1 Purpose

This document specifies the criteria by which the Total Quality Food Association (TQFA) shall ensure good, effective communications between the TQF certified site, certification bodies (CBs) and other stakeholders, and TQFA and by which its licensed CBs can facilitate the promotion of the Total Quality Food Certification Program (TQF Program).

2 Scope

This document covers the requirements for enquiries and feedbacks regarding the TQF Program, and complaints and appeals relating to implementation of the TQF Program. Enquiries, feedbacks, complaints and appeals may be in non-written form (phone or interview) or written form (email, official document), or downloaded via the "Total Quality Food Certification Program Certification Service Application" (TQF-CCM-000-03).

3 Responsibility and authority

3.1 Certification Service Division, TQFA (TQFA-CSD):
TQFA-CSD is responsible for establishing this management procedure and ensuring the effectiveness of its implementation. Enquiries, suggestions, and feedbacks received from TQF Program stakeholders and interested parties are assigned by the TQFA-CSD director to a case officer from within the TQFA-CSD.

3.2 Technical Working Committee, TQFA (TQFA-TWC):
TQFA-TWC assists the technical establishment and maintenance of the TQF Program and reviews possible technical amendments. TQFA-TWC also advises on agreement, disagreement, or suggested amendment of the TQF Program

4 Terms and definitions

4.1 TQF Program
The requirements, systems, specifications, and certification mark management established by TQFA to be referenced and applied by accreditation bodies (ABs), CBs, and certified sites.

4.2 Certification Body
A third-party conformity assessment organization approved and contracted by TQFA to assess the TQF Program.

4.3 Certification
A process by which an accredited and contracted certification body confirms compliance of a food factory's implemented TQF Program, as appropriate, following a certification audit and/or re-certification audit.

4.4 Auditor
A person qualified to conduct audit activities on behalf of the contracted CB.

4.5 TQFA Internet Communications Platform (TQF-ICT)
The Internet communication platform established and maintained by TQFA for TQF-certified food factories and other interested parties to upload data and search for

relevant information concerning the TQF Program.

4.6 Enquiry

Questions about TQF Program from stakeholders and interested parties.

4.7 Feedback

Comments and suggestions about TQF Program received from TQF Program stakeholders and interested parties.

4.8 Complaint

A statement of dissatisfaction from an interested party about the conduct of a TQF auditor, other CB personnel, TQFA staff behavior, a TQF certified sites, or an aspect of the TQF Program.

4.9 Appeal

A dispute by a food factory about a decision made by a TQF auditor or CB during a TQF Program assessment.

4.10 Certified Product Anomaly

When a TQF certified product is found to potentially cause a significant health hazard to consumers, to be adulterated or counterfeit, at risk of a food safety offence under government regulations and subject to recall, or disclosed in false documents or records.

4.11 Anomaly in the use of the TQF Certification Mark (TQF CM)

A violation of the provisions of the "Total Quality Food Certification Program-Program Management" (TQF-CPM) or the "Total Quality Food Certification Agreement" (TQF-CPM-000-03) regarding the use of the TQF CM which causes TQFA, the AB or the CB to suffer damage to its rights and interests; to counterfeit certificates and/or the TQF CM or infringe the rights of TQFA with incorrect or misleading application of the TQF CM or the certificate in a public document or any other form in which the product has been validated.

4.12 Crisis

An event which threatens the value of the organization and its products significantly. The event requires decision with limited time and this decision may cause big impact.

