



# GFSI Race to the TOP- Feature 1 Auditor Training and Professional Development

July 7, 2021

Organized by: The Food Safety Assessment, Audit, and Inspection PDG

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Moderator: Andrew Clarke, Loblaw Companies, Canada

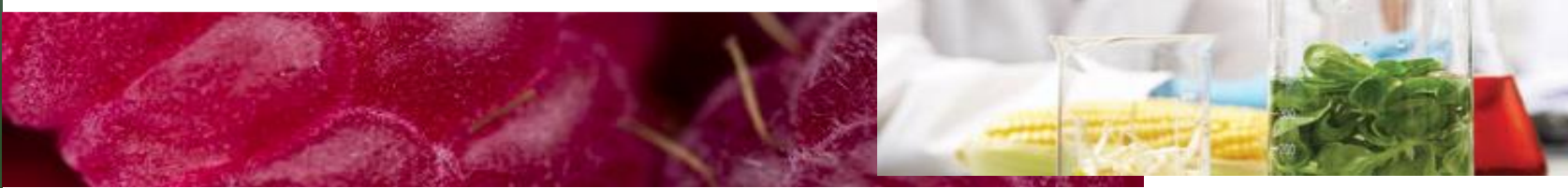
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# Today's Participants



**Andrew Clarke**

*Loblaw Companies Limited, Canada*

Andrew is the Senior Director Quality Assurance at Loblaw Companies Limited, a seasoned food safety professional holding a BSc Food Technology and an MSc Food Safety Management, a Fellow of the Institute of Food Science and Technology and a 10+ year member of the International Association for Food Protection (IAFP). Currently co-chair for the GFSI Stakeholder Advisory Forum and an active contributor to the BRC Global Standards North America Advisory Board for many years. In 2020 the recipient of the IAFP Harold Barnum Industry Award, awarded for dedication and outstanding service to the public, IAFP and the food industry.



**Marie-Claude Quentin**

*Global Food Safety Initiative, France*

Marie-Claude Quentin is a Senior Technical Manager at the Global Food Safety Initiative (GFSI), actively putting her 20 years of experience as a food safety professional at the service of the GFSI vision of *safe food for consumers everywhere*.

In her role at GFSI, she pairs her extensive technical expertise with strategic thinking and relationship building to stand over all harmonisation activities within GFSI, from reviewing and updating the GFSI Benchmarking Requirements and ensuring their consistent applications throughout the food safety certification ecosystems, facilitating GFSI Working Groups, representing GFSI with international standard organisations such as ISO and the IAF, and bringing her technical expertise to GFSI's workshops between the public and private sectors on common food safety opportunities.

# Today's Participants



**Kris Middleton**

*Bureau Veritas, USA*

Kris is the North American Program Manager for Bureau Veritas Certification, North America. An exceptional auditor. He is devoted and passionate about delivering value in the audits he conducts. Customers greatly appreciate his audit style, knowledge, and positive attitude & energy. Kris feels it is important to audit the food safety management system as a whole & to look for how the site meets the intent of the standard vs. looking for non-compliance.



**Kim Onett**

*NSF International, USA*

Kim is the Associate Director of NSF International's Global Supplier Assurance Programs, including NSF's suite of proprietary audit programs, new scheme development and all client-specific audits. Before joining NSF, she was the Director of Auditing at Mérieux NutriSciences where she was responsible for managing and training auditors as well as conducting GFSI-benchmarked and second-party audits.



A hand is silhouetted against a bright, golden sunset sky, reaching out over a field of wheat. The sun is low on the horizon, creating a strong lens flare and illuminating the scene with a warm, golden light. The wheat stalks are in the foreground, some in focus and some blurred, adding depth to the image.

# GFSI

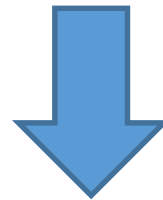
## A new thinking on auditor qualification

IAFP Webinar, 7<sup>th</sup> July 2021  
Marie-Claude Quentin, Senior Technical  
Manager



# What needs to change?

- For the food industry
  - Third party certification is failing
  - Race to the bottom
  - Inconsistency of food safety outcomes
- For the certification professionals
  - Increasing burden of requirements
  - Auditor's population is aging
  - Unattractive profession



