Background

- Began 2001
- Predominantly funded by FDA grant
  - Except 2010
- 32 members
- Meets 3 to 4 times a year
Background

- Centrally located meeting Des Moines or Ames (200 miles)
- Focused “conferences” for retail, processors, and producers
- Many in collaboration with the Heartland Partnership
Background

- Standards & Task Force
  - Task Force website and mobile application
  - Alert Application
  - Foodborne Illness Line
  - Root Cause Analysis
Projects

- Website & Mobile app. rollout 2015
  - [https://ia.foodprotectiontaskforce.com/](https://ia.foodprotectiontaskforce.com/)
  - Iowafs – app store
Projects

Feeling Queasy?
Call, it’s Easy!
844-IowaSic
(or your local health department)
to report food poisoning
IA’s Root Cause Analysis

- Recognizing the need to know why consumers are ill resulted in even more questions:
  - Lack of managerial control...but why?
  - Lack of resources...but why?
  - Lack of training...but why?
  - Lack of sick leave...but why?
  - Lack of supplies...but why?
IA’s Root Cause Analysis

➢ We are charged with ensuring compliance with state and federal regulations for facilities that provide food to the public

➢ We are conscientious public servants that are committed to protecting public health

➢ We are aware that other industries experience successes in root cause analysis and we want that too
IA’s Root Cause Analysis

- Enrolled in the CDC’s National Environmental Assessment Reporting System (NEARS)
- Face to Face training with NEARS Cadre
- Required inspectors to complete EATS 101
- Adapted the NEARS reporting instrument in our database
- Developed procedures for responding to FBI outbreaks
- Conducted investigations using the environmental assessment reporting instrument
IA’s Root Cause Analysis

- Identified the need to develop a root cause analysis team:
  - Inspectors that have an innate curiosity
  - Inspectors that are looking for more
  - Inspectors that are not afraid to probe for answers
  - Inspectors that are willing to offer a hypothesis

- Train the RCA Team:
  - Attended Face to Face National NEARS meeting
  - Attended ASQ Root Cause Analysis
  - Required completion of CDC’s EATS 101 and EATS102
  - Identified leadership role for environmental assessments
RCA/FPTF

- Sharing of research and practical application
  - PEW
  - Kwik Trip
  - Iowa Department of Inspections and Appeals
Guide for Conducting Food Safety Root Cause Analysis

Contents

I. Introduction .................................................................................................................. 2
   A. The purpose of this guide ......................................................................................... 2
   B. How this guide should be used .............................................................................. 2
   C. Background ............................................................................................................ 3
   D. History .................................................................................................................. 3
   E. Methodology .......................................................................................................... 7

II. What is a Root Cause Analysis (RCA)? ................................................................... 7
    A. What is the difference between a contributing factor and a root cause? .......... 8
    B. In what situations can an RCA be performed? .................................................... 9
    C. What are the advantages of performing an RCA? What are the challenges? .... 9

III. What Should be Considered Before Conducting an RCA? ................................. 12
    A. How should the scale of an RCA be determined? .............................................. 12
    B. Does your organization have sufficient capacity to perform an RCA or have plans and procedures in place for capacity development?
Corrective & Preventative Action SOP

Co-workers, supervisors and management are responsible for completing corrective actions.

When issues occur with product, processes, or paperwork a corrective action is needed to document how the problem was fixed. Corrective and preventive actions must state how the deficiency was corrected, who is responsible and what will be done to prevent any future recurrence. Not all issues need a CAPA form filled out; a note in the CAPA/Comment box may be sufficient. For example, if a check on a production form was not done at the proper frequency or the information is illegible, a note explaining what happened in the CAPA box would be sufficient.

The CAPA process shall include investigation, action, review, and follow up to make sure the problem is corrected. Root cause analysis combined with corrective action helps to understand the cause of the deviation and prevent recurrence of a similar problem. Here are ways to approach a problem.

1. Define the problem
   State the problem. Do not make assumptions or suggest ways to improve it. Problem stated based on facts, not beliefs. Include what, when, where and impact of the problem.

2. Ask Why
   Why #1 – Ask why did the problem occur? Why #2 – Why did the action as why #1 occur? Keep asking why until you can determine the root cause – which is what started the chain of events leading to the problem.

3. Root Cause Corrective Action
   Determine the Root Cause and how it can be prevented from happening again. WHAT changes will be implemented? WHO is going to implement the change? WHEN will the changes be implemented?

4. Implement, Verify, Spread
   Record what was changed, by whom and when the change was made
   Verify that changes have eliminated the Root cause
   Identify all areas where this solution could be reapplied to prevent similar incidents from occurring

All Regulatory and Third Party audit reports received by Kwik Trip, Inc. production facilities are to be forwarded to Production Quality Assurance. Production Quality Assurance will forward to the Director of Operations.

Quality Assurance will assist the appropriate production department personnel with the corrective action responses to the Regulatory or Third Party audit reports. The production departments should not respond directly to ensure a consistent response can be provided.

Records for Corrective Action
Each production facility is to maintain a file of all internal audits, third party audits, regulatory actions, visits, reports or other notifications received from any regulatory agency along with the corrective action. All information from the corrective action must be documented and kept on file via hard copy or stored electronically for a minimum of two years.
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