

# International Journal Of Advance Research, Ideas And Innovations In Technology

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ISO 22000: 2018 Implementation (FSMS)

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# **ABSTRACT**

The ISO 22000/FSMS is the most advanced universal management system for food safety. Implementing this standard will help any organization to achieve top notch safety and will be able to eliminate all hazards way before creating any kind of waste, accidents or any customer complaints. This paper indicates the initial documentation and implementation of FSMS standard in plastic molding industry.

**Keywords**— FSMS- Food safety management system

# 1. PROBLEM STATEMENT

The company has an increasing demand in the product line of food and automotive. The company wants to increase its revenue by getting more clients from food and automotive domain, which requires ISO 22000 certification for product approval. Becoming certified to ISO 22000 allows the company to show their customers that they have a food safety management system in place. This provides customer confidence in the product. This is becoming more and more important in food product domain as customers demand safe food product which is free from any form of hazard.

# 2. OBJECTIVE

The company wants to open their doors of production line and get as many clients as possible and create a monopoly in their specific region in all the product lines of food and pharmaceutical industry.

#### 3. LITERATURE REVIEW

ISO certification certifies that a management system, manufacturing process, service, or documentation procedure has all the requirements for standardization and quality assurance. ISO (International Organization for Standardization) is an independent, non-governmental, international organization that develops standards to ensure the quality, safety, and efficiency of products, services, and systems. As mentioned above, ISO refers to the International Organization for Standardization. This organization develops the standards, and it does in order to certify businesses or organizations. Certification is handled third-party and tested annually.

ISO certifications exist in many areas of industry, from energy management and social responsibility to medical devices and energy management. ISO standards are in place to ensure consistency. Each certification has separate standards and criteria and is classified numerically.

All in all, the training timeline will depend on numerous factors including the understanding of the requirements, the preparedness of an organization, and the size and complexity of the organization. Still, most can expect to receive their ISO 9001:2015 certification in three to six months. Remember. individuals cannot become ISO certified. Only businesses and organizations can. It's also worth noting that ISO doesn't provide the certification. Instead, certification is made possible through third party organizations. ISO 22000 is a Food Safety Management System that can be applied to any organization in the food chain, farm to fork. Becoming certified to ISO 22000 allows a company to show their customers that they have a food safety management system in place. This provides customer confidence in the product. This is becoming more and more important as customers demand safe food and food processors require that ingredients obtained from their suppliers to be safe.

#### 4. METHODOLOGY

#### Steps in implementing ISO 22000:2018

- 1. Nomination of the food safety team
- 2. Setting up prerequisite programmes (PRP's)
- 3. Development of HACCP plan
- 4. Documentation
- 5. Training, awareness generation and implementation
- 6. Internal FSMS audit
- 7. Management review
- 8. Certification (Third party audit)

The ISO 22000:2018 standard consists of overall 10 clauses which is as follows:

- 1. Scope
- 2. Normative reference
- 3. Terms and definition
- 4. Context of the organisation
- 5. Leadership
- 6. Planning
- 7. Support

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- 8. Operation (PRP and HACCP implementation)
- 9. Performance evaluation
- 10. Improvement

# 5. CONTEXT OF THE ORGANISATION

#### 5.1 Clause states

To understand the internal and external issues of Amerco packaging solutions and also identify the needs and expectations of the interested parties (employee, govt. bodies, supplier, customers etc).

# 5.2 Implementation

Our basic aim is to understand identify the internal and external issues of the company and identify the needs and expectations of the interested parties (employee, govt. bodies, supplier, customers etc.), which will help to generate proper objectives of the company.

Amerco packaging solutions has determined the External & Internal Issues that are relevant to its purpose and strategic direction and that affects organization's ability to achieve the intended results of its FSMS.

