



Food Safety Culture: What Is Really Going On in Today's Leading Restaurant, Grocery and Convenience Store Brands?

Moderated by:

Mark Miklos, CP-FS, Advisory Partner, Active Food Safety

Food Safety Culture & FSMS research featured in Food Safety Magazine



Current States of Food Safety Culture and Food Safety Management Systems in Food Establishments

In what ways is your brand either superior to or deficient from the behaviors revealed by your colleagues?

By Mark S. Miklos, CP-FS, Advisory Partner, Active Food Safety; Elizabeth A. Nutt, M.P.H., Retail Food Safety Director, Association of Food and Drug Officials (AFDO); Steven Mandernach, J.D., Executive Director, AFDO; Susan W. Arendt, Ph.D., Professor, Iowa State University; and Yang Xu, Ph.D., Assistant Professor, University of Hawaii at Mānoa

<https://digitaledition.food-safety.com/april-may-2023/feature-cover-story/>

FSM Article:

- Cover Story of April/May 2023

FSM Webinar:

- June 20, 2023

Panelists



Ashley Eisenbeiser
Sr. Director of Food &
Product Safety Programs
Food Marketing Institute (FMI)



John Zimmermann
Vice President of Food Safety
& Quality Assurance
First Watch Restaurants



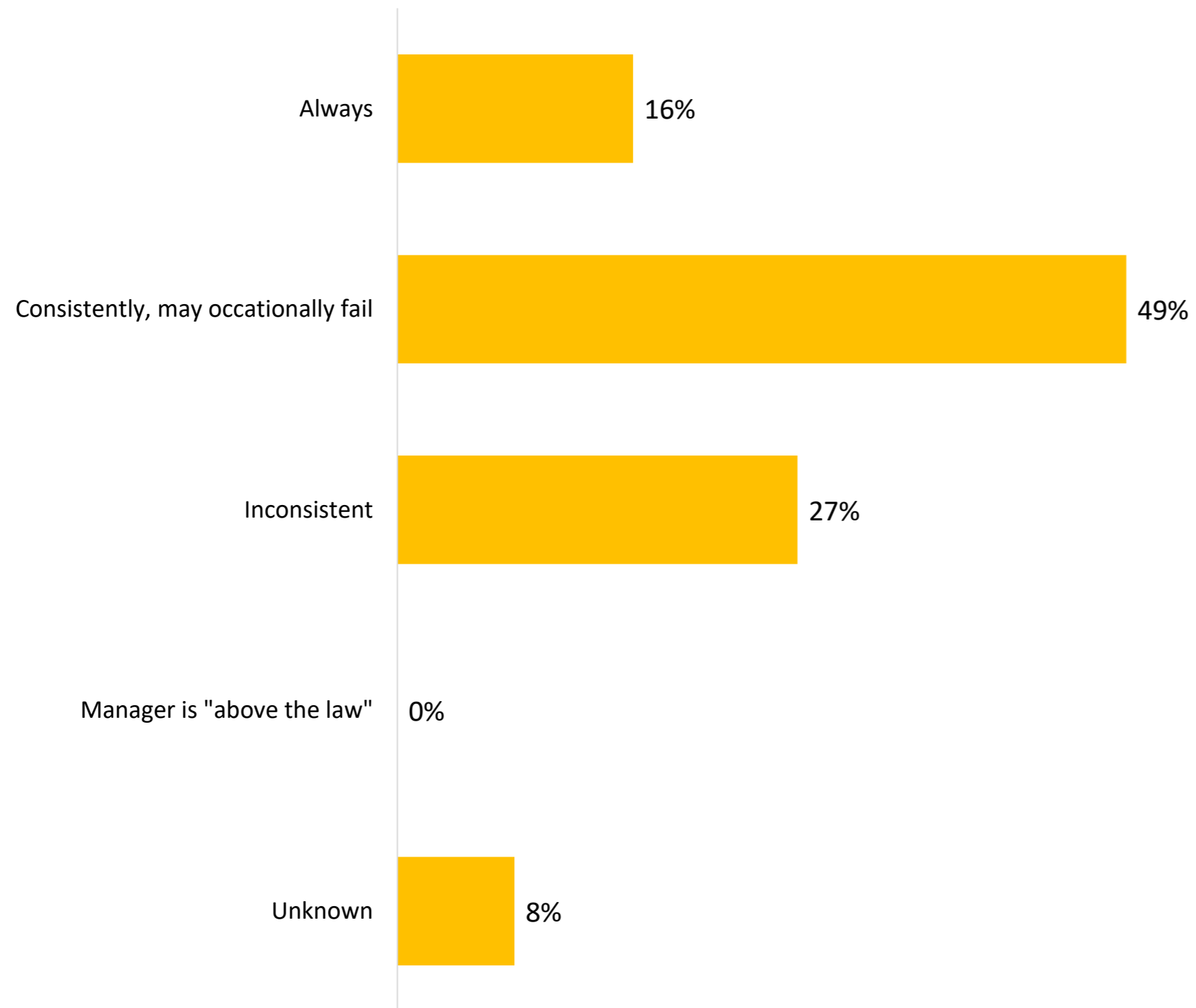
Rita Palmer
Director of Quality Assurance
& Regulatory
Papa John's Pizza



