ENGLISH FACT SHEET

IFS
International Featured Standards

Product Safety Culture

IFS stands for delivering trusted products and brands. We believe that a truly robust product safety culture, deeply rooted in the corporate structure, is an essential and indispensable part of the commitment to safe and high-quality foods and products. We are convinced that understanding and living product safety culture is crucial for driving continuous improvement and, in turn, for lowering the risk of recalls.

Stephan Tromp, Managing Director of IFS

What is a product safety culture?

Product safety culture refers to shared values, beliefs, and norms that affect mindset and behaviour toward product safety in, across, and throughout an organisation. Senior management fostering a strong culture of product safety helps an organisation and its employees to prevent and detect deviations in any process impacting the safety, quality, and legality of their products. When achieved, employees become instinctively aware of the elements required to produce safe, quality products.

PRODUCT SAFETY CULTURE WITH IFS: THE BENEFITS FOR YOUR BUSINESS

Attain customer trust and recognition

Practice product safety to protect consumers

Grow employees trust and commitment and decrease staff turnover

Drive continuous improvement of your internal processes

Reduce recalls and customer complaints

Reduce liability insurance costs

Living the Product Safety Culture with IFS

IFS is known for its high-level standards and thorough certification assessments. Product safety culture is addressed throughout the IFS Standards.

Product safety culture shall be at least driven by the following elements:

- Communication about product safety policies and responsibilities
- Training
- Employee feedback on product safety-related issues
- Performance measurement

What questions you can expect during an IFS Assessment

- Is product safety culture addressed in your corporate policy, and has it been communicated appropriately to all employees?
- Has there been an implementation of proper communication, training, employee feedback on product safety-related issues, and performance measurements?
- What are your company's specific objectives regarding product safety culture?
- Does senior management review these objectives regularly?

Learn more about Food and Product Safety Culture with IFS

To give you more insights and practical information, IFS has developed an E-Learning Module. It is available online through the IFS Academy.

Register for our online module about Food and Product Safety Culture >

HOW TO BUILD A PRODUCT SAFETY CULTURE

MAKE PRODUCT SAFETY CULTURE AN INTEGRAL PART OF THE CORPORATE POLICY

- Get commitment from senior management
- Set clear objectives and goals
- Communicate the policy and expectations to everyone in the workforce
- Implement appropriate staff training
- Share relevant information with employees daily
- Establish an employee feedback system on product safety-related issues
- Measure performance and review your objectives periodically
- Appreciate and celebrate successes

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