

The MQA logo is displayed in a stylized, bold, black font within a grey rectangular box with a black border. The letters 'M', 'Q', and 'A' are connected, and a registered trademark symbol (®) is located to the right of the 'A'.

MQA®

A white rectangular box with a black border containing the word 'Company' in a bold, black, sans-serif font.

Company

Melbourne Quality Assurance

... Helping you achieve food safety and quality assurance...

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Business Overview

Background of the Business

MQA was established in 2010 to supply affordable support to the food industry. There is a vast gap between costly and free support. With the ever-changing rules and regulations thrust upon business owners, MQA is able to supply information, documentation, and support to these businesses.

MQA visits businesses and determines ways to improve or implement their quality assurance systems, therefore also assisting with management growth and company morale.

Business Structure

MQA is solely owned by Janette Hughes. Specialists from various professions related to the food industry are used directly by the client to ensure costs are minimal.

Client Scope

- Aged care and childcare kitchens
- Cafés and restaurants
- Caterers
- Food distributors
- Food manufacturers
- Food warehouses
- New businesses
- Procurement only
- Support businesses to the food industry

Business Purpose

To assist small to medium business enterprises become certified in food safety and quality assured systems.

Business Activities

MQA are Melbourne-based quality assurance specialists for the food industry. We focus our needs for small to medium sized businesses that require second-party assistance in the following areas:

- Consultancy
- Internal Auditing
- Program **Development** (develop of quality management systems)
- Program **Implementation** (assist with the implementation of quality management systems)
- Continuous improvement (maintain or update quality management systems)

Quality assurance programs can be either implemented or improved upon in the following areas:

- Administration
- Food Safety
- Human Resources
- Occupational Health and Safety
- Management and Company Information

MQA looks at your business and determine ways to improve both productivity and morale.

Products

- **HACCP** by Codex Alimentarius Commission
- **SQF** Safe Quality Food
- **Customer-specific** supplier/vendor standards*
* (MQA is not permitted to display names of customer-specific standards)
- **ePIF** via Bizcaps Software

Services

There are six (6) components to MQA's services.

Consultancy

- Food safety advice and mentoring
- Regular news updates
- In-house training

(**Note:** We are not a registered training body)

Program Development

- Food safety plans (Food Act, HACCP, GFSI)
- Supporting Occupational Health and Safety
- Supporting Human Resources

Continuous Improvement

- Develop updates, as applicable
- **ePIF** development and management
- Food integrity monitoring via HorizonScan
- HACCP, TACCP, VACCP risk assessments
- Maintain the QA system (food safety plan)
- QA administrative assistance

Internal Auditing

- Conduct a gap analysis
- Conduct regular GHP/GMP audits of operations
- Conduct regular internal audit verifications

Program Implementation

- Activate the food safety plan and all supporting documents
- Activate all forms, signs, labels
- Activate the Approved Supplier Program and other supporting systems to the food safety plan
- Train staff
- Conduct a system review to ensure all parts of the new quality assurance system is active

Acting QA Manager

Encompassing all above applicable components to manage the quality management system.

Hours of Operation

Monday to Friday, with standard hours of 7 AM to 4 PM.

At the client's requirements, flexibility of hours is granted to include public holidays, weekends and outside of the above Monday to Friday hours. Rate during overtime is negotiable.

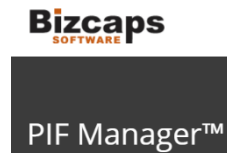
Geographic Markets

Home base is Melbourne, Victoria. We are able to travel around Australia for customers. We also utilise Dropbox to share information.

Client Base

Predominately, the clientele of MQA are small to medium sized business within the food industry. There is also a growing group of small businesses within niche markets whom require assistance in establishing functional quality assurance programs, such as businesses within the cleaning, laundering, and pest control industries.

Membership/Subsription



Business Philosophy

Goal

To consistently improve ourselves through our commitment to our people and clients via our quality assurance methods and raising the benchmark in the Food Safety and Quality Assurance industry.

Intromission

MQA strives to maintain the finest quality in services alongside our objective of sustaining superior customer liaison. In doing so, we realise the strength of both service and customer quality is a consequent of an excellent client to contractor interaction.

Vision

To continually supply sustainable support to small and medium businesses.