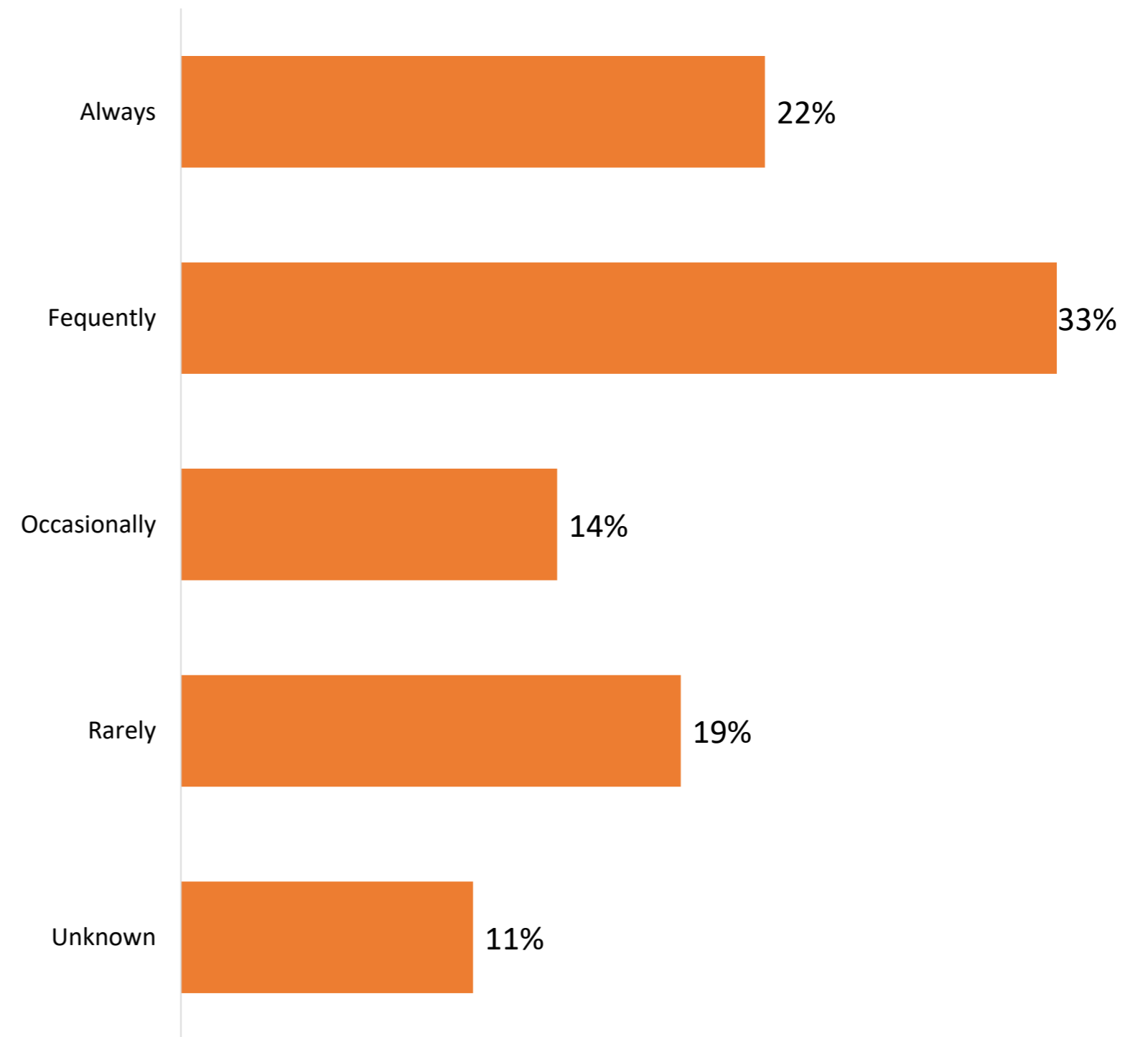
Jay Ellingson, PhD
Chief Scientific Officer
Food Protection Administration
Kwik Trip, Inc.

