



What is Active Managerial Control?

Scott Gilliam

June 28, 2016

Part 1



- *230 stores in 6 states (MI, IN, OH, KY, IL, WI)*
- *Family owned & privately held*
- *Pioneered the “supercenter” concept in 1962*
- *Approximately 70,000 “team members”*
- *Core Values – Customers, Competition, Family, Freshness, Safety & Health*

The purposeful incorporation of specific actions or procedures by industry management into the operation of their business to attain control over foodborne illness risk factors

FDA Food Code

Say What?

Creation of policies and procedures related to serving safe food that are easily understood and executed by all “team members”

- *Having a Food Safety Mission*
- *Owning the food safety process*
- *Explaining the “why” in food safety*
- *Demonstration of “caring” about the goals*
- *Establishing plans and procedures, **as a team**, to control or eliminate foodborne illness risk factors*
- *Always being available to help our teams*

Food Safety Mission Statement

The Food Safety Team is committed to working with and assisting our business partners in providing our customers only safe, high quality food. We will do this through consultation, appropriate food safety training, validating our control & compliance with known food safety risk factors and providing clean well-maintained facilities.





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- *Several key leadership positions in each store require certification*
- *Certify/recertify 1,000 team leaders per year*
- *All new food handlers must complete basic food safety training - Alchemy*
- *All food handler team members complete the basic food safety training annually during Food Safety Month in Sept.*

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2016 - FOOD SAFETY TOPICS MATRIX BY PERIOD

FOOD SAFETY TOPICS FOR PERIODS 1-13	P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13
Food Safety Commitment	X												
Food Safety Culture		X											
Food Safety Principles			X										
Food Safety Knowledge				X									
Hand washing & Personal Hygiene					X								
Proper Food Storage						X							
Pest Control							X						
Allergens								X					
Clean & Sanitize									X				
Cross Contamination										X			
Food Thermometers											X		
Holiday Safety I & II												X	
Product Temperatures													X

PERSONAL HYGIENE

2016 PERIOD FOOD SAFETY TOPICS

PERIOD 5



Personal Hygiene

Poor personal hygiene is one of the leading causes of reported food borne illness. Millions of people get sick each year from eating foods that were contaminated by the person who prepared the food. The single most important thing to prevent food-borne illnesses is hand washing. Wash your hands frequently, and especially always after using the toilet, changing a diaper, or petting an animal, and before handling food or eating food. Enforcing our policy on handwashing is key to preventing the spread of germs.

- *Retail audits conducted 3 times annually based on current FDA Model Food Code*
- *Key to Success documents*
- *Communicate metrics to leadership*
- *Department Self-Inspections – Weekly*

- *Created baseline information of regulatory inspections*
- *Tracking of various data sets:*
 - *Regulatory food inspections, including food and environmental sampling events*
 - *Assessment data – internal and 3rd party*
 - *Facility and product complaints*
 - *Pest control*

- *Complement Food Safety Program*
- *Sanitation audits on a set frequency*
- *Dedicated territory representatives that provide ongoing training*
- *Set-up and monitor chemical systems*
- *Environmental swabbing*
 - *Cleaning validation*
 - *Indicator organisms*
 - *Focus on touch point cleaning areas*



One store is recognized for earning the highest average score w/in a Region

Market Director is recognized for achieving the highest market average w/in a Region



