Food Safety Culture
Victims
Escherichia Coli
Salmonella
Listeria monocytogenes
Stuart Parnell
Food Safety Culture

• Why does this matter?
  • FDA is looking for it
  • Customers are beginning to look for it
  • Consumers may not know the name, but expect the result
Food Safety Culture

- Why is a good Food Safety Culture needed?
  - Regulations and inspections alone don’t work
  - Training alone isn’t enough
  - SOPs alone aren’t enough
  - A Food Safety Culture DOES work
Food Safety Culture

• What is a “Food Safety Culture?”
  • Regulators can easily spot good and less than good Food Safety Culture
  • Has been hard to quantify due to lack of expectations
  • Moving beyond Justice Potter Stewart’s famous declaration, *I can’t define it but I know it when I see it.*
Food Safety Culture

- What is a “Food Safety Culture?”
  - It is the how and what owners and employees think about food safety
  - A value, not a priority
  - A good one is what makes you proud to do the work you do
  - Shared thoughts and views, learned through socialization, persists through time
Food Safety Culture

• Characteristics
  • Systems approach, interaction and feedback
  • Top down, cannot be bottom up
  • Based on strong prerequisite sanitation program
  • Leadership says it is important and acts accordingly
  • Employees have confidence to make improvements
  • Knowledge and information shared up, down, and across
Food Safety Culture

- **Characteristics**
  - Hard skills are the easy part
    - CFUs, temperature, pH, other analytical results
  - Soft skills are the hard part
    - Behavior changes internalized by owners and employees
    - Facility design to foster food safety
    - Equipment that helps employees achieve food safety
Food Safety Culture

• Characteristics
  • Have a written risk-based plan
  • Practice continuous improvement
  • Display Owners continued commitment
  • Training and knowledge sharing
Food Safety Culture

• Getting Employees to Do What They Are Supposed To Do
  • Be specific, not generic
  • Use repetition, and variety
  • Use native language when possible
  • Expect good work and recognize employees when you get it
  • Ask questions – and act on good ideas
Food Safety Culture

• Characteristics
  • Set goals for Food Safety
    • Measurable
    • What you want to achieve
  • Measure processes
  • Measure knowledge
  • Measure behavior
  • Lack of illness lags actions that lead to safe food
Food Safety Culture

• Characteristics
  • Mistakes and problems are signals on where to improve
    • Process
    • Equipment
    • Facility
    • Employee behavior
    • Employee relations
Food Safety Culture

• Characteristics
  • Goals and Measurements
    • Catch people doing things right
    • Trend and compare
    • Innovate
  • Positive and negative consequences
    • Intent is to change behavior toward food safety
    • Positive is more powerful than negative
    • Immediate works, delayed does not
Food Safety Culture

• We’re all in this together.

Questions?