Improve Management Practices

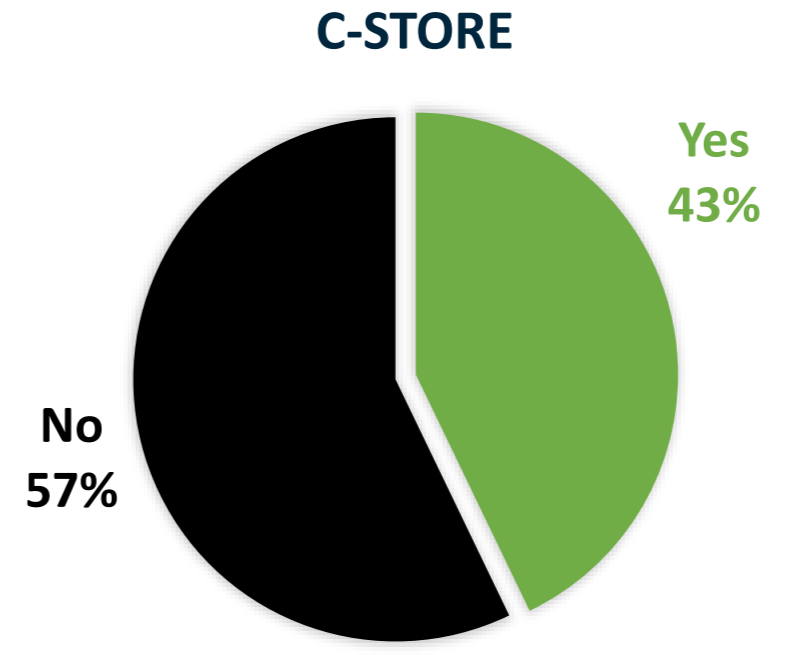
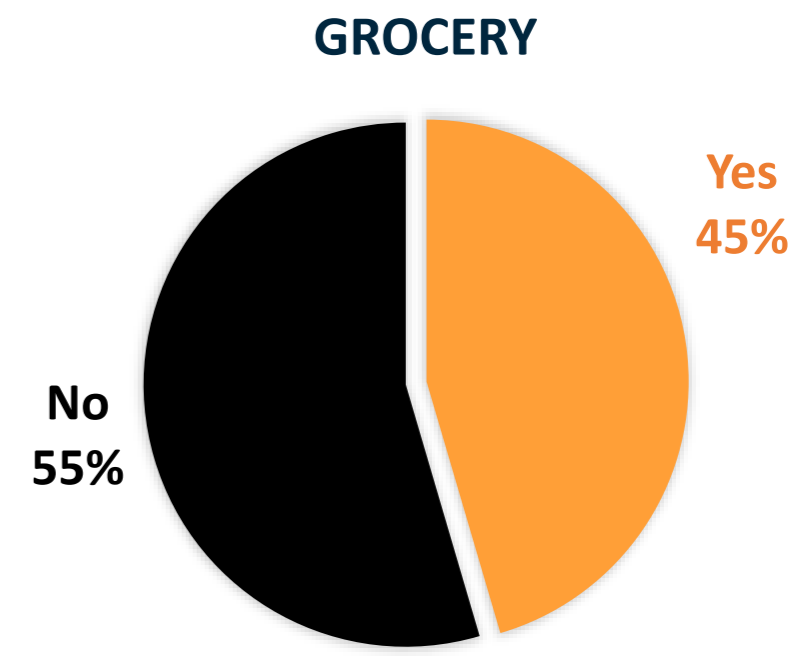
