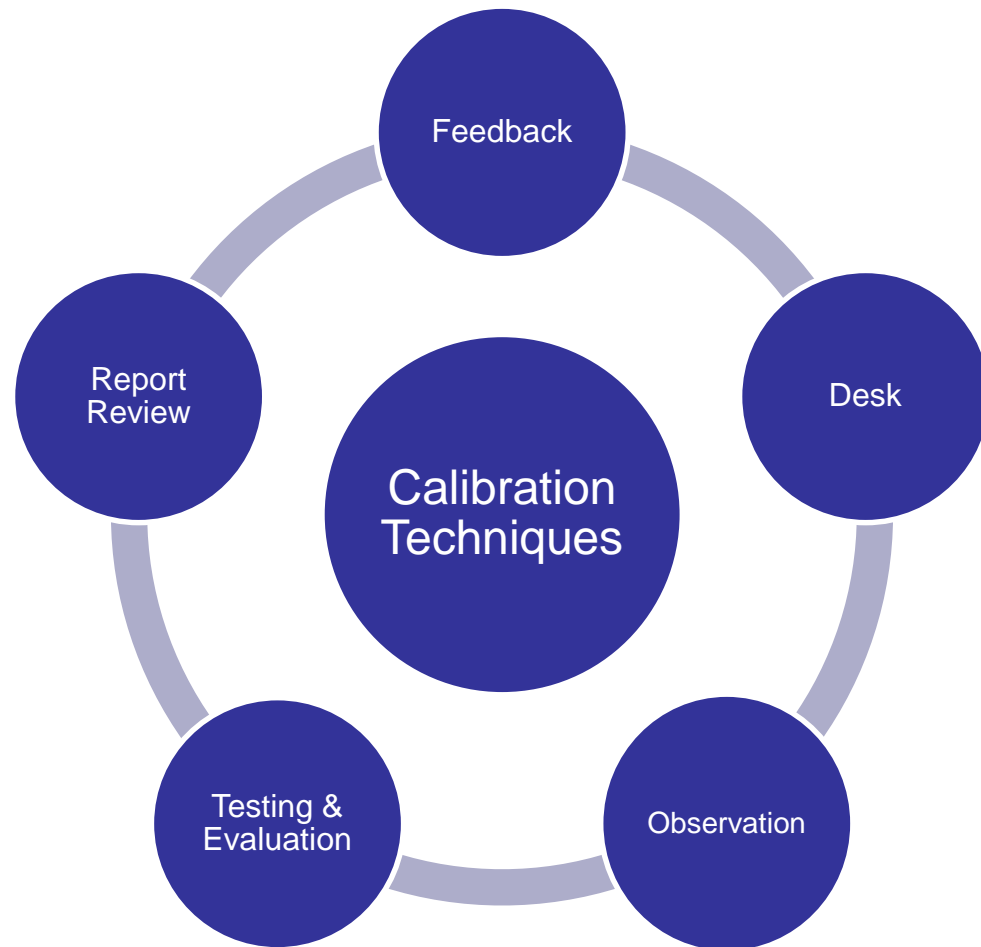
- Camtasia is a software program that allows for presentations to be developed (ppt or others) with voice-over and built in quiz questions, to verify understanding and capture of competency
- Once the training is completed, records are available to demonstrate:
  - Who participated in the training
  - Performance on quiz questions
- Benefit: Fast and easy to develop training pieces that allow for self paced “on demand” training that capture results



# Calibrating Auditors



# NSF Calibration Techniques



# Calibration

- We are moving from traditional reliance on the shadow/witness event as the main calibration exercise to the “outside-the-witness approach”
  - Multiple techniques tell an auditor’s “story” that determines if they are in or out of calibration
  - Calibration events will be driven through the use of innovative technology
    - web-based, self-paced calibration tutorials; automated desk calibrations; test audits, and other approaches
- Focus on competencies
- The overarching calibration program is being designed so it is statistically relevant as determined through experts

# NSF Auditor Dashboards to Manage Calibration

## Auditor Dashboard

\* PLEASE CLEAR ALL FILTERS YOU APPLY BEFORE LEAVING THIS PAGE

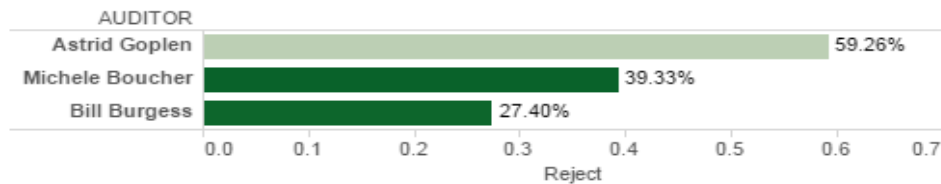
AUDIT\_DATE: Last 3 years

Select Auditor: (Multiple values)

