QUALITY ASSURANCE IN MANUFACTURING RENDERED PRODUCTS

A Supplier's Perspective
Definition

- If not defined, it cannot be measured, managed, and defended ... What do we do?
  - AFFCO — “a cooking and separating process in which conditions such as time temperature, with or without pressure, are sufficient to remove water, kill pathogenic microorganisms, and separate fats and oils from other components.”

- We recycle, refresh, and distribute nutrients that are highly nutritious and well qualified...quickly
  - Petfood, Poultry, Beef, Dairy, Aquaculture, Swine, etc
Recycling, Refreshing, & Distributing

- Products that are serviced/created by the Rendering Industry; What we GET to manage!
Scope of Quality Perspective

- Ethological Perspective
  - View point & What is Quality

- Where does it start?
  - Degree of excellence & Superiority of kind

- Quality managed...
  - Recycle, Refresh, Distribute, Assurances

- Who is Quality?
  - Those who care...

- Sustaining Quality
Point of View

- Speaking from whose experience?
- One size does not fit all!
What is Quality?

- Something that can be noticed as a part of a person or thing
- Quality has to be more than documents, procedures, rituals, and......tonnage
  - Mission, Culture, Priorities, and Relationships
- Quality is not....
  - A program, policy or procedure hidden within a manual or book
  - The responsibility of a QA team to stimulate or owned exclusively an individual

IT IS A COMMITMENT!
What is Quality?

That commitment....

“Quality is expected, food safety is required”

Adapted from Sikora & Strada, 2005
What is Quality?

- Are your quality metrics and programs driven by production, legalism, or behavior?
Where does Quality start?

- “Plan your work, work your Plan”
  - Define operation, logistics, personnel; Industry Identity – recyclers, manufacturers, renderers

  **Strategy!**
  
  “Together, we will be the industry leader in quality, feed ingredients, and solutions for the success of our customers and suppliers … and innovation both today and in the future”

- Surveys, requirements, expectations, etc… but ultimately it is the value proposition!
The supplier, customer, and safety relationship

Food quality and safety is not optional, thus the law; but honest dialogs lead to customer/supplier credibility and assurances...
Where does Quality start?

- Relationships – supplier, production, Quality, Customer
Q Loop

- Quality of the system; customer is next person or process in line
  - Owed by the workstation, production, plant, quality, and all who are customers
Q Loop

- Workstation(s)
  - Maintenance of production condition (inputs & outputs)

- Production Area
  - Meat, feathers, loadout, sanitation (keeping this running)

- Plant
  - Scheduling, production qualification, product distribution

- Customer
  - Feedback, specifications, service
What is Quality?

- "Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution”

- Is it important?
  - “The bitterness of poor quality lingers long after the sweetness of cheap price is forgotten”

- Does it need to be measured?
  - “Cannot be tracked, managed, or improved if not”
Quality Management

- “A little bit of information is dangerous, so it a lot”
- Industry & organization “information dumps”
- Just as the “Joneses” or “Herd Behavior”; we do
  - HACCP “like”
  - GMPs
  - TWIs
  - Quality, Safety Teams, & MP2
  - APPI
  - FSMA
Quality Management

- “Quality happens when someone is responsible for it”
- It is not where the raw materials start or end, but how they are managed in between
  - Traceability
  - Freshness of Raw Materials
  - Foreign material – farm, processing, rendering, transportation/distribution
  - Raw material conversion – thermal and mechanical
  - Product uniformity, stability, qualification
  - Customer receipt
Quality Managed

- Raw Materials – Are you getting what you want?
  - Traceability – USDS, APHIS, etc.
  - Timeliness, freshness, cleanliness of transfer
Quality Managed

- Raw materials & Finished ingredients – are clean and kept clean
- Physical Hazards
Quality Managed

- Raw Materials – do they contain what you want?
- Avoid finish material recontamination
  - Chemical Hazards
Quality Managed

- Raw Materials & Finished ingredients – do you have a plan?
- Biological Hazards
Quality “Operationally” Managed

- Primary objective... product conversion!

- This conversion (rendering) turns animal tissues (offal) into safe and highly nutritious feed materials
  - Rancidity control
  - Microbial Control
  - Increase nutrient density

- Ideally mitigate hazards, improve stability, and provide a nutritious feed
Quality “Operationally” Managed

- Thermal and mechanical insults
  - Control pathogens and optimize nutrient disposition
Quality Managed

- Product uniformity, stability, qualification
  - Consistent particle sizing, AOX application, Quality and Safety qualifications
Quality Assured

- Quality assurances
  - Approved and validated methodologies
  - Proximate Analyses
  - Stability metrics
  - Nutrient values
  - Sensory evaluations
Quality Managed

- Customer receipt
  - Certified carriers, Appropriate Cleanliness, Security, timely shipments
Who is Quality

- The “People” element
  - It’s not the program, plant, science, or innovations that is quality...

**It is the PEOPLE!**

“Quality happens when you care to do your very best”
Sustaining Quality

- Sustaining - Is it in your culture?
  - People development, Ownership, Information
  - Quality can be easy when seen...
    - Sanitation, safety, accountability
Sustaining Quality

- Do you encourage it?
  - Quality & Safety Teams
  - Annual Training
  - Customer visits, Audits, Mock Recalls

"The true test of a man’s character is what he does when no one is watching”

- Is quality reserved for audits and visit only?
Conclusions

- Recycle, Refresh, & Distribution
- Quality is our mission, culture, metrics, & people
- Quality is skillful & innovative
- Quality should complement & empower production
- Quality is continuous
Where is my Chauffer?

Thank You!