

# BMS Meeting



## MINUTES

24 MARCH 2011

9.00AM

PADDOCK WOOD

TYPE OF MEETING	BMS Management Meeting
MINUTE TAKER	Candice Garthwaite (Quality Assurance Manager)
ATTENDEES	Adam Cox (Managing Director), Bill Cooper (ORP Manager) , Sharon Jones (Technical Director), Candice Garthwaite (QA Manger), Kerry Bigwood (Design and Procurement), James Ludwinski (Logistics and Duty), Charles Deacon (Logistics Controller), Russell How (New Product Development Manager), Lilly Rollinson (Logistics Co-ordinator), Paula Regan (Administrator), Thomas John (Quality Controller), Dean Barnes (Stock Management), Nora Bastable (Logistics and Stock Management), James Clark (Quality Controller), John Bagshaw (Foodservice/Trader National Account Manager), Dario Miraglia (Commercial Controller), Lee Cadle (Commercial Assistant), Neal Prest (Ambient and Branded Sales Manager), Lukasz Balcerek (Core Range Commercial Assistant), Alastair Mills (Core Range Stock & Logistics Controller), Arthur Clark (Stock Controller) Apologies: Aryssa Amin (PA to the Directors)

## Agenda Topics

### 1.0 Outstanding Issues from Management Meeting

ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Archiving. A meeting was to be held regarding where materials are to be stored length of time etc. AC advised project is underway. Project to go live June, archiving will occur July – September, SCD to offer resource for input October; the system should go fully live after this point.	AC/SJ/BC	Complete
Monitoring task list. QA have a talk list in place. ORP do not know specific roles and responsibilities that relate to their individual areas. AC to meet with ORP team and define roles and responsibilities	AC	1 April 2011
All individuals purchasing stock must supply percentage of products bought through third parties to SJ	Individuals purchasing stock	13 May 2011

### 2.0 CUSTOMER COMMUNICATIONS

2.1	CUSTOMER COMMUNICATIONS QUALITY		
DISCUSSION	A formal complaint procedure and log is in place and maintained. Graphs are produced monthly for the Ops meetings. Trend analysis of data is conducted and communicated to the group.		
Aim is for a downward trend.			
CONCLUSIONS	Graphs are presented monthly at the Ops meetings and discussed.		
ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE
AC to confirm change to format of the Ops meeting and requirements for frequency of complaint reporting to the group		AC	30 May 2011

2.2	CUSTOMER COMMUNICATIONS – ENVIRONMENTAL		
DISCUSSION	No new business		

<b>CONCLUSIONS</b>	No environmental complaints have been raised against the company.	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
AC to confirm change to format of the Ops meeting and requirements for frequency of complaint reporting to the group	AC	30 May 2011

### 3.0 PRODUCT LIFE EXTENSIONS

<b>DISCUSSION</b>	A formal shelf life extension procedure and log is in place and maintained. Graphs are produced monthly for the Ops meetings. Trend analysis of data is conducted and communicated to the group. Aim is for a downward trend.	
<b>CONCLUSIONS</b>	Graphs are presented monthly at the Ops meetings and outcomes discussed.	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
AC to confirm change to format of the Ops meeting and requirements for frequency of complaint reporting to the group	AC	30 May 2011

### 4.0 ANALYSIS OF NON-CONFORMANCES, STATUS OF CORRECTIVE ACTION AND PREVENTIVE ACTIONS

<b>DISCUSSION</b>	Graphs showing non conformance levels and league tables of ORP, Core Range and Compass suppliers were provided for discussion.	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
QA to perform further supplier audits, based on accreditation, risk assessment and non conformances	QA	On-going
Non conformance summaries to be provided to suppliers with purchase orders to highlight previous issues to suppliers. Aim is to minimize reoccurrence of non conformances	ORP Team	On-going
Review of suppliers at the bottom of the league table is to occur at monthly Operations meetings (this format and frequency may change)	ORP and Core teams	On-going

### 5.0 RESULTS OF AUDITS

<b>5.1</b>	<b>EXTERNAL AUDITS</b>	
<b>DISCUSSION</b>	ISO 14001:2004 and ISO 9001:2008 audits completed August 2010. No non conformances MoD pack inspection September 2010, one non conformance for 'missing pallet 63' MoD audit schedule has changed.	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
No action points		