Mission Statement

MQA's main priority is to consistently supply a service of the highest possible standard. We endeavour to maintain our existing clientele and secure new customers through a reliable and quality service.

MQA aspires to compete with leaders in the quality assurance industry and keep abreast of continually changing requirements of the ever-demanding food industry. Where appropriate, we shall invest in the training and development of all aspects that are required for the continual success of our business.

Company Policies

Ethical Commitment

- Services**
 - We are fast at what we do whilst attending to the finer details to ensure quality control is maintained
 - We shall treat each customer as an individual person, not as a monetary investment
 - We will not waste the customer's time. If we cannot complete the project, we shall inform the customer and offer details of other specialists that can

- Programs**
 - Once paid for in full, all documents are fully owned by the customer; the customer shall be provided with all applicable editable formats to ensure the program can be updated as required after MQA completes all projects
 - Please note:** The intellectual property shall always belong to MQA therefore, we trust that the customer will not sell or give away for free our hard-worked information
 - The programs must be easy to read, easy to navigate and be welcoming to act as a "live" document
 - We shall use software, such as Microsoft Word and Excel, that are universally known

- Auditing**
 - We are hard auditors. We audit thoroughly to prepare the customer for their certifiable audits from local food authority, customers, or third-party auditors
 - We shall not shy away from issues that we see; we shall provide the customer with diplomatic, well-informed responses and, where possible, solutions to any issues that have been identified

Quality Assurance

MQA is committed to the supply of the highest quality service. Occupational health and safety, environmental awareness, social accountability, and regulatory requirements have an equal significance in MQA quality assurance programs, and the ISO 9001 and 14001 systems are currently being implemented to address these issues.

All members and affiliates of MQA are expected to contribute towards the positive service and commitment to our clients. It is our goal to maintain and fulfill the requirements and meet the expectations of our clientele whilst at the same time sustaining profitability. It is our philosophy to nurture an ongoing relationship with our clients whilst ensuring satisfaction with the relationship.

Part of our quality assurance programs is to ensure continual improvement is monitored and implemented where and when possible, inclusive of ensuring valuable resources are utilised to achieve these objectives. Continuous improvement is carried out through research and development, internal audits, regular meetings, and reviews.

All members of the MQA team are expected to comply with the procedures as documented in the quality assurance management systems. Commitment to continuous improvement for supply of legal, safe, and quality service is paramount to ensuring that our client expectations are achieved.

Health, Safety, and Wellbeing

“... the responsibility for occupational health and safety lies with those who create the risks and those that work with them...” Lord Robens 1972

MQA considers the occupational health and safety of all persons employed, contractors, visitors, clients, suppliers, and others within this organisation to be of the **utmost importance**. We recognise its moral and legal responsibility to provide a safe and healthy work environment.

Management Commitment

We are dedicated to continually improving our health and safety performance with an overall objective to eliminate or, where this is not reasonably practicable, to reduce risk so far as is reasonably practicable. Our goal is to provide, promote and maintain a high standard of workplace health and safety. We shall:

- Ensure compliance with the Occupational Health and Safety Act 2004, its associated regulations and applicable codes guides, and Australian Standards
- Maintain and regularly review our safety action plans
- Identify, assess, and control hazards under our control or which arise because of our undertaking
- Provide and maintain a safe and healthy work environment
- Maintain plant and facilities that are under our control
- Provide appropriate and necessary information, training, and supervision to enable our people to perform their tasks safely and effectively
- Provide ongoing inspection and review of the workplace, safe work practices and procedures
- Where applicable, ensure appropriate responses are made in the event of an incident or injury, including taking action to prevent recurrence
- Facilitate rehabilitation and encourage the early return to work of employees who may be injured

Consultation

We acknowledge that the best health and safety outcomes are achieved through the cooperation of management and staff. Staff are consulted on the identification, assessment and control of hazards, changes in or to the workplace and/or systems of work that may impact on their health and safety. Staff are also consulted on the amount and adequacy of training and the suitability of facilities for their welfare.