ISSUES  $\rightarrow$  IMPACT (if negative)  $\rightarrow$  OBJECTIVES

#### **External Issues**

- High Market Competition
- Economic environment- Raw material pricing fluctuations
- Market recession

#### **Internal Issues**

- Less skilled man power
- No proper system is followed for processing food grade products
- No hazard is identified for any process
- Improper layout of the production cell
- For a huge order, chances of delivering defective parts to customer
- Lot of over processing and overproduction
- No emergency preparedness plan exists



Overprocessing of vexoline oil bottles (internal issue)

#### 5.2 Mission of the company

Amerco packaging solutions supply different types of Caps & Closures, Flip Top Caps, Spouts & Caps and HDPE bottles to Food Industry, Edible Oil, FMCG, Pharma, Petroleum Industries & Cosmetics by implementing lean manufacturing system, adhering to Quality, on time delivery and continual improvement.

#### 5.3 Vision of the company

Amerco packaging solutions shall be world class manufacturing unit, providing complete solutions of packaging to all Multinational companies with global presence in 10 countries achieving ₹100cr by 2024. Objectives established from issues:

- (a) To create high quality products.
- (b) To create monopoly in the respective zone.
- (c) To create the most efficient work infrastructure and environment.
- (d) To work with competent and potential people.

# Scope of the food safety management system (FSMS):

Amerco packaging solutions supply different types of Caps & Closures, Flip Top Caps, Spouts & Caps and HDPE bottles to Food Industry, Edible Oil, FMCG, Pharma, Petroleum Industries & Cosmetics by implementing lean manufacturing system, adhering to Quality, on time delivery and continual improvement. The company mainly deals with injection and blow moulding operations.

#### 6. 5.LEADERSHIP

#### **6.1 Clause states:**

- According to this clause the top management (MD, board of members) should ensure commitment and leadership towards implementation of FSMS in Amerco packaging solutions.
- Management review meeting (MRM) should be by led by top management.
- Establishing the food safety policy and its communication.
- FSMS roles and responsibilities should be understood by everyone in Amerco packaging solutions.

#### **6.2** Implementation

Amerco packaging solutions is committed towards continual improvement in every process. Along with the team FSMS policy, objectives and resources were documented effectively to implement FSMS in Amerco packaging solutions.

#### 6.3 FSMS roles and responsibilities

FSMS project team leader allotted was Mr.Hiralal who was responsible to give the updates of the FSMS implementation to the top management.



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#### 7. PLANNING

#### 7.1 Clause states

- Planning to address risk and opportunities generated from the issues raised in the 4<sup>th</sup> clause should be done.
- Planning to mitigate the risk and increase the opportunities.
- Planning to address risk and opportunities generated from objectives.
- Planning of how will Amerco packaging solutions deal with changes done in FSMS.

# 7.2 Implementation

After reviewing the internal issues of the organisation there is a high chance of creating risks which will have a negative impact on the company growth. The internal issues discussed earlier were:

Internal Issues:

- Less skilled man power
- Improper layout of the production cell
- For a huge order, chances of delivering defective parts to customer
- Lot of overproduction
- For some parts not exact count of production items are known.

The company deals with three phases of quality which includes Quality plan, in-process inspection, and finally pre-dispatch inspection In order to reduce the defects a good quality plan is established (For a huge order, chances of delivering defective parts to customer) for 8.6 mm cap.