GFSI Race To The Top

# GFSI's Race To The Top



Version 2020 of the Benchmarking Requirements



ATPD



CPO continuous improvement



CB collaborative management



Certificate Platform



## RTTT harmonisation features



Capability building strategic review



Public Private Partnerships



# FT 1

## ATPD

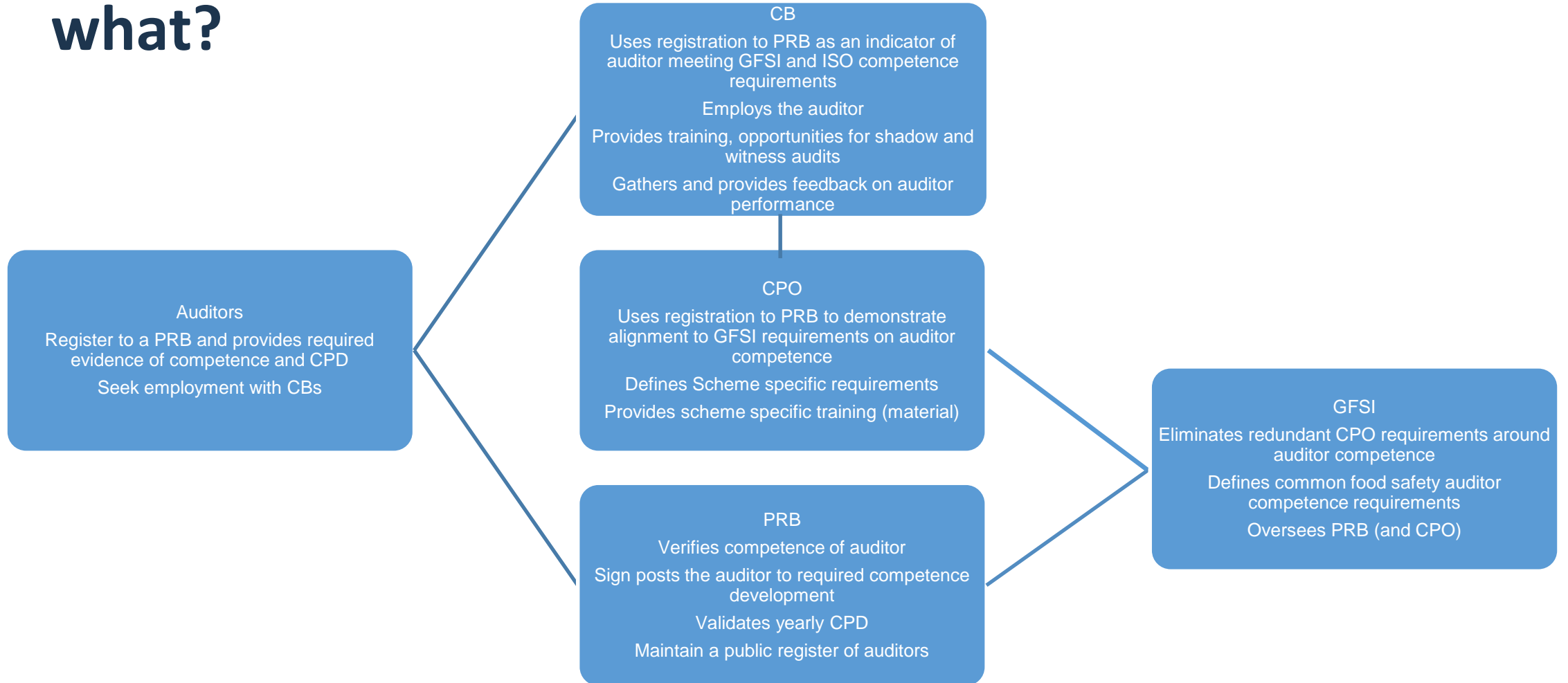
Establishment of a recognised profession of food safety auditors

- A brand new set of GFSI Benchmarking Requirements
- Targeting Professional Recognition Bodies / Professional Membership Organisations for food safety auditors
- Personnel certification (ISO17024)
- Elements of Continuing Professional Development (CPD)
- Scope: those competences common to all food safety auditors (incl. ISO17021, ISO22003, GFSI Requirements)

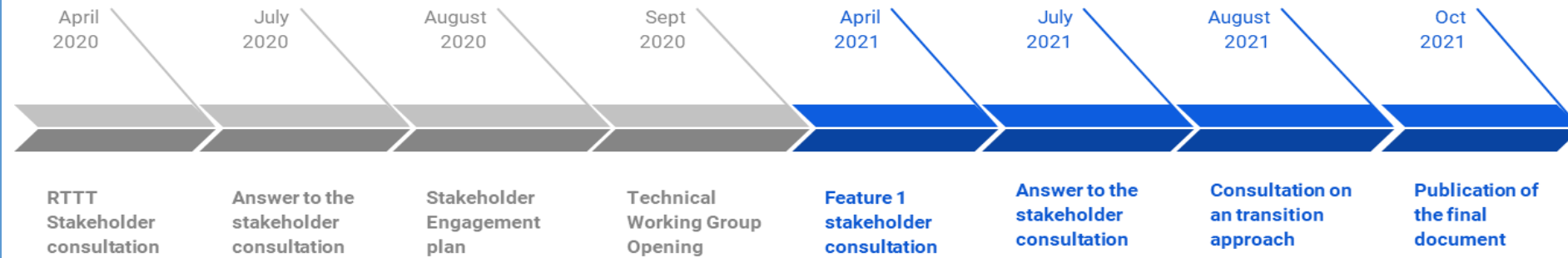
# GFSI RTTT Feature 1 – Main objectives and benefits of the approach

- Focus on competence, validated through a potential array of means: access and growth in the profession is broadened
- Mutualisation of qualification efforts: unique validation of common competence guaranteed by registration to a GFSI-recognised PRB