Staff Commitment

Staff, whatever their role, have a primary responsibility to ensure that the work they undertake or supervise is carried out in a safe manner. No task is so important that a person's safety is to be put at risk. Employees shall:

- Take reasonable care for themselves and others who may be affected by their acts or omissions

- Contribute to, and be involved in, the organisation's ongoing management of health and safety activities including consultation
- Comply with all workplace health and safety policies and procedures implemented
- Report all situations that may adversely impact on workplace health and safety

Human Resources

MQA strives to stand apart in the food safety industry through commitment to its people, clients and suppliers. The core principles for our business are investing time and money in its people. We take care and provide a safe harmonious working environment for all staff members. We treat everyone – clients, staff and suppliers – with the respect that we wish to receive.

Our Goals

- Championing career and professional growth
- Continually improving individual and organisational effectiveness
- Creating and enhancing strategic partnerships
- Valuing, encouraging, and supporting a diverse and changing workforce
- Respect **the Equal Employment Opportunity** of every staff member, customer, and supplier

Our values

- **Celebrate teamwork:** We encourage the diversity of thoughts, experiences, and backgrounds and celebrate participation and partnership in all of our endeavours
- **Champion employee development:** We are committed to maximising the potential of every individual and to support and promote our company as a learning organisation
- **Embrace change and innovation:** We are open to possibilities and fostering creativity and risk-taking to support continuous improvement
- **Encourage communication:** We solicit the input of others and strive for transparency and inclusiveness
- **Focus on our customers:** We have a passion for service and are committed to knowing our customers' business, anticipating their needs, and exceeding expectations

- **Model leadership:** We lead by example and advocate equitable treatment in our behaviours, policies, and practices
- **Produce quality results:** We believe those we serve deserve excellent products and services, a safe, productive, and healthy working environment, and quality results
- **Promote honesty, integrity, and trust:** We honour our commitments and conduct business in a manner that promotes fairness, respect, honesty, and trust

Training is considered highly within our company. Amongst its many serving purposes, training assures commitment to implementing the latest updates and trends required for both business and personal enhancement. Seminar and certification updates are pursued in the following areas of quality assurance: operations, food safety and quality, occupational health and safety, sustainability, business growth, and human resource management.

Ethical Sourcing

MQA strives to stand apart in the food safety industry through commitment to its people, customers, and suppliers. The core principles for our business are investing time and money in its people. We take care and provide a safe and harmonious working environment for all staff members. We treat everyone – our people, customers, and suppliers – with the respect that we wish to receive.

An organisation is defined by its ethics, behaviours, and culture. A good workplace balance of all three can improve morale, boost productivity, and improve an organisation's reputation.

As employers and employees, we have a mutual responsibility to work together to:

- Create pride in our work and workplaces
- Deliver quality products and services
- Earn our customers' trust
- Earn our suppliers' trust
- Support each other
- Support our customers

In helping our company to achieve this, we shall endeavour to ensure the following:

- Advocate for an apolitical, professional, friendly atmosphere

- Develop, implement, and maintain quality assurance programs that support our people, our products, and our customers
- Ensure our commitment to continuous improvement is ongoing
- Ensure open communications for any potential issues or concerns and for any changes and positive news

All of the above helps create a workforce that acts with professionalism and integrity and applies the values when interacting with our people, customer, and suppliers.

We look forward to, and rely on, the co-operation of all staff, customers, and suppliers to achieve our ethical sourcing goals.

Sustainability

MQA is committed to working with their suppliers, customers and staff to maintain and preserve the earth's natural resources. By raising environmental awareness as well as offering alternative products and developing programs to reduce waste, we aim to continuously incorporate environmentally responsible activities into the daily lives of all personnel.

Our commitment to the environment includes:

- Communicate this policy to our staff, business associates and the wider community
- Compliance with legal requirements and meeting community expectations
- Conducting all activities with a view of protecting the natural environment and employee health
- Continual improvement and the prevention of pollution
- Educate our employees and contractors on their environmental responsibilities and ensure this is integrated into their work practices, training and decision making
- Have a strong commitment to sustainability in operational processes
- Increase energy efficiency, waste minimisation, water management, and reduce greenhouse gases from our activities and operations
- Providing sufficient resources and training to achieve environmental targets

- Where hazardous chemicals are concerned, all hazardous chemicals are stored away from food areas and within the chemical storage area where it is only restricted personnel that may enter. Disposing of chemicals shall be done in a safe manner where the concentration would not pose a danger risk to the environment

Both management and staff of our company fully support the environmental management policy and associated procedures and are committed to continuous improvement in reducing the environmental hazards of our company.