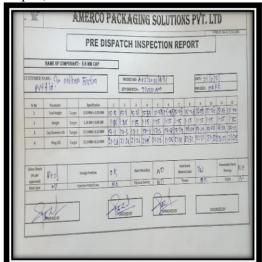
• Quality plan for 8.6mm red cap

			QUAL	LITY PLAN	QP-001 Rev.0	
Produ	ıct Name	8.6 MM CAP				
Sr. No.	Inspection Stage	Sampling Method	Parameters to be check	Method/Media	Ref.Work Instruction / Customer's Specification Sheet.	Records to be maintained
			Total Height	15.8 MM ± 0.50 MM		
	1 First sample one shot of all cavity approval.		Weight	1.14 GM ± 0.08 GM	1	
			Cap Diameter OD	17.3 MM ± 0.15 MM		
4		ana ahat affall assiss	Ring OD	21.3 MM ± 0.15 MM	la av demine	Circl samels seesand
		one shot of all cavity	RM To be used	HDPE	As per drawing	First sample approval report
			Colour	As per Master Sample		
			Flash/half shot	Not allowed		
			Visual appearance	As per Master Sample		
			Total Height	15.8 MM ± 0.50 MM		
			Weight	1.14 GM ± 0.08 GM		
		one shot of all cavity	Cap Diameter OD	17.3 MM ± 0.15 MM		
)	Inprocess	as per regular interval	Ring OD	21.3 MM ± 0.15 MM	As per drawing	Inprocess inspection report
	inspection	of time	RM To be used	HDPE	ker menump	mprocess improduct topoli
	Vi unic		Colour	As per Master Sample		
		Flash/half shot	Not allowed	l		
			Visual appearance	As per Master Sample		
			Total Height	15.8 MM ± 0.50 MM		
			Weight	1.14 GM ± 0.08 GM	]	
)	final inspection	5 % of lot	Cap Diameter OD	17.3 MM ± 0.15 MM	As per drawing	Final inspection report (PDI)
3	ime iispectoli	7 /0 OL IOL	Ring OD	21.3 MM ± 0.15 MM	us het mannik	i ma aispecion report (PDI)
			RM To be used	HDPE		
			Colour	As per Master Sample		
			Flash/half shot	Not allowed	l	
			Visual appearance	As per Master Sample		
			Packing	tear box/cut bag/dust/durt not allowed		

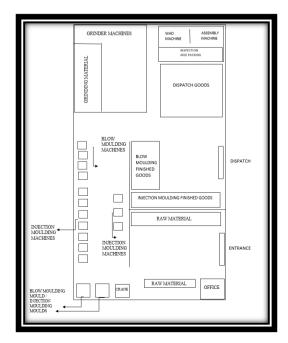
In-process inspection report



• Final inspection report (Pre-dispatch inspection (PDI) report).



 New plan layout is ready will be taken for main changes. (Improper layout of the production cell).



#### 8. SUPPORT

#### 8.1 Clause states

- To implement the FSMS in the organisation, the company should provide support in all the possible ways.
- Support in terms of resources, people, infrastructure, work environment, as well as awareness and communication of the FSMS with documented information.
- Documented information about every work instruction, raw material storage and process is needed.
- Competent people are mandatory for implementation of FSMS.
- Documented information about daily production count is needed.

#### 8.2 Implementation

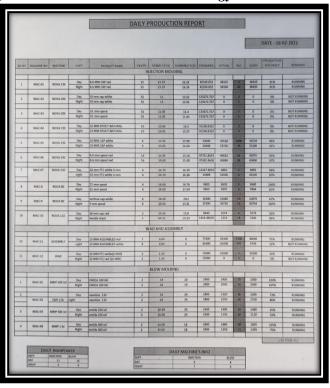
Proper technology already exists in the organisation. Everyone is treated without any discrimination. The name and manufacturing location of the machines are listed below:

- Injection moulding machines (4)- Nova servo 150 (Milacron)
- Injection moulding machines (2)- Nova servo 110 (Milacron)
- Injection moulding machines (2)- Nova servo 200 (Milacron)
- Injection moulding machines (2)- Nova servo 80 (Milacron)
- Extrusion blow moulding machines (4)- 2000-H-2 (200,500 ml / 1,2 litres) (Mega machinery product)
- Assembly machine (1) (KEN)
- Grinder machine (2)
- WAD machine (1)
- Competency matrix of the organisation for successful implementation of FSMS:

