

**PrimusLabs.com Facility Audit Booking
& Information about v5.06 Facility Audits**

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1) PrimusLabs.com Contacts

If you want to **learn more** about PrimusLabs.com auditing services, then please call or e-mail our **Business Development Team**: -

North America		
Matthew Regusci	800 779 1156 ext 116	mregusci@primuslabs.com
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USA/Mexico Border		
Isaac Santos	805 310 3050	isantos@primuslabs.com
Mexico, Central and South America		
Eliezer Vega	(52) 667 716 5077 ext 29	evega@primuslabs.com
Juan Luis Rivas	(52) 667 716 5077 ext 30	jrivas@primuslabs.com

If you are ready to **book** your **PrimusLabs.com Facility Audit** e.g a returning auditee, then please call or e-mail our **Facility Audit Coordination Team**: -

North America		
Chelsea Felix	800 779 1156 ext 123	cfelix@primuslabs.com
Donna Ornelas	800 779 1156 ext 107	donna@primuslabs.com
Mexico, Central and South America		
Daniela Suárez	(52) 667 716 5077 ext 14	dsaurez@primuslabs.com

Thank you for choosing PrimusLabs.com to carry out your Third Party Audit.

The following texts and links are designed to provide you with information about your upcoming facility audit and also ensure that we have all the required information to provide the right service.

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2) Choosing a Facility Audit Template.

There are six audit templates to choose from: -

- Cooler and Cold Storage Audit.

This audit is designed to be used for facilities that are receiving goods directly from the fields, orchards etc. after harvest. If there is any packing, repacking, grading etc. occurring on site, then a Packinghouse Audit should be used.

- Packinghouse Audit

This audit should be used for any operation that is storing (cold or ambient temps), grading, packing, repacking, washing whole produce etc. If the item is being sliced, shredded, dried, juiced etc., then a Processing Audit should be used.

- Packinghouse with HACCP Audit

Many buyers are requesting facilities to create and maintain HACCP Systems for their products. PrimusLabs.com offers both its Packinghouse and Processing Audits with a HACCP Audit section added onto the standard version.

- Processing Audit

This audit should be used for any operation that is washing and slicing, shredding, drying, juicing etc. etc. any item i.e. any “further processed” items.

- Processing with HACCP Audit

Many buyers are requesting facilities to create and maintain HACCP Systems for their products. PrimusLabs.com offers both its Packinghouse and Processing Audits with a HACCP Audit section added onto the standard version.

- Storage and Distribution

This audit is designed to be used on facilities that are receiving and storing finished goods e.g. regional distribution warehouses. If there is any packing, repacking, grading etc. occurring on site, then a Packinghouse Audit should be used.

If this is your first audit, we would recommend that you consider carrying out an “educational pre-audit” and/or “consultative audit” in order to be prepared for the main scored audit.

PrimusLabs.com Sales and Audit Admins. can assist you when you are deciding what kind of audit is required, please call the contacts noted at the top of this web page.

Prior to agreeing to any audit, the “**Pre-Audit Facility Information Sheet**” should be completed <http://www.primuslabs.com/fs/englishfacilitysheetinfo.xls>. This will not only allow the Audit Admins to help you choose the right audit template and date for the audit, but this information will also help the auditor prepare for the day of the auditee.

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3) Choosing a Date for your Audit.

Book well in advance. This gives you more time to prepare! The sooner you call, the better informed you can become about the audit process. Phoning today for an audit next month, makes it difficult for your team to be fully prepared and might not be possible as our auditors might already be busy. The ideal situation is to call at least three months in advance of the audit date.

If you are a new auditee, then at least three months worth of paperwork must be available for review. Existing auditees i.e. companies that have been audited before, are expected to have available at least the previous years worth of documentation available for review. The only exceptions are for short season crops, but existing auditees for short season crops must be prepared to show records from the previous season.

It is **imperative** that the plant is running product and that a normal compliment of personnel are on site when the audit occurs in order for the auditor to complete a valid assessment. If the plant is not running and/or there are no production employees on site, then the audit will have to be terminated and cancellation charges will be applied. Please ensure that auditee personnel are available to follow the plant tour and are well versed in the areas that are being inspected.

Expense costs can be greatly reduced if you are flexible with your dates and allow PrimusLabs.com to suggest a date close to existing audit appointments near your location. This allows us to divide expenses between auditees and thereby greatly reduce the overall cost of the audit.

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4) Preparing For Your Audit

4.1) Internal Audit

ALL PRIMUSLABS.COM AUDIT TEMPLATES ARE AVAILABLE IN SEVERAL FORMATS, PLEASE SEE <http://www.primuslabs.com/fs/self.html> & <http://www.primuslabs.com/fs/formats.html>

We strongly advise that auditees carry out an internal audit using the PrimusLabs.com template in order to be best prepared for the upcoming 3rd Party Audit and also to become familiar with the areas and topics that will be covered by the audit.