<b>5.2</b>	<b>INTERNAL QUALITY AUDITS</b>	
<b>DISCUSSION</b>	Audits performed August 2010. Any non- conformances raised were resolved August 2010	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
No action required		
<b>5.3</b>	<b>INTERNAL ENVIRONMENTAL AUDITS</b>	
<b>DISCUSSION</b>	Audit 13 August 2010 <ul style="list-style-type: none"> <li>- BMS document 25.0 was called Environmental Management however when opened was titled Identification of Environmental Aspects</li> <li>- BMS 25.1 Environmental Aspects register states that electricity bills are trended when in fact only monthly meter readings are trended</li> <li>- BMS 25.1 Environmental Aspects states that meter readings are trended per SCD employee when BMS 27.1 Utility Meter Monitoring sheet trends per all employees</li> <li>- VFUKSCD shares a building with VFUK this should be reflected in BMS 25.1</li> <li>- There is no stated method in BMS 27.0 Reducing Waste, Electricity Use and General Waste to measure the objective to reduce general waste</li> <li>- Contract cleaners are not recording waste on a controlled documents (currently in a diary)</li> </ul>	
<b>CONCLUSIONS</b>	<ul style="list-style-type: none"> <li>- BMS document 25.0 updated to be called Identification of Environmental Aspects</li> <li>- BMS 25.1 updated and correct as per Vestey process</li> <li>- BMS 25.1 updated to trend for all employees and to show BMS 25.1 building is shared by VFUK and VFUKSCD</li> <li>- BMS 27.0 Reducing Waste, Electricity Use and General Waste updated to include the cleaners regime of filling in form 27.3 Contract Cleaners Waste Record</li> </ul>	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
No actions		
<b>5.4</b>	<b>ENVIRONMENTAL LEGAL COMPLIANCE</b>	
<b>DISCUSSION</b>	Audit 26 July 2010 with two outstanding points <ul style="list-style-type: none"> <li>- No fire drill completed</li> <li>- No mention of managing the risk of asbestos in the office as this was found in a survey</li> </ul>	
<b>CONCLUSIONS</b>	Fire drill completed 06/08/2010 Asbestos policy/information has been written into visitors briefing note 4.1	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
No action points		
<b>5.5</b>	<b>INTERNAL AUDIT SCHEDULE</b>	
<b>DISCUSSION</b>	An internal audit schedule has been finalized.	
<b>CONCLUSIONS</b>	Internal audits to commence May 2011	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
Internal Audits to be completed by QA	QA	15 <sup>th</sup> May 2011

## 6.0 MINUTES EXTERNAL MEETINGS E.G. SUB CONTRACTORS, MOD

<b>DISCUSSION</b>	<ul style="list-style-type: none"> <li>- SPL – meetings held weekly. Notes from the previous meeting 03/03/11 circulated to the team</li> <li>- Mean of improving trials/processes to be suggested by SPL</li> <li>- Escalation process to be implemented Vestey staff to visit SPL for overview of facilities to improve understanding of processes</li> <li>- SPL gained BRC Storage and Distribution accreditation and ISO 9001 accreditation March 2011</li> <li>- Turners – Meetings held monthly. Notes from previous meeting 22/03/11 to be circulated. QA sign off of stock to occur on a weekly basis</li> </ul>	
<b>CONCLUSIONS</b>		
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
SPL to provide details of processes which could be improved through innovation/improvements	SPL	14 April 2011
Escalation process to be implemented	AC to liaise with Andrew Wills (SPL)	13 May 2011
Vestey Commercial to individually visit SPL and participate in intake and pack	BC/KB to circulate roster for ORP team movements	13 May 2011
QA to perform stock sign off at Turners on a weekly basis wherever possible	QA	On-going

## 7.0 SUPPLIER APPROVAL/AUDIT SCHEDULE

DISCUSSION		
Supplier Approval/Audit Schedule has been proposed for the next 6 months. Influences include risk assessment of suppliers over time and future non conformances, the addition of another QA member with auditing experience etc		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Supplier audit schedule to be auctioned by QA	QA	On-going

## 8.0 REVIEW QUALITY POLICY/OBJECTIVES

<b>8.1</b>	<b>QUALITY</b>	
<b>DISCUSSION</b>	The quality policy was read by the attendees of the meeting. Any comments/modifications were welcomed. No changes or amendments were required	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
No action required		

<b>8.2</b>	<b>ENVIRONMENTAL</b>	
<b>DISCUSSION</b>	The environmental policy was read by the attendees of the meeting. Any comments/modifications were welcomed. No changes or amendments were required	
<b>ACTION ITEMS</b>	<b>PERSON RESPONSIBLE</b>	<b>DEADLINE</b>
No action required		

## 9.0 CHANGES REQUIRED TO BMS/QMP

DISCUSSION	All procedures are to be reviewed under internal auditing to ensure adequacy and appropriateness. Changes to the BMS/QMPs may be made if deemed necessary. All records required to be reviewed to ensure they are completed and saved on the central server.		
BMS requires updating to ensure tasks and roles are adequately covered versus BMS 1.1 objectives			
ACTION ITEMS		PERSON RESPONSIBLE	DEADLINE
Individual responsibility for all records to be in place and up to date		ALL	15 <sup>th</sup> May 2011
QA to conduct internal auditing and update BMS/QMP if necessary		QA	15 <sup>th</sup> May 2011

## 10.0 RESOURCES REQUIRED

DISCUSSION	Open forum. No comment on resources required	
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
No action points		

## 11.0 TRAINING REQUIRED

DISCUSSION		
Training to be discussed and reviewed with AC and all team members during yearly performance appraisals		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Yearly appraisals to be conducted	AC	30 May 2011

## 12.0 OTHER

DISCUSSION		
Some Vestey staff members do not have ID cards		
QA gave an overview of Dangerous Goods, classification and transportation		
JL gave an overview of Bonded Stock processes and procedures		
Ops meeting format to change going forwards.		
UN Global Compact to be completed 27 July 2011.		
ACTION ITEMS	PERSON RESPONSIBLE	DEADLINE
Vestey ID cards to be provided to all Vestey staff members	LJ	18 May 2011
All to provide any knowledge or information relating to Dangerous Goods to QA to consolidate policy	ALL	30 May 2011
ORP and Core teams to have a workshop and work through bonded processes and procedures to diffuse knowledge	Core and ORP	30 May 2011
All to e-mail AC if there are ideas on how to restructure the Ops meetings	ALL	30 May 2011

SJ to provide outline of what is to be completed for Global Compact and by whom	SJ	30 April 2011
---	----	---------------

NEXT MEETING	September 2011
--------------	----------------