5   Content

5.1   Enquiry and Feedback Process for the TQF Program
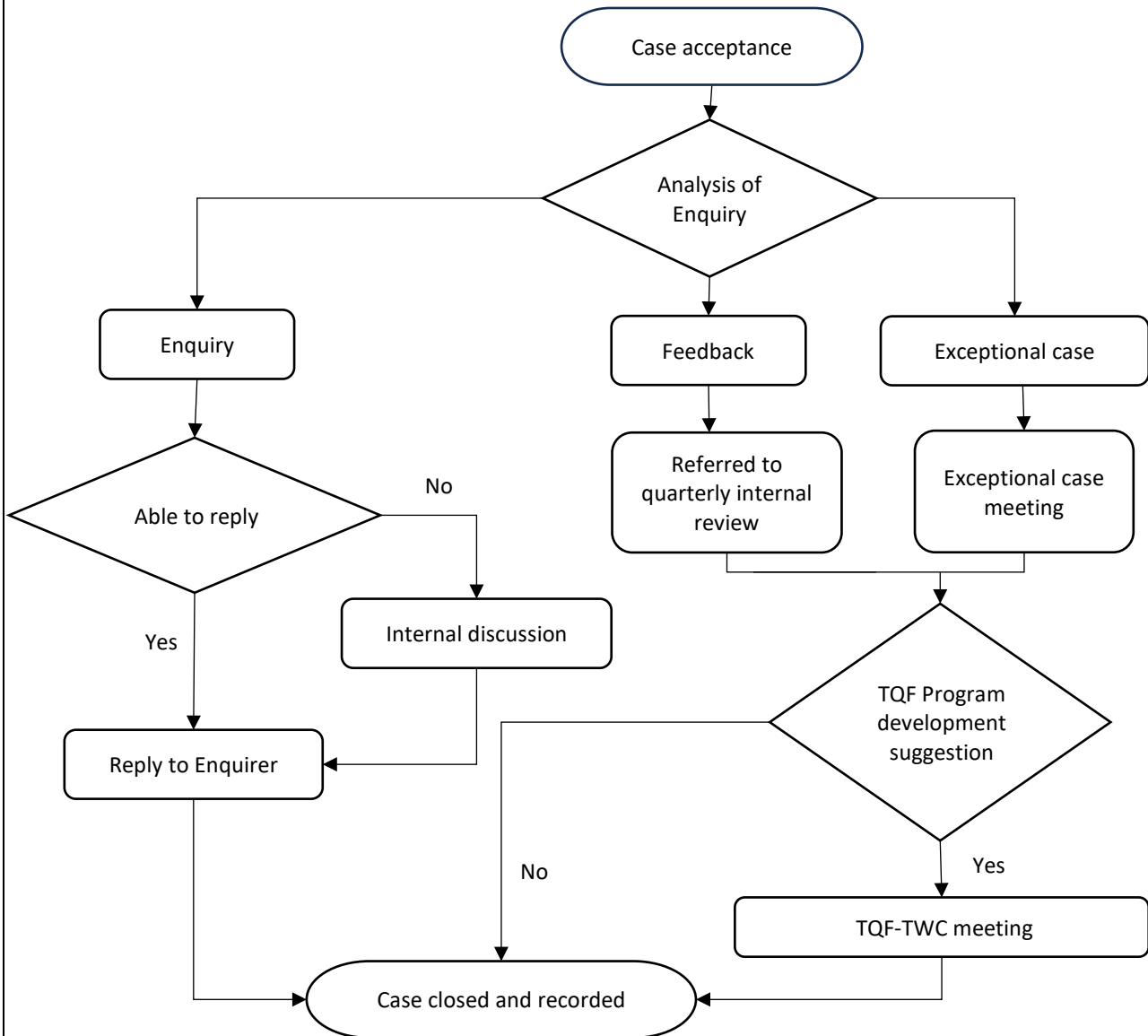

Figure 1. Process of Enquiry and Feedback for the TQF Program

5.1.1   Description

This document describes the TQFA process for enquiries regarding the TQF Program to effectively resolve questions and issues and maintain detailed records for future TQF Program amendments effectively and systematically. Feedbacks from all the parties inform potential improvements to the TQF Program. Discussion of enquiries and appropriate adoption of feedback can provide an opportunity for constructive amendments to the TQF Program which benefit the needs of all

parties. Refer Figure 1: Process of Enquiry and Feedback for the TQF Program.

5.1.2   Case Acceptance

After receiving an enquiry or feedback, a case officer shall be appointed who records the date and time of the case, and the contact information of the provider (e.g., the name, company contact, and company name etc.), and maintains a record of the case in detail in the "Total Quality Food Certification Program Customer Service Record" (TQF-CCM-000-01).

5.1.3   Analysis of the Enquiry

5.1.3.1 The case officer or a relevant authorized person may directly answer the enquirer if he/she has the relevant information.

5.1.3.2 If the case officer is unable to respond immediately, the enquiry shall be reviewed and discussed internally by TQF-CSD, and a response provided to the enquirer within five (5) working days after receipt of the enquiry. The case officer shall contact the enquirer notify that the case is under consideration and the result will be reported.

5.1.4   Analysis of the Feedback

5.1.4.1 All feedbacks shall be summarized and included in the TQFA-CSD quarterly internal review of the TQF Program. Suggestions that are considered as potential amendments to the TQF Program are referred to the TQFA-TWC.

5.1.4.2 The TQFA-TWC meeting for TQF Program development refers to TQF Program-Program Management Chapter 2 TQF Program Development and Maintenance.