Environmental Compliance

- We shall comply with national and local environmental laws and regulations
- We shall dispose of operational waste in accordance with local environmental laws and regulations
- We have begun our commitment to the development of a **Sustainability Management System** that shall include identification and documentation of key environmental impacts
- Accordingly, we shall implement controls to eliminate or minimise our impact on the environment with respect to solid waste disposal, hazardous chemicals storage and management, air and water emissions

Both management and staff of our company fully support the environmental management policy and associated procedures and are committed to continuous improvement in reducing the environmental hazards of our company.

Our People and Affiliates

Name **Janette Hughes**
Profession **Quality Assurance Implementer**
Business **Melbourne Quality Assurance**



Although involved in the food manufacturing industry for over thirty-five years, it is Janette's twelve years as a Business Manager that had given pursuit to Food Safety and Quality Assurance. With a degree in *Business Management*, a diploma in *Food Industry Quality Assurance Management*, a certificate in *Food Science*, and *Lead Auditing* qualifications, it is these traits that are predominately implemented into our client's businesses.

Janette has assisted companies with improving their systems and processes by developing and implementing management policies and procedures and training staff members on these improvements.

Expertise

- **Business Manager**
- **Development, Implementation and Management** of Food Act, PrimeSafe, HACCP, and GFSI food safety programs
- **Internal Auditing** of food safety systems alongside local and international standards
- **Quality Assurance** in Food Safety, Human Resources, Management, Occupational Health and Safety

Name **Dr Ajay Shah**
Profession **Quality Assurance**
Business **AAS Food Technology Pty Ltd**



Dr Ajay Shah is a highly experienced Food Scientist and Technologist, drawing from academic achievements and career highlights both in Australia and abroad. Dr Shah brings a global understanding of food science and technical issues including food safety and related issues to the Organic Standards Advisory Group and Processor Advisory Group.

Dr Shah operates a food technical consultancy business in providing scientific and technical food solutions including organic certification for food industries.

Expertise

- RABQSA Registered Food Safety Auditor (12268)
- **Implementation** and **Management** of food safety programs: HACCP, BRC, SQF 2000
- **Internal Auditing** of HACCP, BRC, SQF 2000
- **External Auditing** of HACCP, Feed Safe Audits
- Plus, support roles for food safety and quality in:
 - Food Ingredient Labelling, Nutrition Panel Compliance, Regulatory and Food Analytical Advice
 - Food Preservation, Packaging Developments, Shelf Life Evaluation
 - Formulations, New Product Development, Process Development and Improvements
 - Occupational Health and Safety for the Food Industry, Organic Certification Support
 - Staff Training and Workplace Assessments, Extrusion Technology

Name **Jane Del Rosso**
Profession **Food Business Coach**
Business **The Business of Food**



Ready to turn your great food idea into a viable business? You're in the right place.

Since 2008, we've gathered the insider tips, tricks, and best practices you need to set up a successful food business. We've got all the ingredients for your success right here.

We know you are probably time-poor and may even be juggling another job or a family as well as your new venture. You probably don't have the time or interest to be Googling answers to your burning business questions (seriously, please don't do this), or you might not even know what all your business questions are.

We've been through it all ourselves, and we're confident that we have the knowledge and network to help you avoid those all-too-common new business pitfalls and get your business off the ground.

We Offer

- Food business coaching
- Food business workshops
- Retail workshops
- Networking events
- And more 😊

Client Management

Service Delivery

Once the **Proposal Acceptance** has been signed, MQA is committed to reaching the client's objectives in a seamless manner. MQA shall:

- Allocate experienced and reliable resources in delivering the level of service required
- Ensure confidentiality and intellectual property is always respected

Customer Service

MQA is dedicated to providing customer satisfaction. We strive to provide an innovative service which surpasses our competitors. We are determined to accomplish the utmost to obtain your trust.

Our aim is to provide a service that exceeds your expectations and to create an environment that will improve your teams' productivity and enjoyment. We shall continually search for methods to help save you money whilst maintaining quality standards.

Service Report

All products and services shall be documented and clearly depicted within the Tax Invoice. Requests for extra services shall be required in writing of the client's authorised representatives.