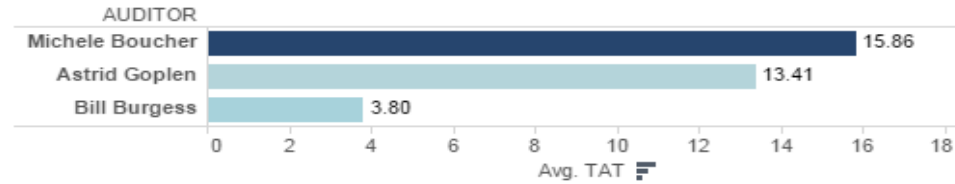
Select Business Unit: (All)

Select Region: DOMESTIC

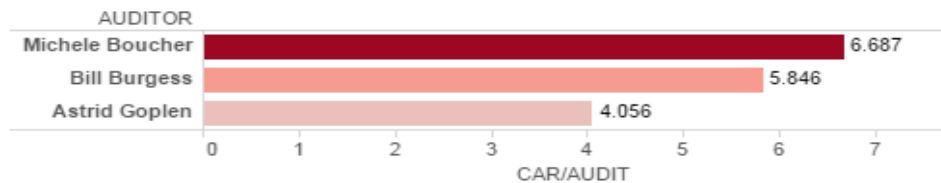
### Report Rejections



### Report Submission Turn Around Time



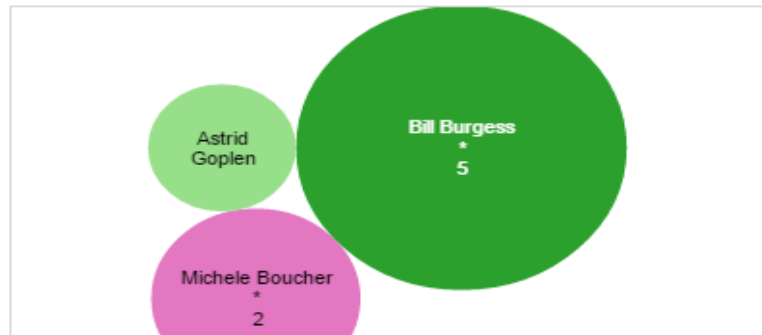
### NC/Audit.



### CSS Survey Results

AUDITOR	# of Negative Surveys	# of Positive Surveys
Astrid Goplen	0.000	2.000
Bill Burgess	0.000	1.000
Michele Boucher		

### Trainings Attended Since January 1, 2013



### Witness Data.

AUDITOR	Witness Date
	Null
	2012
Astrid Goplen	
Bill Burgess	Pass 1
Michele Boucher	

### Complaints.

AUDITOR	Complaints
Astrid Goplen	
Bill Burgess	
Michele Boucher	1

# Supply Chain Food Safety Non Conformance Dashboard

\* PLEASE CLEAR ALL FILTERS YOU APPLY BEFORE LEAVING THIS PAGE

\* For best results please view one scheme at a time

Select Date Range

11/4/2013 10:00:00 AM 12/11/2014 9:00:00 AM

Select Auditor

(Multiple values)

Select Scheme

B1

Select Region

DOMESTIC

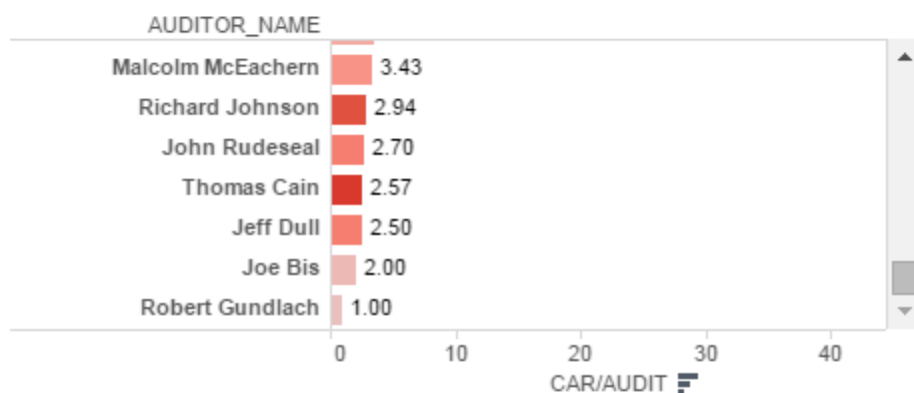
Average Non Conformances/Audit

7.943

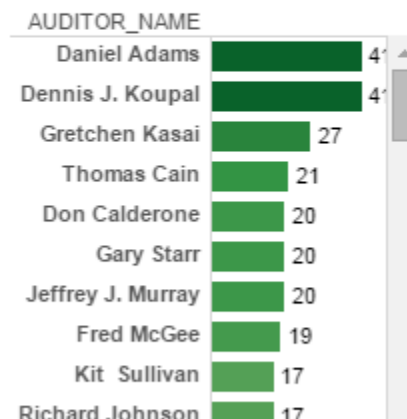
Number of Audits Performed

490

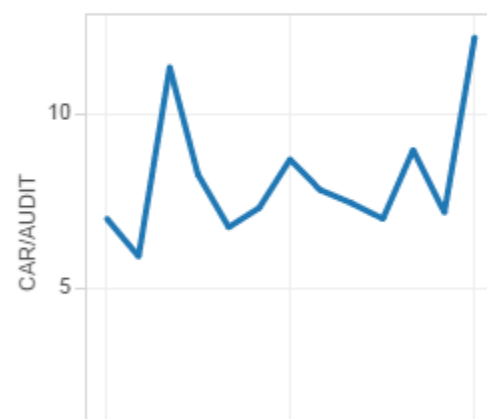
Average Non Conformances Called by Auditor



