

3.1.1 & 3.1.2 Personnel Qualifications and Duties

Standard

3.1.1. Are qualified and/or experienced persons directly responsible on site for manufacturing operations?
Identified through educational qualifications and/or industry experience in feed milling. An example of acceptable training is the [SFMCA Advanced Feed Milling Course](#).

3.1.2. Are employees provided with written duties?
These written duties can be in the form of job description, work procedure and/or work instructions. This is more than an office-based set of work instructions and needs to be operational within the mill. Employee written duties need to be linked to the feed safety assessment and critical control point integration through the manufacturing process.

Purpose

To ensure that clear responsibilities and authorisations are assigned for all key production and quality processes, and that those tasked with these responsibilities are adequately trained and experienced.

Reason

Written duties not only provide role clarity but also ensure that all critical quality and feed safety controls are monitored. Job descriptions also assist in identifying the necessary skills and training required to ensure employees are adequately trained to fulfill their responsibilities, particularly those crucial for maintaining feed standards. Clear, written descriptions also improve overall efficiency and effectiveness, contributing to a more streamlined operation.

What is Acceptable?

Organisation Chart

All key areas of responsibilities and authorisations need to be clearly identified, this is most easily visible in an organisation chart. The organisation chart should make it clear who holds ultimate responsibility for Production, for Quality, and for maintaining the HACCP system. The chart should include clear reporting lines, indicating the chain of command showing who reports to whom, at all levels. The aim of an organisation chart is to ensure clear communication, clarity of responsibilities and accountability.

Written Duties

All personnel are responsible for upholding hygienic manufacturing practices and maintaining feed standards. However, certain tasks and areas of responsibility will need to be more clearly defined.

All key points of control in the HACCP system need to have a clear line of responsibility and authorisation. This could include but is not limited to:

- Receiving raw materials.
- Storage of raw materials.
- Formulation management.
- Key steps in the production process including any critical control points.
- Storage of finished product.
- Quality control checks.
- Release for sale approval.
- Dispatch of finished product.
- Record management.
- HACCP team and team leader.
- Customer complaints, internal non-conformance, and corrective actions.

- Recalls.

Qualifications of Key Personnel

The personnel responsible for overseeing production and quality must be sufficiently qualified and experienced to ensure that processes consistently produce feed that meets quality and safety standards. These personnel need to have adequate knowledge and authorisation to make decisions, direct activities, and respond to non-conformances.

Written duties for these key personnel should identify the minimum expectations regarding experience and/or qualifications. See Fact Sheet 3.2.3 for training expectations.

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