# GFSI RTTT Feature 1 – so, who will do what?



# FT 1 ATPD (PRB) Timeline



- Now – [consultation](#) closed 22<sup>nd</sup> June; preparing answer
- Next –consultation on implementation, publication of requirements



# Thank you



# SECURING THE FUTURE OF FOOD SAFETY AUDITORS

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- Depending on the CPO, the process is currently a very cumbersome with lots of repetition between auditors, certification bodies, and audit standards
- Many items are basic items that are required for each GFSI audit standard that is audited by an individual (lead auditor training, HACCP training, etc.)
- Timing with approvals at certification bodies takes a sufficient amount of time and resource, even though much has already been done at another CB
  
- The use of PRBs will allow for a more transparent process which will
  - *Drive confidence*
  - *Drive consistency*
  - *Drive transparency+*

# BENEFITS AND CHALLENGES

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There are many benefits to the proposed approach. These include:

- **Better industry recognition with a recognizable approval across all within the certification landscape**
- **Allows for decreased repetition of tasks at the CB level; and eliminates much of the duplication on the auditor. This in turn will save time, and obviously, money**
- **Consistency in approval. For the certification bodies, you will no longer be the group making it “difficult” for an auditor; and for auditors, you will know all of your colleagues are being held to the same standard/measuring stick**
- **Ease to add new standards for auditors.**

# BENEFITS AND CHALLENGES

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There are bound to be a number of concerns that present themselves within this new format. Some of these include:

- **What is the driver of this change?**

- *What is the main concern here that is causing this potential change?*
- *Is this all anecdotal or is there data/evidence to support that the use of PRBs will “replenish the shelves”, so to speak?*

- **Cost**

- *Who will be the group to pay for this?*
- *Will this be collaborative between the main stakeholders (Certification Program Owners, Certification Bodies, and/or Auditors)?*

- **Timing**

- *At what point will this be expected to be put into place?*
- *Will course corrections be made along the way to allow for modifications along the way?*



# BENEFITS AND CHALLENGES

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## ▪ How are Certification Program Owners involved?

- *Will the PRB, the CPO or the PRB be the determining factor in categories and standard approval?*
- *Will a PRB have the ability to only credential particular standards?*
- *Will there be a different PRB for each standard?*

## ▪ What are the ramifications to the Certification Bodies with stringent requirements?

- *Have legal and or human resource implications been considered as it pertains to the hiring/use of auditors that have been approved by a particular CB and/or PRB (which has been seen in the past for Accreditation Bodies in the ISO world in the past)?*
- *What will be the witness requirements and who will be responsible for these to be conducted?*

## ▪ What are the ramifications for the Auditors?

- *Will existing auditors be grandfathered upon rollout?*
- *Will this be used to limit “bad apples” in the system, and if so, how?*
- *What will be the requirement for requalification at the PRB level?*
- *Is this adding yet another layer of bureaucracy to the already laborious process?*

# RECAP

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- **Change is never easy, but come with an open mind**
- **Look at the benefit to the whole industry and not just the individual**
- **This will create more credibility and ownership for credential approvals**
- **This will allow Certification Bodies to allocate resources for auditor approvals to the delivery of audits and drive improvement within this area**

# BENEFITS OF BENCHMARKED TRAINING AND PROFESSIONAL DEVELOPMENT



- Requires demonstration of both knowledge and competence
- Enhance CB and Auditor professional relationship
- Equal assessment against calibrated criteria
- Influence CB internal training and calibration programs
- Credibility to the profession
- Clear pathways for growth –expansions of scope

## INTEREST IN AUDITING AS A CAREER

- What qualifications will they need ?
- Where are goals for performance and development ?
- What practical experience ?
- Will there be CB support through this process ?





## NEXT GENERATION

- Attracted to auditing
- Different expectations in training programs and evaluation methods
- Desire clear parameters for progression
- Dependable outcomes or recognition
- Bring technical knowledge and passion
- Embrace the soft skills

## CURRENT GENERATION

- Setting standards of expectation and leading the way.
- May need some alignment, addressing comfort level of training evaluation and results.
- Years of experience and “seasoning”
- Experience in multiple food production environments
- Comfortable in Technical language

## CHALLENGES – THE DETAILS

- Visibility into performance – Trust must be built
- Feedback from all parties in the audit process
- Complaints
- Appeals
- Performance expectations and liability
- CB witness process is key for auditor success





## CHALLENGES – THE DETAILS

Guidance needed-

- Calibration event triggers and what influence on CPD choices
- Clarified criteria on acceptability needed to ensure CPD is appropriate and fit for purpose
- Frequency of professional development events vs Calibration event

# DRIVING EXCELLENCE IN PERFORMANCE

- Auditors – personal performance score card
- Partnership with the CB in training and growth
- Well trained and calibrated witness auditors
- Calibrated and “auditor skilled” technical review team
- Detailed assessment of reports and customer feedback
- Assess adequacy of written non conformances including site responses to corrective actions





# Questions?

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## Contact Information

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