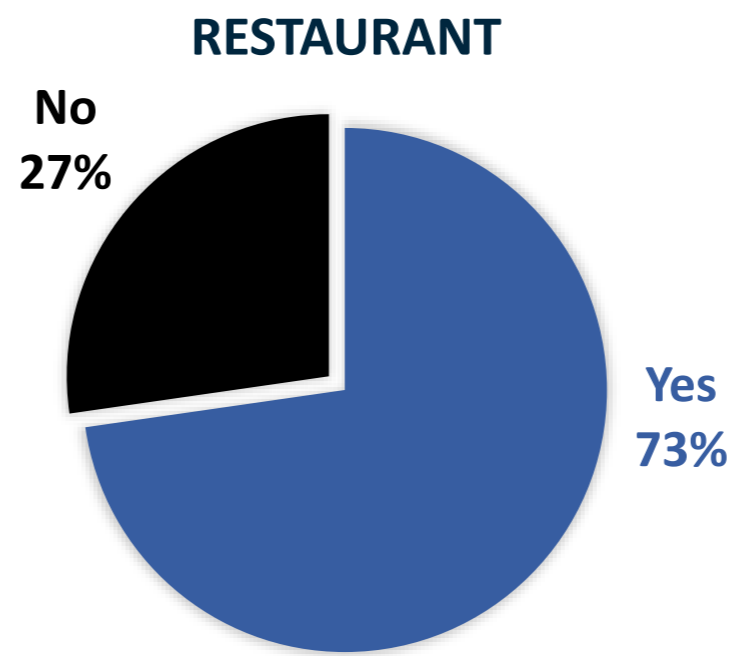
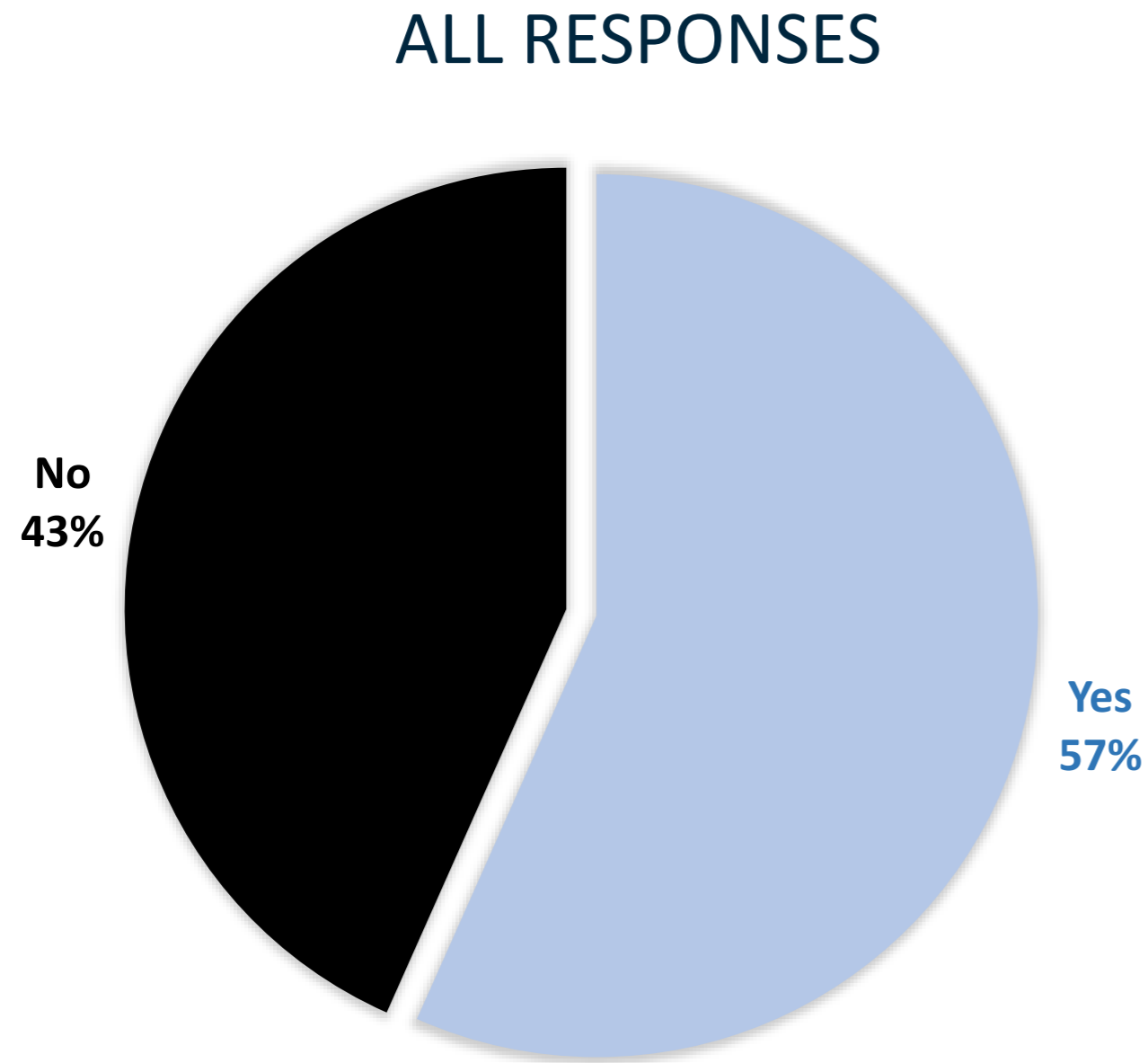
MANAGEMENT LEADS BY EXAMPLE



