

Raw Chicken Risk Reduction via Chick-fil-A's Food Safety Management Systems (FSMS)

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Food Safety Summit

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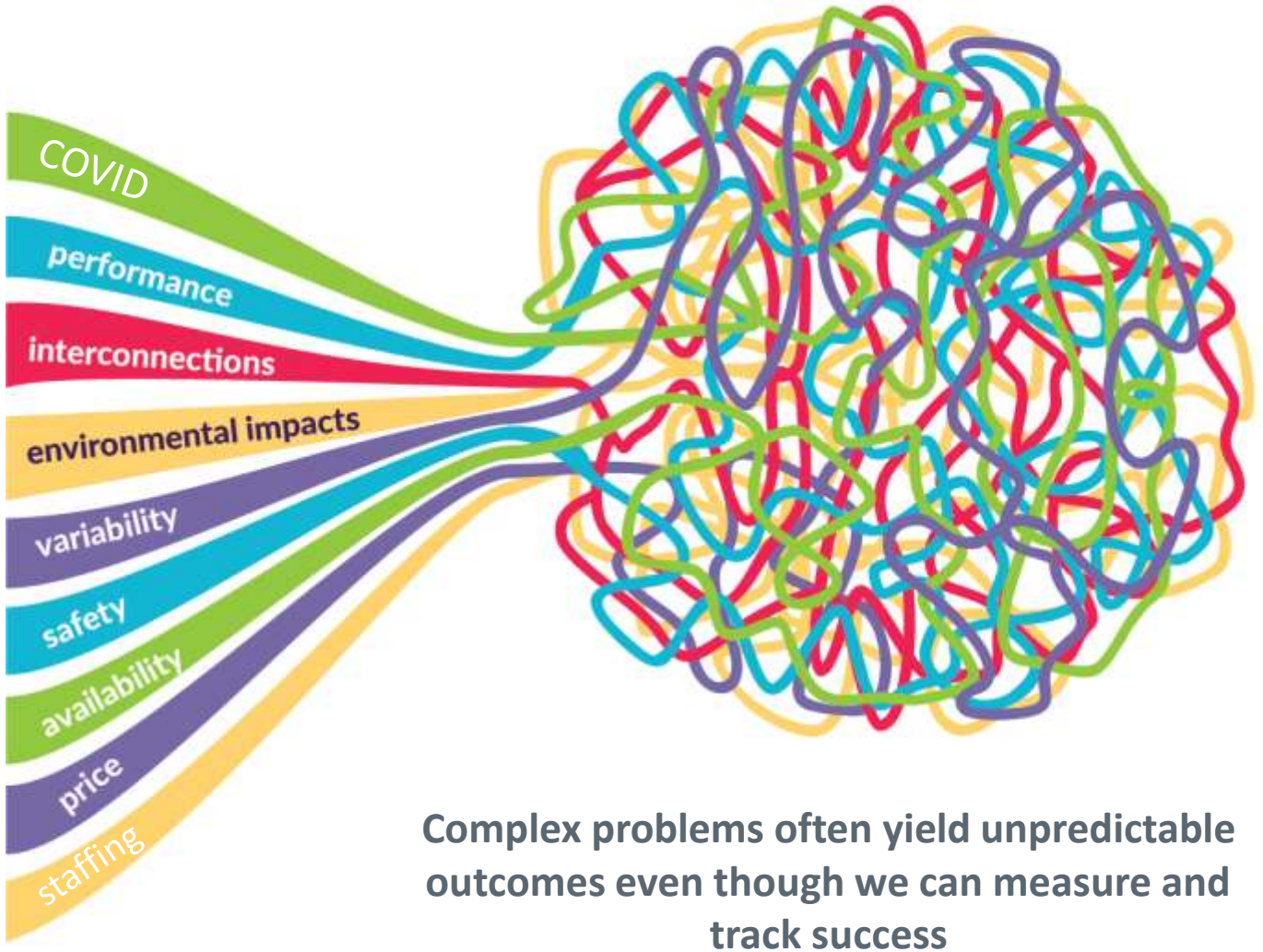
There is ‘no end game’ with Food Safety

Food Safety Management System: goal is to lessen impact of risk

- Zero Risk is Biologically Impossible
- Infinite challenge in a complex environment
- Seek easy, simple and convenient solutions



Complex problems often yield unpredictable outcomes even though we can measure and track success

FSMS must be Risk Based, People Led and People Focused



A growing business in a complex industry

- 2,800 Restaurants
- $17.8 B annual sales
- $8 M average sales per unit
- 8 M guests served per day (except Sunday)
- Fresh menu and hand prepared by 225,000 Team Members



> 700 M lbs. raw chicken handled annually

Biological Hazards:

- Salmonella
- Campy

Physical Hazards:

- Bones
- Metal/Plastic

FSMS starts with Suppliers:

- Aligned goals
- Micro specs
- Micro sampling
- X-ray and Metal detectors
- GFSI certified
- Be in the plants!