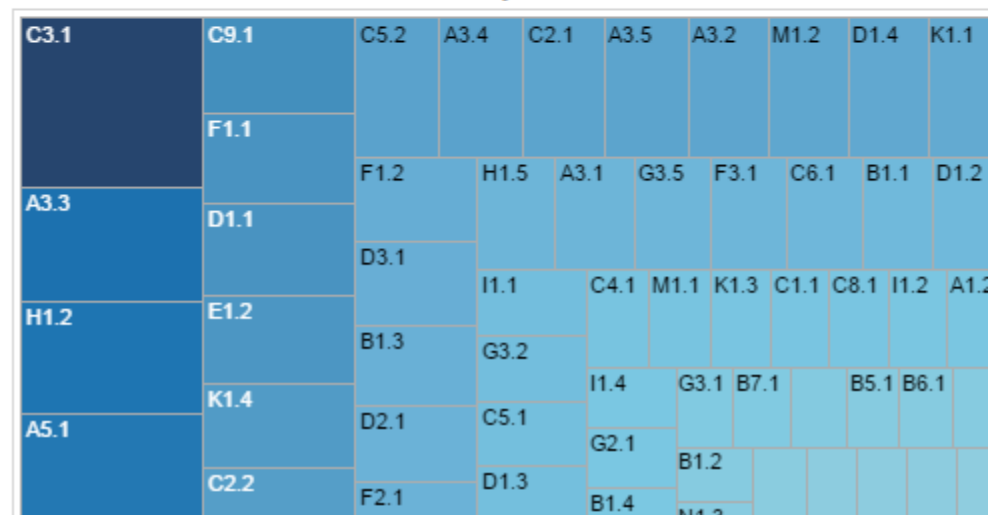
# of Audits Performed by Auditor



Non Conformances/Audit by Month



Most Called Non Conformances by Clause



Non Conformance Types

AUDITOR_NAME	ANS..
Al Fain	Non-c..
Allan Simpson	Major..
	Non-c..
Bill Burgess	Non-c..
Cameron Prince	Non-c..
Chandrashekhkar Deshmukh	Non-c..
Chris Wilch	Major..
Craig Rykaczewski	Major..
	Non-c..
Daniel Adams	Critic..
	Major..
	Non-c..

Non Conformances Never Called

QUES_D..	QUES_TEXT
*	*
*	*
11	*
12	Does the plant
13	Does the plant
14	Does the plant
15	Does the plant
16	Does the plant
17	Does the plant
K1.2	Training shall
L1.3	Laboratory Eq

## Bringing It All Together - The Global Resource Integrity Portal (GRIP)

- State-of-the-art technology that manages Integrity program's foundational elements
- Innovative solution that will:
  - Provide real-time status of their resources' calibration and training status
  - Provide “alerts” that raise, track, and chase non-conformances
  - “lock out” resources that are not in good standing
- Support “stage gate” approach to help manage the hiring/on-boarding process for new resources
- Search flexibility to identify auditors based upon their experience, qualifications, expertise and geography
- Track all training records



# Culture Transformation

- NSF is undergoing a cultural transformation driven by continuous improvement, with integrity of our programs as a cornerstone
- Strengthening and standardization of processes
- Focus on competencies
- Data driven, scientifically sound approaches
  - Example: utilizing professional content developers and experts in pedagogy to create training programs that truly measure competencies





# NSF Industry Leadership

## The GFSI Auditor Competency Scheme Committee (ACSC)

Objective: To define the competencies required for all “GFSI auditors” and determine ways for these competencies to be evaluated, documented, and maintained in a transparent way

- NSF has participated since 2010
- The ACSC has published validated competencies that are applicable to all GFSI Schemes
- Currently finalizing a witness assessment tool to be used by CBs, Scheme Owners, ABs, and Industry
- Currently developing an exam to evaluate competencies



# NSF Industry Leadership

## ANSI Subcommittee on Food Safety

Objective: Bring industry stakeholders together to further food safety through cooperation and strengthening & enhancing recognition of food safety certification systems

- Initially formed at NSF's suggestion and co-chaired by NSF
- Meeting with the GFSI Board in March (KL) to discuss how to achieve shared objectives
- Seeking key industry partners to participate and achieve objectives



## Commitment To Continuous Improvement

Whether through our internal integrity programs, outcomes of our own cultural transformation, or through our work with larger industry initiatives, NSF is fully committed to enhancing food safety, living up to our public health mission, and striving for continuous improvement.



# Thank You

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