ia.	Designation	Department	Qualification Required	Experience Required	Skills	Score (2-5)	Ren
	ABBLIEET TAITYA- CEO	-	Graduate in mechanical engineering	Has an experience of 34 in running engineering companies independently, and is familiar with all the laws.	Management fulfillments & Customer Interaction, self discipline, punctuality, decision maker.	5	15
-	NISHANT GANGUNDE- QUALITY HEAD	PRODUCTION	Graduate in mechanical	Has 6 years of experience in the field of Quality Assurance Department. And also has a knowledge of ISO 22006/2018 (FSMS) System.	Knowledge of ISO 9001 2015 and quality engineering.	5	/EX
	HRALAL RODGE- PRODUCTION HEAD	PRODUCTION	BA and CIPET	Has a 15 years of experience in Injection moulding manufacturing unit, can handle the plant independently	Has Skills of using all types of measuring Instruments & Planning of Customer Schedule, supervisory skill.	5	150
	BHATU VSAIKAR- PURCHASE DEPT. HEAD	COMMERCIAL	Diploma in mechanical engineering	Has 15 years of experience in the field of marketing, purchasing. And also has a knowledge of excise, sales tax etc.	Has Skills for purchasing, marketing & managing materials dept.	5	\EX
_	MONA JASWAL- BLOW MOULDING	PRODUCTION	Diploma in mechanical engineering	Has a 20 years experience of operating and maintaining Blow moulding machines.	Has Stells to operate and maintain blow moulding machines.	4	/EX

SCORE BASED ON SKILLS: NETWORK SERVICES, UNDERSTANDING OF PLASTIC PROCESSING, TECHNIAL KNOW PROJECT MANAGEMENT, ANALYSING SKILLS, FAMILIAR WITH MS OFFICE, LEAN MANUFACTURING SYSTEM.

 Evidence (documented information) about daily production updates (daily production report) and process is given below:



# Efficiency= actual / standard (column values)

• Evidence (documented information) of raw material and finished goods storage:

		Stock in kg/nos		01-0	1-2021	02-01	1-2021
Product name	MSL	CLOSING STOCK	OPENING STOCK	IN	OUT	IN	OUT
	Raw Materi	al					
PP01:HDPE M60075/60A080UA/M6008/080M55	5000	2300	3800	(	150	0	15
PP02:HDPE ACP5331H/020M52M5203/M5002L	10000	15650	22500	(	125	0	15
PP03:PPCP SRM100NC/SRE100	3000	2600	1125	(	0	0	7
PP04:HDPE E5201/F46003/B6003/ACP5831D	5000	4000	5000	(	200	0	20
PP05:HDPE B6401/B56003	5000	0	0	(	0	0	
PP06:LDPE 16MA400	0	0	0	(	0	0	
PP07:PP FLMM2DK CHOCOLET	250	0	0	(	0	0	
PP08:PP FLM M2 GREY	250	500	0	(	0	0	
PPO9:PP FLM M2 RV BLACK	750	200	0	(	0	-	
PP10:NYLON PA6GF30 NATURAL (KF KGS 6)	0	175	175	(	0	0	
PP33:NYLON PA6 UNFILLED NATURAL (K225 KS)	0	175	175	(	0	0	
PP13:PIG RED (RD5440)	0	0	0	(	0	0	
PP14:PIG WHITE (0632MC)	15	4	27	(	1.2		0.1
PP15:PIG ORANGE (OE1440MC)	0	0	0	(	0	0	
PP16:PIG GREEN (GN4188MC)	0	5.4	5.4	(	0	0	
PP17:PIG BLUE (BE1571MC)	0	0	0	(	0		

