

QUALITY AND SAFETY MATTERS

Workbook



Discuss: your experience of good and bad quality

Quality matters because it's what your customers see and feel about the goods or service they have purchased from you! You want them to become regular customers, so you must make them feel good!

There are two parts to your quality – 'design' and 'control' (Or conformance)

1.QUALITY DESIGN

You decide what your product or service will be, who you will sell to and what price you will sell at, whether it is a high price or a low price quality matters equally

Write an 'H' on the high price and 'L' on the low price products



















So, your design price is your choice, you need to think carefully about it and what markets and customers you want to buy your products or service

Whether high price or low price you might be able to sell anything once, but if you fail to meet your customers expectation your business will fail!

Discuss: What customers could you serve and how can you reach them?

Pukka Herbs Organic Hemp oil



One bad vegetable or fruit can spoil the rest – never hide or sell rotting produce - remove them



Ideally every tomato would be the same shape, size and ripeness! Don't sell mixed sizes!



Depending on what your business is to be, setting quality standards may be easy or rather difficult but it is important that you consider what your standards will be.

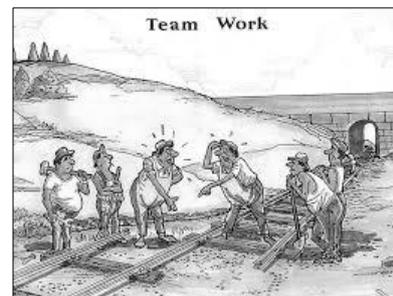
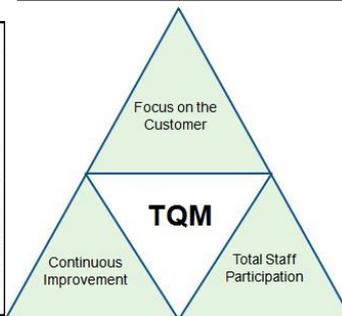
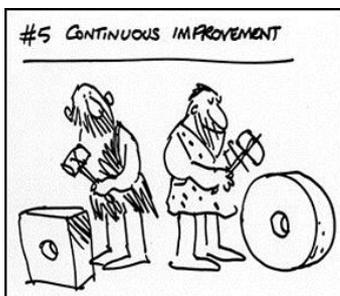


Remember: Quality starts with you!

Tick the questions below:

I CAN/CAN'T DO	I can do this very well	Can do this well	Can do this but not very well	Can't do this
Can you select your design quality (High or low both are OK!)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Can you set a quality control standard so that all or most of your product is the same quality?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If you buy materials do you check the quality by inspecting carefully before you buy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If you provide a service can you say what the quality of your service is?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

So, whatever you do – quality matters!
Total Quality Management (TQM)



Total Quality Management

SAFETY



Everyone faces risk to their health and safety, whether it is at home, outside the home or at work. Our bodies are amazingly made to resist and recover from illness or injury

Discuss some of your experiences of recovering from illness

We need to think about two parts to Safety Matters

1. Your own and family safety

2. The safety of your business customers

1. Your own and family safety

Illness can have many causes, often linked to food and water both of which can be contaminated by poisonous substances and microbes (parasites, moulds, bacteria and virus infections), which most often cannot be seen. Infected food will often look smell or taste bad

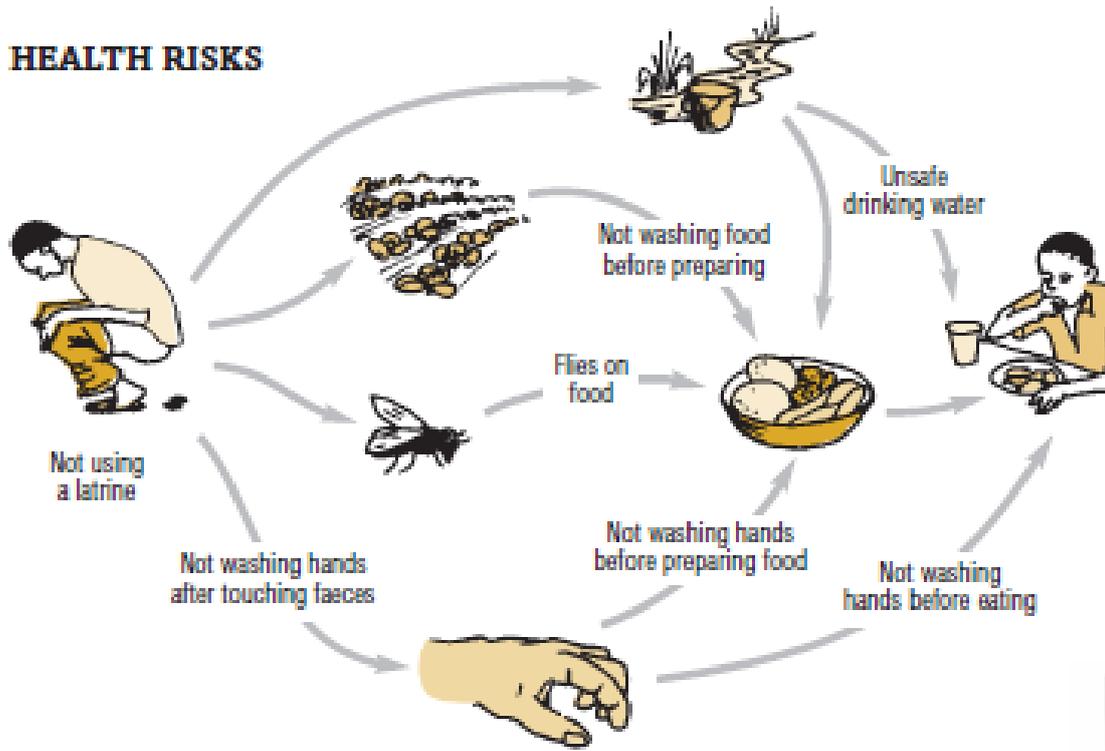


so can be avoided but it is very important to be as careful as possible.

Water if from an unsafe source should be boiled before drinking as this will kill all microbial contamination but will not remove any poisonous chemicals

There are some things you may be able to do to avoid illness from food or water

HEALTH RISKS



Tick what you can do to reduce the risk of illness:

I CAN/CAN'T DO	I can do this very well	Can do this well	Can do this but not very well	Can't do this
Filter or boil water before drinking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wash hands before handling food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keep raw foods in a cool place before use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cook foods well, before eating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. The safety of your business customers

We all have a responsibility and need to minimize the risks to our health and to avoid risks of injury to ourselves or to anyone else



Running a small business means that if you or anyone in your family becomes ill or has an accident it could be very difficult to carry on trading and you may find you want to use money from your business to pay for medical help. Your business and source of income may then have to close.

Discuss how you would manage sickness or injury if you are running a business

If you are handling or preparing food for sale it is important to always keep your products clean and safe. Here are some guidelines you should try to do. Tick if you can do them:

I CAN/CAN'T DO	I can do this very well	Can do this well	Can do this but not very well	Can't do this
Keep animals, birds and as far as possible insects out of a food preparation area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cover hair and wash hands before preparing food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Keep a food processing or packing areas clean and free from rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wash pans and equipment, with hot clean or boiled water after use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I CAN/CAN'T DO

I can do this very well

Can do this well

Can do this but not very well

Can't do this

Don't handle or prepare food if you are not well

Never smoke sneeze or spit near food in a preparation area

Keep all stored food covered or in containers and store cool if possible

Lastly here is how to lift anything safely without straining your back – bend your knees!