Food Safety 5 – Simple Means to Execute FSMS



Health & Hygiene



Cross-Contamination



Culture



Cleaning & Sanitation



Time & Temperature

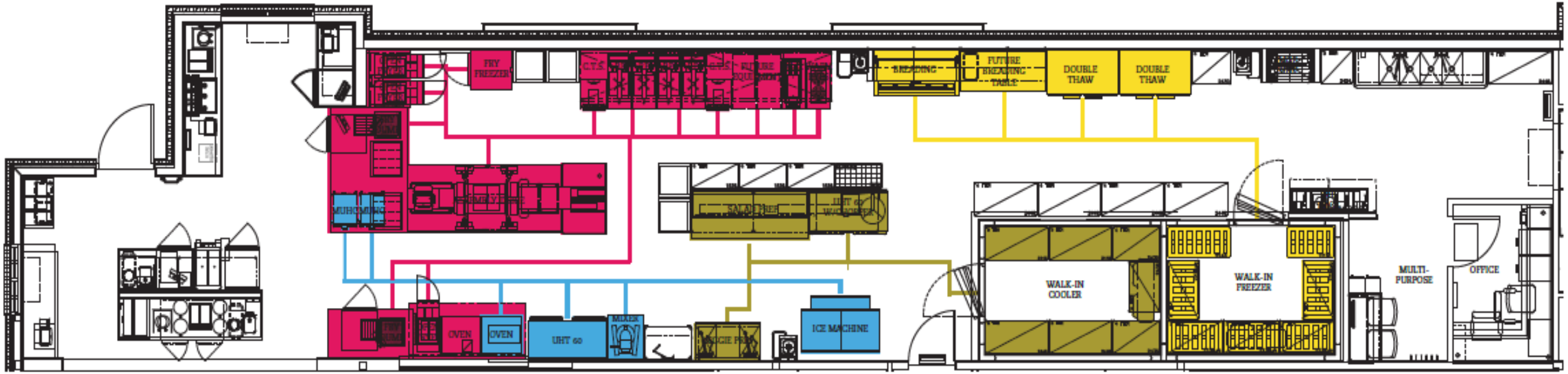
Cross-Contamination

SERVICE ← RECEIVING

Kitchen Flow

Raw Chicken | Isolated Prep | Biscuit Prep | Dedicated Production

Kitchen & Serving: 2,4339 sq. ft.