		Stock in kg/nos		01-0	1-2021	02-01	1-2021
Product name	MSL	CLOSING STOCK	OPENING STOCK	IN	OUT	IN	00
	FG STOCK						
APACO1:5mm Assembled White(INA305)		0	0		0		
APAC02:5mm Cap White (INA305)	100000	80000	176000	29808	0		
APACO3:5mm Spout White (INA305)	100000	80000	171000	29102	(	0	1
APACO5:8.6mm Assembled Orange (1440)		0	0	(	(	0	1
APACO6:8.6mm Assembled Green (4188)		0	0	(	0		1
APACO8:8.6mm Assembled Yellow (2NA403)		0	0	(	(		1
APACO9:8.6mm Assembled Blue (1571)		0	0	(	(		
APAC10:8.6mm Cap Red (4NA536)	1	145000	108000	85383	(	58045	5
APAC11:8.6mm Cap White (INA305)		0	0	(	0		1
APAC12:8.6mm Cap Yellow (2NA188) Sugar		4	0	(	(		
APAC13:8.6mm Spout Red (4NA536)		60000	78000	61750	(	72475	5
APAC14:8.6mm Spout White (INA305)		0	0	(			1
APAC16:8.6mm Spout Natural		0	0	(	(		1
APAC15:8.6mm Spout Yellow (2NA403)		0	0	(	(	0	0
APACO4:8.6mm Assembled Red (4NA536)		80000	0				

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Closing stock represents the present stock while the opening stock represents the stock which is carried forward from previous month.

# 9. OPERATION (PRP AND HACCP IMPLEMENTATION)

#### 91. Nomination of food safety team

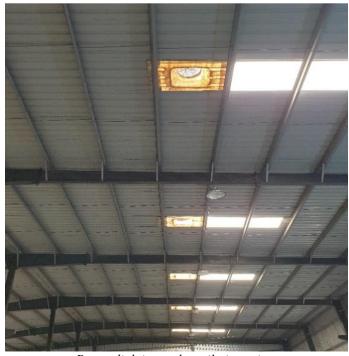
The FSMS implementation team included the staff as well as the machine operators. The basic idea about the FSMS objectives and goals were shared with the working people in the company.

#### 9.2. Setting up prerequisite programs (PRP's)

PRP's are the basic pre-requisite programs, for example personal hygiene, procurement of raw materials, general cleaning approved procedures, air, surface and water equipment monitoring, timely medical examination of employees, training and awareness. It is the foundation of HACCP program. PRP's applies to all operations, it also contributes to the reduction of hazard, its failure does not necessarily mean that product is unsafe, and it is not measurable in real time. Prerequisite programs expect the following changes:

- Premises- proper ventilation inside the premises, proper lighting, hand washing stations and sanitizing installations.
- Storage space- proper temperature control of storage area and a proper ventilation.
- Equipment- proper maintenance and calibration of the equipment is done.
- Personnel- general food hygiene training program is conducted once in a three-months.
- Sanitation and pest control- Working on a good pest control and sanitation procedures.
- Product Recall planning- Product coding and labelling is done and procedures for testing and recalling with a good traceability plan is in process. Near to 70% of the work is done.

Also, the company is in process to ensure highest safety while processing raw material in the machine using proper food safety kit like gloves and hair caps which counts as a major GMP (good manufacturing process).