5.1.5   Exceptional Case

5.1.5.1 Refer to 5.3 Exceptional Case Handling.

5.1.6   Case Closed and Recorded

5.1.6.1 All enquiries replied including time, content, and resolution shall be recorded in "Total Quality Food Certification Program Customer Service Record" (TQF-CCM-000-01)

5.1.6.2 The meeting minutes of TQF Program internal review and TQFA-TWC meeting shall be recorded.

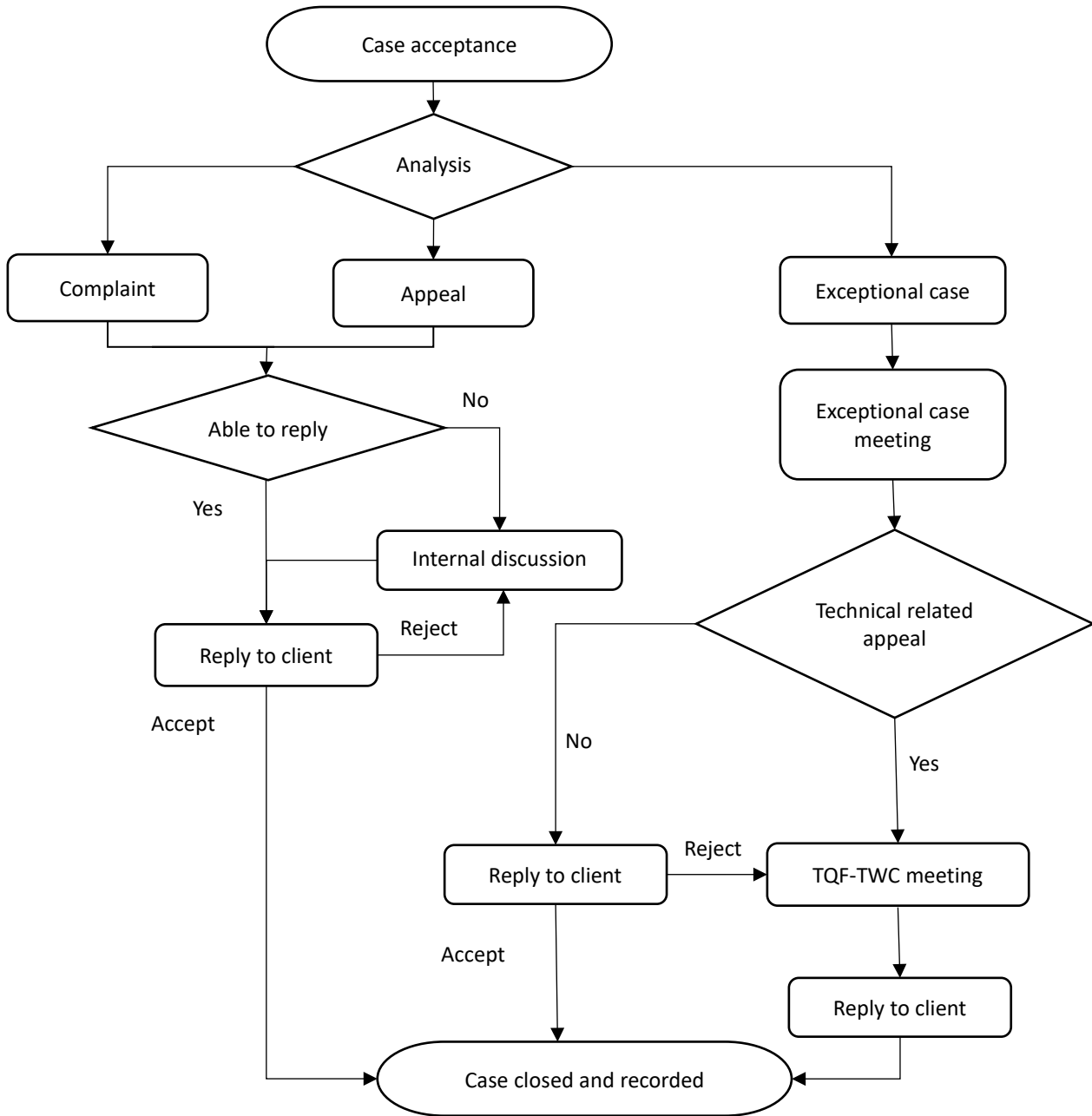5.2 Complaints and Appeals regarding TQF Program Implementation

Figure 2. Procedure for Complaints and Appeals regarding TQF Program Implementation

5.2.1 Description

Complaints and appeals are concerns, frustrations, disputes, or conflicts that may have arisen during implementation or certification of the TQF Program. They may have been caused by a conflict of interest within certified sites, or by CBs, auditors, or others associated with the TQF Program. Appropriate solutions shall be analyzed and discussed to protect the interests of all parties. Refer to Figure 2. Procedure

for Complaints and Appeals regarding TQF Program Implementation.

