



## CATERING QUALITY ASSURANCE PROGRAMME

### Food Processing Quality Standards\*

\*Please note that this document only contains the ICQA food processing quality standards and therefore is not the complete food processing quality standards and interpretation guidelines. This document is intended to provide an example of the standards that are a part of the ICQA Programme. The complete food processing quality standards and interpretation guidelines upon which the ICQA Programme and ICQA Audits are based is only available for use by ICQA Programme Participants and ICQA Facilities.

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# 1 FOOD RECEIVING & STORAGE

## 1.1 FOOD RECEIVING

### 1.1.1 *Food Specifications at Receiving Area*

Food provider must ensure that the appropriate written or pictorial food specifications are always available and accessible in any area where the food provider receives food items. Food provider must ensure that the food specifications are up to date.

### 1.1.2 *Food Quantity Controls for Receiving Food Items*

Food provider must have and follow a procedure (written or verbal) to ensure that the food provider receives the correct quantity of food items. This procedure must require that the food provider maintain records in accordance with this standard.

### 1.1.3 *Food Quality Controls for Receiving Food Items*

Food provider must have and follow a procedure (written or verbal) to ensure that the food provider receives food items that meet food specifications. This procedure must require that the food provider maintain records in accordance with this standard.

### 1.1.4 *Cleanliness and Maintenance of Food Receiving Transportation Vehicles*

Food provider must have and follow a procedure (written or verbal) to ensure that food receiving transportation vehicles are at all times clean and well maintained. This procedure must require that the food provider maintain records in accordance with this standard.

## 1.2 FOOD STORAGE

### 1.2.1 *Storage of Food Items*

Food provider must ensure that all food items are stored in an appropriate manner and environment\* so as to maintain the quality of the food item.

## Notes

\*For further clarification the following definitions are applicable:

Appropriate manner: Covered at all times, not crushed, not exposed to light (where applicable), not stored on floor, not under exposed water, or high humidity, etc.

Appropriate environment: Includes temperature and storage conditions, which are optimal for storage to ensure that the quality of the food items are maintained. Such examples are bananas that may be stored at room temperature, bread and bakery non-hazardous foods stored at room or below room temperatures but not refrigeration, and are used within their best before dates/expiry dates, lettuce must not be stored in a freezer, etc.

### *1.2.2 Segregation of Different Airline Food Items During Storage*

**Food provider must ensure that each Airline's food items are appropriately segregated during storage to ensure that each Airline receives food items that meet the Airline's menu specifications.**

## 1.3 FOOD ITEM INVENTORY

### *1.3.1 Ordering Food Items*

Food provider must have and follow a procedure (written or verbal) to ensure that the food provider orders food items in order to meet Airlines menu specifications. This procedure must require that the food provider maintain documentation specifying order and receipts.

### *1.3.2 Availability of Sufficient Inventory of Food Items in Storage*

Food provider must ensure that there is a sufficient inventory of food items in storage to ensure that each Airline receives food items that **meets the Airline's menu specifications.**

## 2 FOOD PRODUCTION

### 2.1 FOOD PRODUCTION SPECIFICATIONS - AVAILABILITY & USE

#### *2.1.1 Food Preparation Recipes*

Food provider must ensure that food recipes for all food items prepared in the facility are available to appropriate employees\* and followed during food preparation.

Notes

\*Appropriate employees are employees who are directly involved in the preparation of the food items at the recipe level.

### *2.1.2 Specifications for Food/Dish Presentation*

Food provider must have and follow, for each food item or dish prepared for an Airline, written specifications for the proper presentation of the food item or dish. Food provider must ensure that all specifications for food presentation are available and understood by all appropriate employees\*.

Notes

\*Appropriate employees are employees who are directly involved in the preparation of the food items or dish at the specification level.

### *2.1.3 Specifications for Tray Set-up Presentation*

Food provider must have and follow, for each tray set-up prepared for an Airline, written specifications for the proper presentation of the tray set-up. Food provider must ensure that all specifications for tray set-up presentation are available and understood by all appropriate employees\*.

Notes

\*Appropriate employees are employees who are directly involved in the preparation of the tray set-up.

### *2.1.4 Availability of Specification for Food/Dish Presentation and Food Model during Food Preparation*

**Food provider must ensure that Food Handling Employee's have "on-hand" at the time of Food Preparation the specifications for food/dish presentation applicable to the food/dish being prepared. Food provider must have and follow a procedure (written or verbal) requiring that Food Handling Employee's prepare a food/dish model prior to Food Preparation of the food or dish. This procedure must**

**also require that Food Handling Employee's have the food/dish model "on-hand" during Food Preparation.**

### *2.1.5 Availability of Specification for Tray Set-up Presentation and Tray Set-up Model during Food Preparation*

**Food provider must ensure that Food Handling Employee's have "on-hand" at the time of Food Preparation the specifications for tray set-up presentation applicable to the tray set-up being prepared. Food provider must have and follow a procedure (written or verbal) requiring that Food Handling Employee's prepare a tray set-up model prior to Food Preparation of the tray set-up. This procedure must also require that Food Handling Employee's have the tray set-up model "on-hand" during Food Preparation.**

### *2.1.6 Specifications for Menu Rotation/Cycle*

Food provider must have and follow written specifications for the rotation/cycle of the menus for each Airline. Food provider must ensure that all specifications for the rotation/cycle menus are available and understood by all appropriate employees\*.