One store is recognized for earning the highest average score w/in the Market

Awarded to all stores achieving a food safety excellence average score for 2016



Qualifying Score Average of 90% or higher

FOOD SAFETY AWARD

PRESENTED TO

STORE #256, PLAINFIELD, IN

HIGHEST REGIONAL AVERAGE

CENTRAL REGION



2015 FOOD SAFETY ASSESSMENTS

Rick Keyes
President

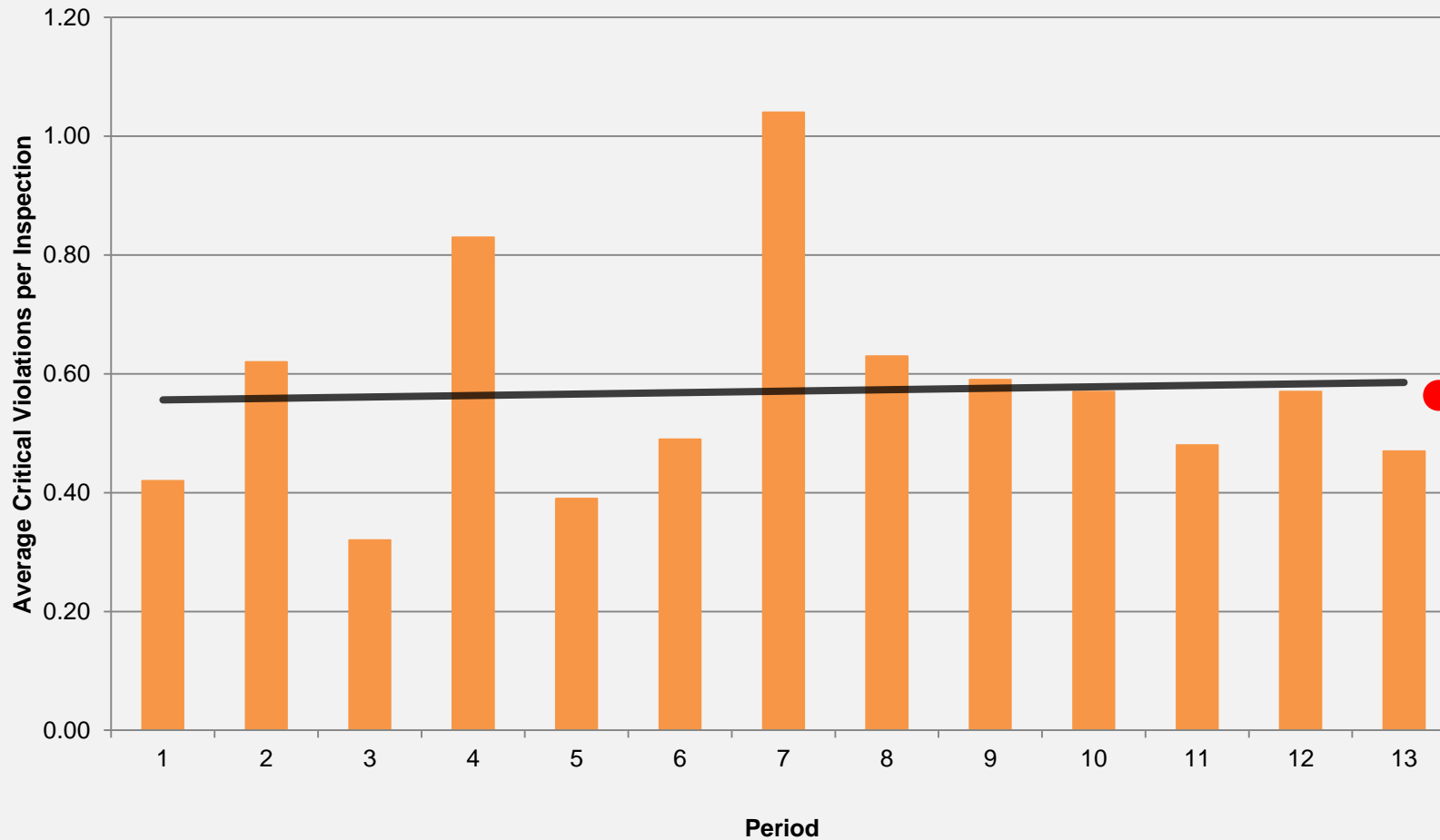
Todd Weer
GVP, Central Region

Cory Hedman
VP, Corporate Food Safety

2
0
1
5

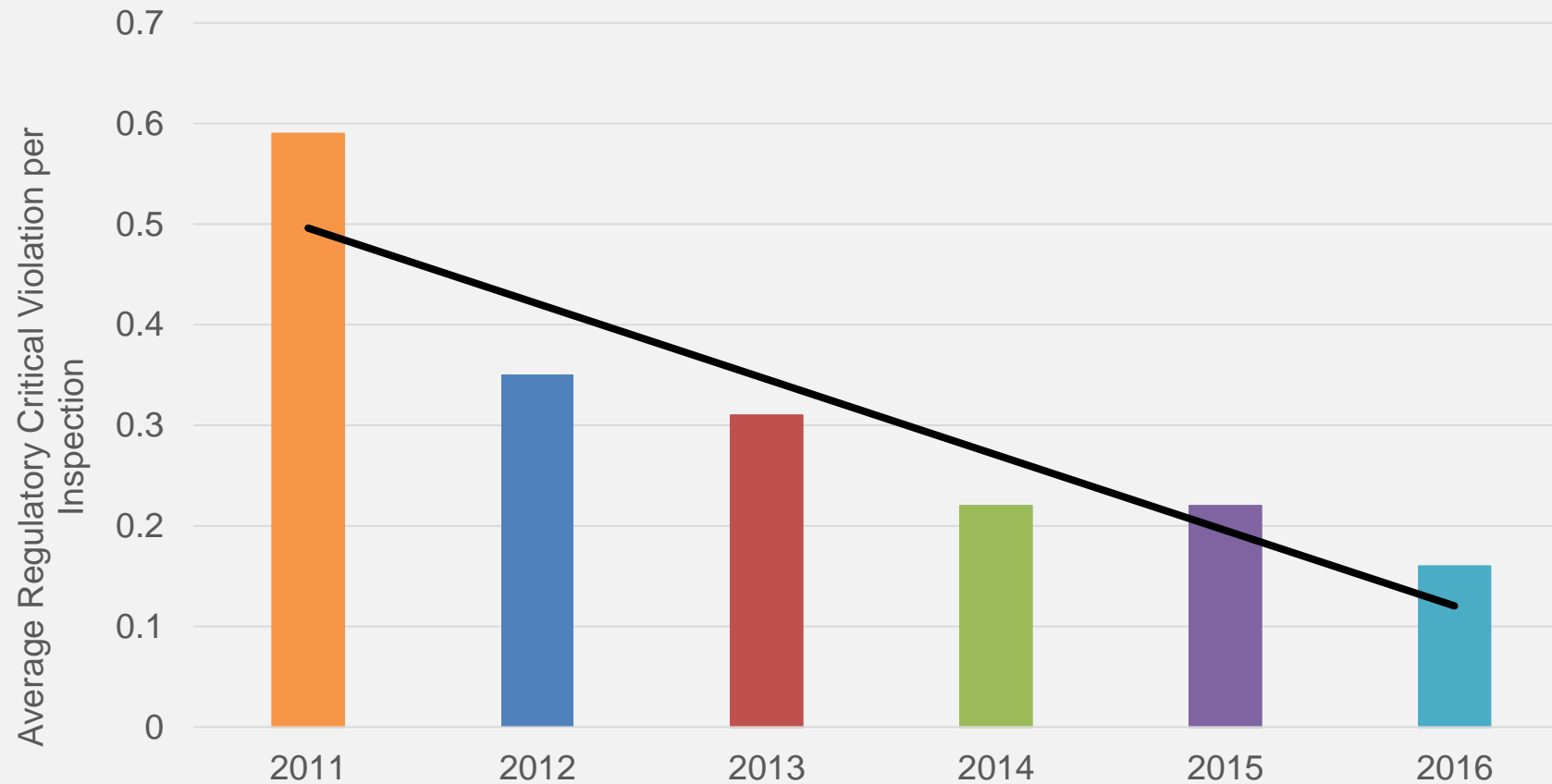
- *Support IFPTI Fellowships/Education*
- *Early contact with new jurisdictions*
- *Serve on boards and committees*
 - *State food code development*
 - *Professional associations – national, regional, state, etc.*
 - *Food defense task force*
 - *Alliances*

Average Critical Violations by Period – 2011 *Upward Trend*



● = 0.59 YE average

Average Regulatory Critical Violation per Inspection
Overall decrease of 75% YTD



- *Active managerial control will continue to **Drive Down** our regulatory priority violations*
- ***Employee Health, Cold Chain Management and other FDA Food Code Priority items continue to be focal points for 2016***
- ***Enhanced training** programs and utilization of new knowledge and skills will enhance our retail culture of having **safe-high quality food***

Meijer is honored to have been selected



*International Association of
Food Protection*

Thank you!