MANAGEMENT COACHES TO CORRECT UNSAFE PRACTICES



Conduct Supplier Audits



Key Performance Indicator (KPI)	Target	YTD
Third Party Food Safety Audit Pass Rate	XX%	XX% ↓
Department of Health - # of citations per regulatory Inspection	XX or below	XX ↔
Employee Training - Certified Food Protection Manager - Food Handler - Allergens	XX%	XX% ↓
Supplier QA Compliance - All required information on file	XX%	XX% ↑
Product Quality Complaints - Foreign material - Spoilage, performance, damaged	XX	XX ↓
Employee Health Wellness Program - Number of surveys completed	XX%	XX% ↓
Customer Related Food Complaints (#) - Foodborne illness - Allergic reaction - Foreign material	XX or below	XX ↓
Customer Related Food Complaint - Index - Number of complaints per meals served	XX or below	XX ↑
General & Product Liability Claims - \$ Incurred versus actual \$ Paid	XX	XX ↑

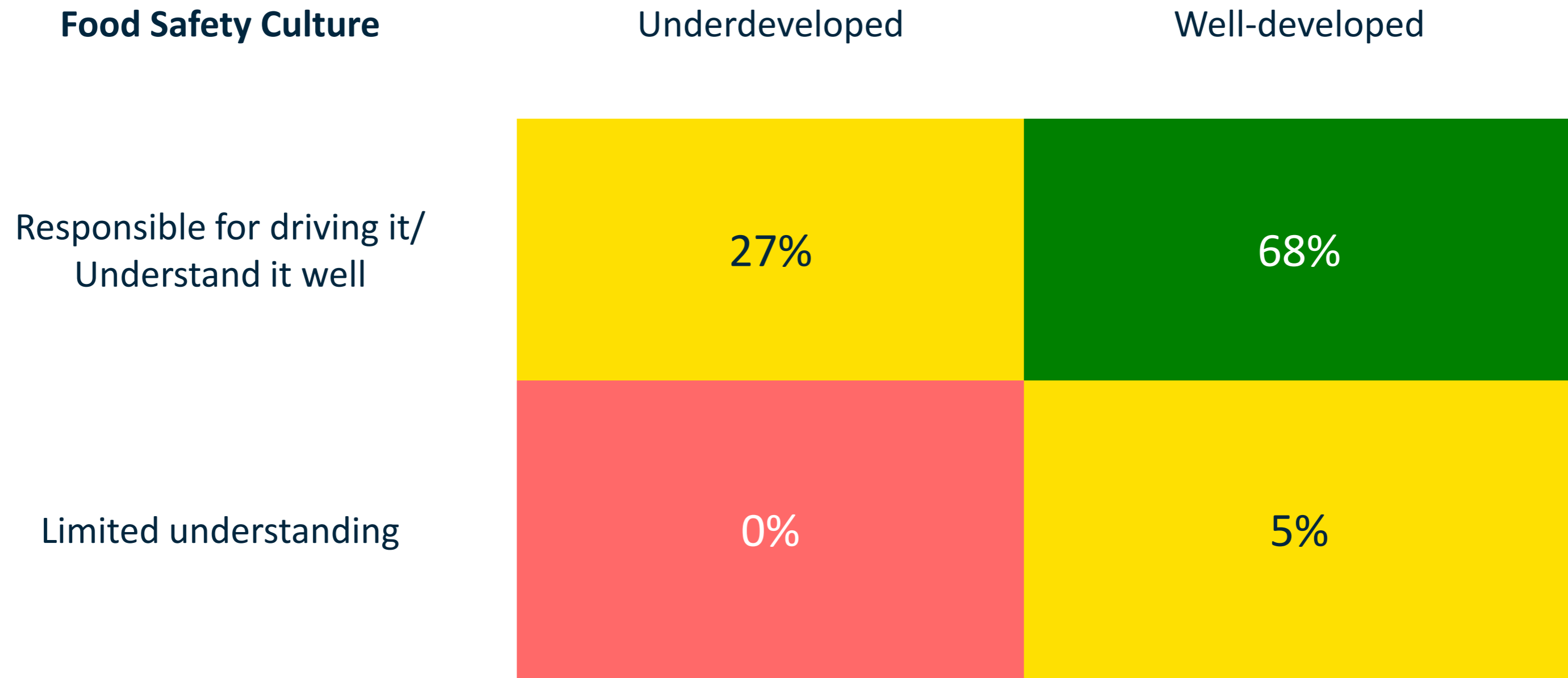


FSMS Key Performance Indicator Examples

FIRST WATCH

Relationship between Food Safety Culture & FSMS

Current State of FSMS





Thank you!



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