    5.2.2   Acceptance of Complaint or Appeal

        5.2.2.1 Appeals are first referred to the relevant certification body and only escalated to TQFA if the matters cannot be satisfactorily resolved by the certification body.

        5.2.2.2 For TQFA-referred appeals, the case officer shall first request that the enquirer downloads and completes the "Total Quality Food Certification Program Certification Service Application" (TQF-CCM-000-03), including the certification information and reason for the complaint or appeal, and submits it to TQFA in written form.

        5.2.2.3 The case officer shall record the date and time of the complaint or appeal in the "Total Quality Food Certification Program Customer Service Record" (TQF-CCM-000-01) and include the contact information of the client (name, company contact and company name), and reason for the complaint or appeal.

    5.2.3   Complaint and Appeal Analysis

        5.2.3.1 The case officer shall determine if the relevant information is available and if so, shall reply to the client objectively within five (5) business days and record the result.

        5.2.3.2 If the case officer is not able to immediately resolve the complaint or appeal it shall be referred to TQFA-CSD for discussion and resolution. The client shall be notified that the case is under consideration and the results of further investigation shall be reported to the client within twenty (20) business days of the initial complaint or appeal.

    5.2.4   Complaint/appeal Closure

        All responses including time, content and resolution shall be recorded in the "Total Quality Food Certification Program Customer Service Record" (TQF-CCM-000-01) and records shall be summarized quarterly for the TQF Program development suggestion by TQFA-CSD.

  5.3   Exceptional Cases

    5.3.1   If there are exceptional complaints or appeals related to TQF Program certification, the TQFA-SG shall form a task force with the TQFA-SG as convener, TQFA-SD as vice convener, TQFA-CSD director as secretary, and other division directors as members.

    5.3.2   The results of the meeting shall be recorded, and any recommendations for amendments arising from the meeting shall be drafted by TQFA-CSD for consideration by the TQFA-TWC.

    5.3.3   A technically relevant TQF Program complaint or appeal shall be discussed and decided by TQFA-TWC members at the TQFA-TWC meeting. TQFA may also engage external technical experts to assist with the complaint or appeal if necessary.

  5.4   Satisfaction Survey

    5.4.1   Description

        The TQF Program certification process includes a satisfaction survey to assess the

level of satisfaction of certified food factories with the TQF Program or with TQF certification service, and to collect suggestions regarding improvements to the TQF Program.

5.4.2 The "Total Quality Food Certification Program Certified Factories' Satisfaction Survey" (TQF-CCM-000-02) shall be provided to TQF certified factories annually, and the survey shall be collected for statistical analysis after twenty (20) business days.

5.4.3 A further twenty (20) business days following return of the survey, TQFA-CSD shall reply to the certified factory's suggestions from the survey.

5.4.4 The surveys are summarized and included in the TQFA-CSD quarterly internal review of the TQF Program. Suggestions that are considered as potential amendments to the TQF Program are referred to the TQFA-TWC.

5.5 Certificated Product Anomaly and in the Use of the TQF-CM

5.5.1 If a suspected anomaly happens with certified products or the use of the TQF-CM, refer to "Total Quality Food Certification Program of Anomalies and Emergencies Management" (TQF-CCM-001).

5.6 TQF Program Crisis

5.6.1 If a crisis occurs with the TQF Program or TQFA receives information that might result in a crisis, refer to the "Total Quality Food Certification Program of Crisis Situation Code of Conduct" (TQF-CCM-002).

6 References

(1) TQF-CPM "Total Quality Food Certification Program-Program Management"

(2) TQF-CPM-000-03 "Total Quality Food Certification Agreement"

(3) TQF-CCM-001 "Total Quality Food Certification Program of Anomalies and Emergencies Management"

(4) TQF-CCM-002 "Total Quality Food Certification Program of Crisis Situation Code of Conduct"

7 Form

(1) TQF-CCM-000-01 "TQF Program Customer Service Form"

(2) TQF-CCM-000-02 "Total Quality Food Certification Program Certified Factories' Satisfaction Survey"

(3) TQF-CCM-000-03 "Total Quality Food Certification Program Certification Service Application"