

Standard Operating Procedures

aka

SOPs

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*Safe Food Handling Workshop: Meeting the Needs of Foodservice
Operations*

Standard Operating Procedures

Standard – same and consistent application

Operating – functions and aspects of the operation

Procedures – methods or practices used to meet goals of organization

SOPs ARE WAY YOU DO BUSINESS!

DEVELOPMENT OF SOPs

Foundation of any organization – and of a food safety plan

Determination of best practice – way things should be done.

Examples: employee health and hygiene; production; harvesting; packing; transporting; water certification; complaints/incident handling

Put in writing – WHY?



ELEMENTS OF AN SOP

Step by step written instructions of WHAT, HOW, WHEN, WHY and WHO is to complete certain tasks

Ideally, each SOP should include:

1. Rationale
2. Detailed description of procedure – based on standards/best practice
3. Monitoring actions/accountability
4. Corrective actions

(if monitoring shows SOP is not followed)



SOPs

Foundation for:

Job descriptions

Selection

Employee training

Performance review

Provide *reasonable care*

- **documentation** that best practice has been identified (and followed) – need to be written!

- potential to lower liability premiums

Protects employees and employers

Provide Direction and Structure



SOP Ex: Eating and Drinking in Workplace



Policy: Foodservice employees will eat and drink in designated places outside of food harvesting and packing areas.

Procedures: All employees in the foodservice department must:

1. Eat or chew gum in designated areas only, never in the work area.
2. Drinking from a **closed beverage container** is permitted.
3. Smoke or chew tobacco only in designated areas.

Supervision: Monitor to ensure compliance

Corrective Action: Cease eating or drinking in non-designated areas; Progressive Discipline

CREATION OF AN SOP

Smoking on Work Premises

Rationale:

- Product food and food contact surfaces from contamination
- Protect facility from risk of fire
- Protect others from second-hand smoke

Detailed Description: Smoking is not allowed on the work premises, including inside your vehicles.

Monitoring/Accountability: Crew supervisor **and** other staff

Corrective Action:

Progressive discipline – verbal warning, written warning, termination.

SOP - SOS

- Bank of SOS templates available in word form.
- Modify to fit needs of operation.
- www.iowahaccp.iastate.edu
- Click on foodservice – either Schools or Assisted Living
- Left menu – SOP for various procedures

SOP Take-Aways

A plan is not a plan until it is in writing – it is just an idea - Lee Iacocca

Documentation of good practices can be useful for:

- **identifying standards of practice** in your shop
- **hiring, training and reviewing performance** of employees
- **establishing a foundation/record of procedures** for your operation.

No need to reinvent the wheel – Starting points are online.