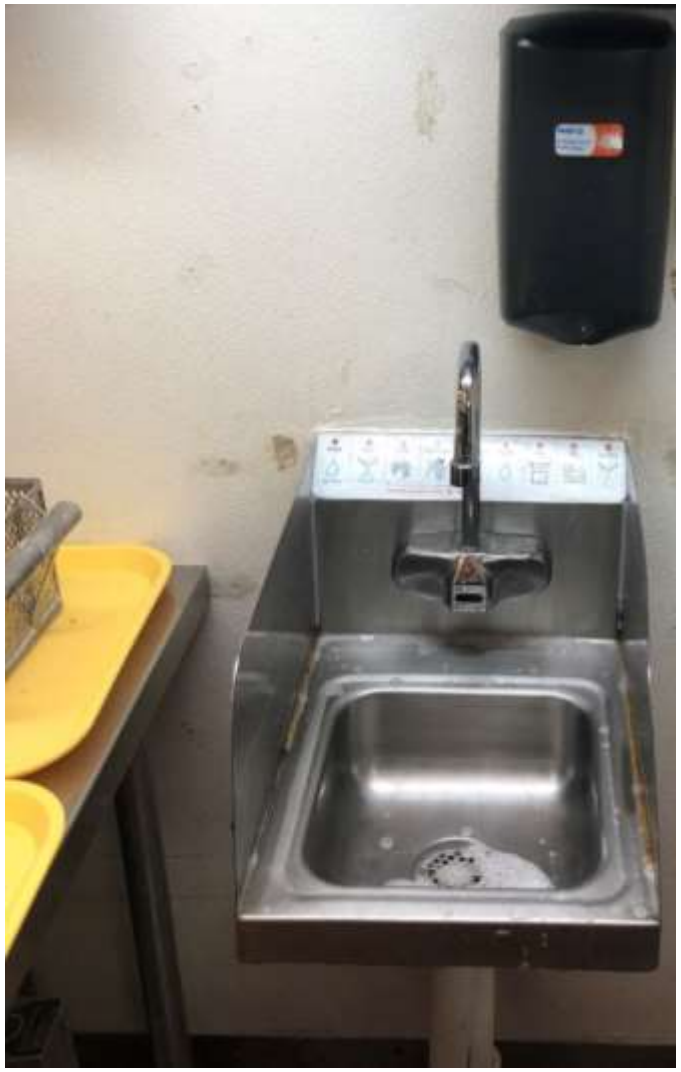


Leverage Restaurant Design/Food Flow to Reduce Raw Footprint

Health & Hygiene







YELLOW = RAW

- **Designated people**
- **Designated equipment**
- **Reduce RAW footprint**

Cleaning and Sanitation







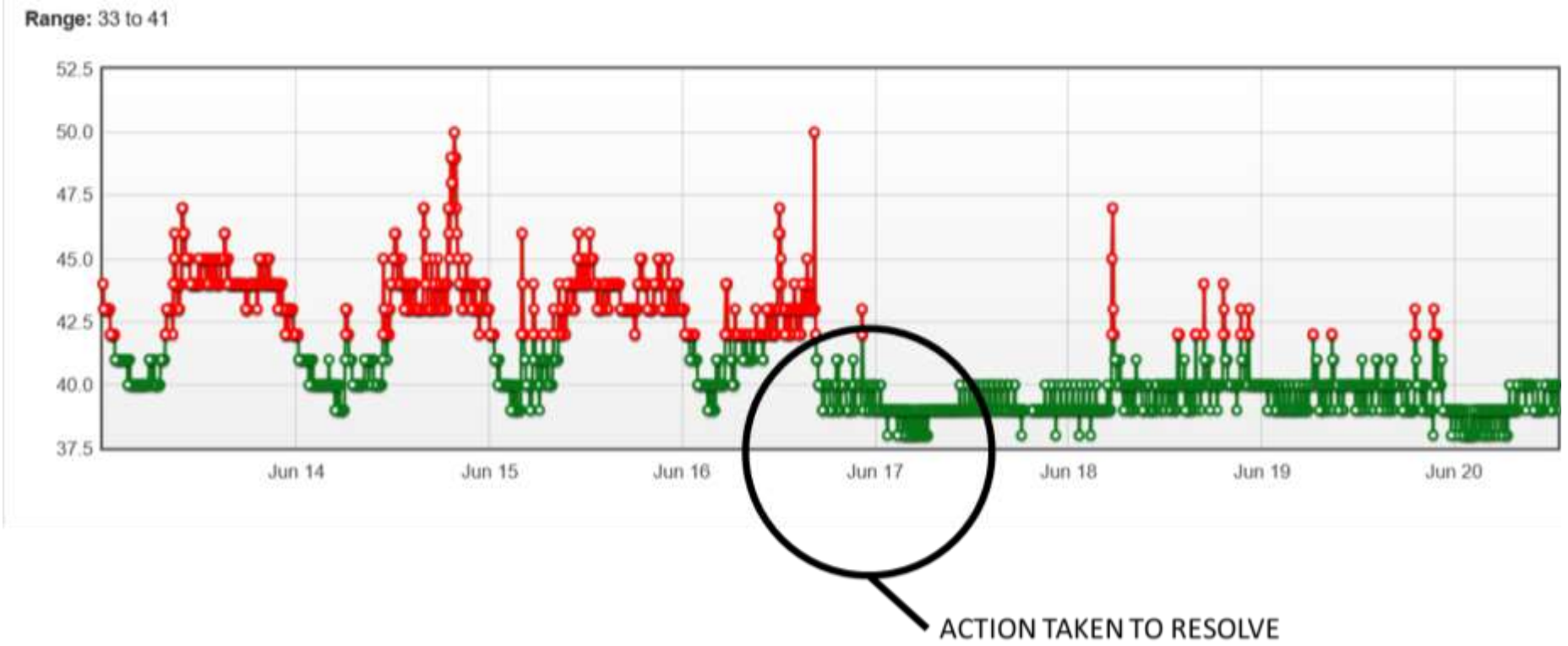








Time & Temperature

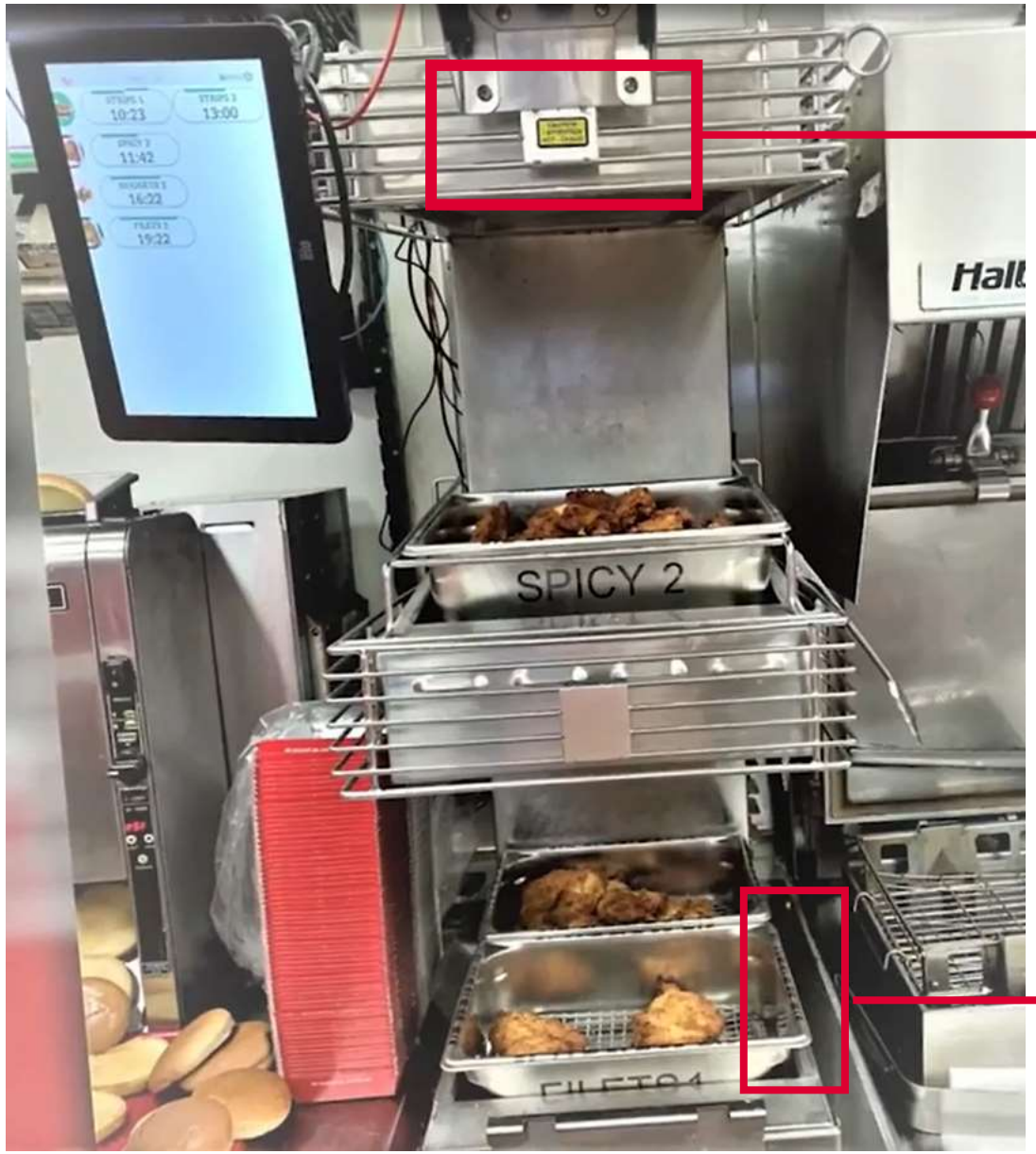




ioT program has led to behavior changes, multiple equipment changes and replacement with better equipment to manage risk in the temperature danger zone

Time & Temperature

Screen displays time left for quality and batches that need temperature verification



Camera

Bar coded pans for product identification

Culture of CARE

COMMITMENT

- Set the bar high
- Must have vision and goals
- Value > Priority
- People Leader has passion
- Everyone's role

CONSISTENCY

- Set routine
- Digital checklists and systems
- Easy, simple and convenient

INCREMENTAL IMPROVEMENT

- Partnership with Corporate
- Forget yesterday and focus on today



There is No End Game in Food Safety

- High rate of change + complexity = large challenge for food safety
- Large challenges call for large support
- Growth mindset is critical
- Digital solutions can aid with easy, simple and convenient FSMS for risk control
- FSMS are key to lessening impact of risk
- FSMS should be Risk-based, People led, and People focused