4.2) Audit Requirements

In order to help your team better understand the audit requirements you can direct your browser to the following relevant Facility Audit Scoring Guideline:-

Processing with HACCP	http://www.primuslabs.com/fs/ProcessingwithHACCPAuditScoringGuidelinesv05.06REV7.pdf
Processing (without HACCP)	http://www.primuslabs.com/fs/ProcessingAuditScoringGuidelinesv05.06REV7.pdf
Packinghouse with HACCP	http://www.primuslabs.com/fs/PackinghousewithHACCPAuditScoringGuidelinesv05.06REV7.pdf
Packinghouse (without HACCP)	http://www.primuslabs.com/fs/PackinghouseAuditScoringGuidelinesv05.06REV7.pdf
Cooler and Cold Storage	http://www.primuslabs.com/fs/CoolerandColdStorageAuditScoringGuidelinesv05.06REV7.pdf
Storage and Distribution	http://www.primuslabs.com/fs/StorageandDistributionAuditScoringGuidelinesv05.06REV7.pdf

Please read the disclaimers at the beginning of this generic Facility Audit Scoring Guidelines document – this is the same set of guidelines that the auditor users.

Sections 2 the “Food Safety File” i.e. the paperwork section and documentation sections, can be very time consuming if the auditee is not well prepared, so a checklist has been developed to help the auditee get ready for this portion of the audit,

<http://www.primuslabs.com/fs/PreAuditPaperworkChecklistv5.06rev3%20Oct05.pdf>

In order to ensure an efficient review of the operations’ Food Safety File documentation, it is a good plan to have all of the documentation centrally located on the day of the audit for the auditor to review audit. The auditor usually looks at the files in the order noted on the audit.

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5) Facility Audit Agenda

Audit agenda’s do vary, but the normal pattern of events is as follows: -

- Opening Meeting. Confirm the appointment details, introduce the auditor(s) and auditee contacts, get some background and history of the operation. Confirm day’s agenda.
- **Tour of Operations** – areas depend of the type of facility, but might include raw material storage areas, production, finished goods storage, personnel facilities, maintenance, chemical storage, packaging storage and external areas e.g. where dumpsters are located.
- **Food Safety File** (paperwork section).
- **HACCP Section** (if relevant). The auditor might look at the HACCP file in the opening meeting in order to orientate themselves about the site program and CCP’s.
- **Food Security Section.** The auditor will have made notes about physical security aspects when carrying out the tour of the operation. *This area is scored, but is a separate total percentage from the rest of the rest of the audit (unless a the buyer requests a combined score).*
- **Miscellaneous Questions.** V3.02 questions include Employing Minors, Country Of Origin Labeling and Allergens. *These questions are not scored.*
- **New Questions (not part of the overall Food Safety Percentage)**
These are brand new questions that are assessed and scored, but the results do not contribute to any part of the overall audit score. These questions will be added to the main body of the audit, when the templates are next revised.
- Auditor “quiet” time. Sometimes needed to collate notes before delivering the closing meeting.
- Closing Meeting. Discuss non-compliance points with the auditee team. Please note that PrimusLabs.com auditors are not able to provide either a final score or pass/fail commentary at the end of the audit due to the high number of questions that are asked in the template and the scoring system that is applied. PrimusLabs.com auditors however do expedite audit reports very quickly and auditees should contact PrimusLabs.com if reports have not been received electronically two weeks after the audit has occurred (at the latest).

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6) PrimusLabs.com Auditor Quality Assurance System

Please be aware that PrimusLab.com Quality Assurance System will on occasion request that an auditor is shadowed and/or assessed for training and consistency control reasons. If your audit is chosen for such an event, your permission will be requested prior to the audit occurring. Another part of the Quality Assurance System, is reviewing of audit reports which usually occurs without the auditee's knowledge, but occasionally errors are noted that require the report to be edited re-sent.

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7) After the Audit

Irrespective of any buyer requirements, it is strongly advised that all auditee's after they have received written notification of any non-compliances (down scores), that they formally document corrective actions. This would include what has been done and if not already done, when these remaining action(s) will be completed.

These corrective actions should be kept on file and available for review. Some buyers require that these corrective actions are forwarded to themselves or to other bodies for review. PrimusLabs.com will e-mail your reports with a link to our corrective action recording system. PrimusLabs.com database can store your corrective actions free of charge and also if requested transmit them to any buyer at your written request.

Please also note that on your next audit, that the auditor will request to review the previous audit report and associated corrective actions documentation – failure to provide these documents will result in a down score.

Do not forget to make a note in your forward planner for your next audit and call in plenty of time to set up the audit appointment, so we can ensure that we have allocate the personnel and set up all the arrangements.

We hope that that above has helped inform you about the audit booking process and what to expect through the audit process. If you have any queries then please do not hesitate to contact us.

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