Proper lighting and ventilation exists



Proper storage space for finished goods



Dispatch boxes with proper coding to trace the lot number of the finished item

#### **HACCP Plan**

	IS THIS HAZARD						
HAZARD DESCRIPTION	A PRP OR BY HACCP PLAN	CCP?	JUSTIFICATION	CRITICAL LIMITS:	MONITORING PROCEDURES	CORRECTIVE ACTIONS	VERIFICATION PROCEDURES
MIXING OF COLOUR WITH RM WITH BARE HANDS -PHYSICAL HAZARD	HACCP IS REQUIRED	YES	THIS PROCESS IS A MANDATORY PRE- PROCESS AND IF NOT IMPLEMENTED MIGHT CONTAMINATE THE FINAL PRODUCT	WORKER OR HELPER SHOULD NOT BE ALLOWED TO WORK IF THEY ARE NOT USING THE PROPER GLOVES AND KIT	N/A	VISUAL REMINDER BOARD OR A CHECKLIST SHOULD BE IMPLEMENTED	DAILY INSPECTION OF CHECKLIST SHOULD BE IMPLEMENTED
MIXING OF FOREIGN PARTICLES WITHIN THE MATERIAL OF PRODUCT IF MOLD IS NOT CLEANED -CHEWICAL HAZARD	HACCP IS REQUIRED	YES	THIS PROCESS HAS A HIGH RICK OF FINAL PRODUCT CONTAMINATION AND CAN GENERATE OFF QUALITY PRODUCTS	YES	AN ELECTRONIC DETECTOR FOR CHECKING CAN BE USED TO ELIMINATE THIS RISK	TOP MANAGEMENT SHOULD ENSURE FREQUENT AUDITS AND CAN AVAIL THE DETECTORS	DALY INSPECTION OF CHECKLIST SHOULD BE IMPLEMENTED
RISK OF PRODUCING NOT OK PRODUCTS ON THE ASSEMBLY MACHINE DUE TO HIGH NOISE LEVEL -PHYSICAL HAZARD	CAN BE CONTROLLED USING PRP	NA	THIS PROCESS IS A MANDATORY PRE- PROCESS AND CAN BE INSTITUTIONALISED	N/A	N/A	VISUAL REMINDER OF USING EAR PLUGS OR A CHECKLIST SHOULD BE IMPLEMENTED	DAILY INSPECTION OF CHECKLIST SHOULD BE IMPLEMENTED
NO MEDICAL REPORTS OF WORKING EMPLOYEES IS RECORDED WHICH MIGHT LEAD TO HIGH RISK OF COMMUNICABLE DISEASES WITHIN THE ORGANISATION -BIOLOGICAL MAZARD	HACCP IS REQUIRED	YES	THIS PROCESS MIGHT LEAD TO NON- HEALTHY WORK ENVIRONMENT AND HAS A HIGH RISK OF GENERATING BAD QUALITY PRODUCTS	WORKER/ EMPLOYEES SHOULDN'T BE PERMITTED INSIDE THE PREMISES IF THIS CONDITION IS OBSERVED	ASKING FOR MEDICAL REPORTS ON A FREQUENT BASIS	FREQUENT CHECKING OF THE EMPLOYEES HEALTH	DAILY INSPECTION OF CHECKLIST SHOULD BE IMPLEMENTED

# 10.PERFORMANCE EVALUATION

# 10.1 Clause states

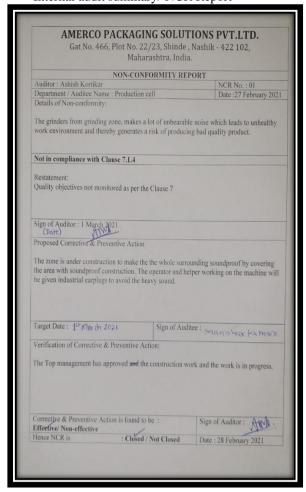
- Organisation should ensure customer satisfaction and ensure that their needs and expectations are fulfilled.
- Organisation should conduct internal audit at regular intervals.
- MRM should be conducted to ensure effectiveness of FSMS.

#### 10.2 Implementation

Customer complaint chart

			Custom	er Complaint Register	Root Cause	Corrective
Sr. No.	Date	Customer	Part Name	Description of Complaint	K001 Canse	Action
I	05-09-20	Empire Spice & food	10 mm cap red	10 mm cap getting leak	Increase Wall thickness	Make Dimple In Injection area
2	08-09-20	Sachi Petrochem	vexoline 1 ltr bottle	bottle getting leak	Knife pressure Apply More then Its limit	Training given t worker
3	10-12-20	Dhruv Agro	Award 1 ltr & 500 ml	bottle getting leak at neck area	Decrease Diameter of shooting pin	Decrease Diameter of shouting pin
4	17-12-20	) field fresh	spout without cap, seal break, box damage	10 mm cap and spout	use 7 ply box	Training given worker
5	22-12-20	) food coast international	32 mm cap FTC with 6 mm orifice	cap found without wad	sensor is not working	replace working sensor
6	08-01-2	1 hershy india ltd.	32 mm cap brown with 6mm orifice			

• Internal audit summary/ NCR Report



MRM details

	Gat No. 466, Plot No. 22/23 Maharash	tra, India.		
		nent Review Meeting  Date: 1 <sup>5</sup> March 2021		
leeti	ng No.: 01			
otal	Pages: 03	Month:		
ersor	s Present:			
	h Koxtikax			
	lal Rodge			
	pohar Kumar			
Sr.	endra Poin	its Discussed		
No.				
1	Review of quality policy and objective	es		
2	Corrective Action on non-conformities raised during system audits & Review of internal audit			
3	Process performance and product conformity			
4	Corrective actions on customer comprelated to interested parties	laints/feedbacks/satisfaction surveys		
5	Monitoring and Measurement results			
6	Performance of externally provided p	roducts		
7	Review of resources			
8	Review of training needs			
9.	The effectiveness of actions taken to address risk and opportunity			
10	Cl	that relevant to Quality Management		
10.	System.	that relevant to Quality Management		
11.	Recommendations for improvement			

#### 11.IMPROVEMENT

#### 11.1 Clause states:

- All the non-conformities should be closed, corrective actions should be implemented.
- Organisation should adapt continual improvement approach (kaizens, poka-yoke, visual management, 5S etc).
- Organisation should institutionalise all the improved methods.

# 11.2 Implementation

Amerco pa	ckaging solutions pvt.ltd.	KAIZEN SHEET		
Area of Kaizer	r : Production cell	Kaizen-1		
Kaizen Theme the pipeline sys	: To avoid future damage in stem	Kaizen idea: To make the workplace organized		
Problem/Pres		Solution :		
	stem for water supply was not ly and has a risk of damaging	Covering with cement will solve this problem		
	Before	After		
Prepared by	Ashish Kortikar			
	r implementation is done and ris	sk is eliminated		
Bench Mark	implementation is done and its	on is chiminated		
	20.02.2021			
Start date	15.02.2021			
Finish date	19.02.2021			
Team Membe	re ·			

	packaging solutions pvt.ltd.	KAIZEN SHEET		
Area of Kaiz	en : Dispatch zone	Kaizen-3		
Kaizen Then and blow mou	ne: To avoid mixing of injection ulds	Kaizen idea: To make the workplace organized		
Specific locat	sent Status : ion for any material is not	Solution: Location was made tracable by visually		
available		managing the dispatch zone		
	Before	After		
	: Ashish Kortikar	lastification of finished seeds in seed		
Result. Plob	er impiernentation is done and it	lentification of finished goods is easy		
Bench Mark	10.04.2021			
Bench Mark Target Start date	10.04.2021 03.04.2021			

Amerco	packaging solutions pvt.ltd.	KAIZEN SHEET
Area of Kaiz	en : Production cell	Kaizen-2
Kaizen Then and blow mo	ne: To avoid mixing of injection ulds	Kaizen idea: To make the workplace organize
Problem/Pre	esent Status	Solution :
Lot of moulds in a proper fa	s are mixed and is not arranged shion	The moulds was properly sorted and palced in rack
	Before	After
	: Ashish Kortikar per implementation is done and n	niving is eliminated
Bench Mark	rei imprementation is done and in	inning is cirrimated
Target	10.03.2021	
Start date	05.03.2021	
Finish date	09.03.2021	
Team Memb Quality	ers :	

Amerco	packaging solutions pvt.ltd.	KAIZEN SHEET
Area of Kaiz	en : Dispacth zone	Kaizen- 4
Kaizen Then free.	ne: To make the zone cluter	Kaizen idea: To make the workplace organized
Problem/Pro	esent Status :	Solution :
Lot of unwan dispatch zon	ted items were placed in the e	.All the unwanted items were eliminated.
	Before	After
	r: Ashish Kortikar	
	per implementation is done.	
Bench Mark	20.02.2021	
Target Start date	11.02.2021	
Finish date	20.02.2021	
Team Memb Quality		

# 12. CONCLUSION

After successful implementation and making these processes a company standard for daily basis, the organisation will achieve its required targets of quality and customer satisfaction.

# 13. REFERENCES

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