Notes

\*Appropriate employees are employees who are directly involved in the preparation of the flight.

### *2.1.7 Substitutions and Omissions to Airlines Food Specifications*

Food provider must have and follow a procedure (written or verbal) to report each substitution or omission of Food Production Specifications to the Airline prior to dispatch to the aircraft. This procedure must require that the food provider retain documented proof of all current substitutions or omissions as reported to the Airline.

## **2.2 INTERNAL QUALITY CONTROL**

### *2.2.1 Portion and Weight Controls during Food Preparation*

Food provider must have and follow a procedure (written or verbal) to ensure that food items are portioned using appropriate tools and methods.

### *2.2.2 Cold Food Items Used Within Time Limits*

Food provider must have and follow a procedure (written or verbal) to ensure that the food provider only has and uses Cold Food Items that have been prepared within specified time limits.

### *2.2.3 Hot Food Items Used Within Time Limits*

Food provider must have and follow a procedure (written or verbal) to ensure that the food provider only has and uses Hot Food items that have been prepared within specified time limits.

### *2.2.4 Scales – Availability, Verification and Calibration*

Food provider must ensure that all scales (including digital and non-digital) are always available in Food Handling Areas. Food provider must have and follow a procedure (written or verbal) requiring that all scales be verified monthly and calibrated yearly. This procedure must require that the food provider maintains records in accordance with this standard.

### *2.2.5 Verifications of the Weight of Food Items Weight Check Procedure*

Food provider must have and follow a procedure (written or verbal) to verify the internal weight checks of prepared food items. This procedure must require that the food provider must maintain daily records in accordance with this standard.

### *2.2.6 Verifications of the Organoleptic Quality of Food Items Procedure*

Food provider must have and follow a procedure (written or verbal) to verify the organoleptic quality of Prepared Food Items. This procedure must require that the food provider must maintain records in accordance with this standard.

## 3 FOOD PROVISIONING

### 3.1 QUALITY CONTROLS FOR DELIVERY TO AIRCRAFT

### 3.1.1 *Airline Meal Ratios*

Food provider must have and follow written specifications for determining the quantities of each type of food item the food provider must provision to the aircraft based on final passenger count. Food provider must ensure that all Airline meal ratio specifications are available and understood by all appropriate employees\*.

#### Notes

\*Appropriate employees are employees who are directly involved in the preparation of the flight.

### 3.1.2 *Instructions for Preparing and Serving Food Items Onboard (where applicable)*

Food provider must have all instructions provided by the Airline for the proper preparation and service of food items prepared for the Airline. Food provider must ensure that the aircraft has a copy of the preparation and service instructions (where applicable) for all food items delivered onboard the aircraft.

## 3.2 QUALITY CONTROLS ONBOARD

### 3.2.1 *Identification of Special Meals*

Food provider must have and follow a procedure (written or verbal) to ensure that all special meals are appropriately identified.

### 3.2.2 *Identification of Cabin Crew and Pilot Meals*

Food provider must have and follow a procedure (written or verbal) to ensure that all cabin crew and pilot meals are identified and differentiated from passenger meals.

### 3.2.3 *Requirements for Delivering Food Items to the Aircraft*

Food provider must have and follow a procedure (written or verbal) to ensure that food items are delivered to the aircraft in a timely and appropriate manner. Food provider must ensure that foods items are at the aircrafts as per Airline agreement.

### 3.2.4 *Boarding Bill Procedure and Verification*

Food provider must have and follow a procedure (written or verbal) to ensure that the food provider has a boarding bill that details the quantity and type of food items delivered to each Airline as per **Airline's specifications. Food provider must ensure that all food items** stated on the boarding bill is as per the quantity and type delivered to **the aircraft as per Airline's agreement.**

## DEFINITIONS

<i>TERM</i>	DEFINITION
Airlines	<b>“Airlines”</b> means any airline participating in the ICQA (IATA Catering Quality Assurance) Programme.
Cold Food Items	<b>‘Cold Food Items’</b> means those food items that have undergone Food Preparation by the food provider and are ready to be eaten cold by the passenger.
Food Handling	<b>‘Food Handling’</b> means the manual or mechanical carrying, moving, manufacturing, producing, collecting, extracting, processing, storing, delivering, preparing, treating, preserving, packing, cooking, thawing, dispatching, serving and displaying of food. For greater certainty, Food Handling includes Food Production and Food Preparation.
Food Handling Areas	<b>‘Food Handling Area’</b> means any Food Production Area, Food Preparation Area, food receiving area, food dispatching area and Food Storage Area.
Food Handling Employee	<b>‘Food Handling Employee’</b> means any employee who comes into direct contact with any food or packaging of food.
Food Preparation	<b>‘Food Preparation’</b> includes any activity during which food comes into direct or indirect contact with a Food Handling Employee or a Food Contact Surface prior to Heat Treatment and after rapid cooling. Such processes include the thawing, trimming, cutting and mincing of raw foods; and the cutting, mincing, slicing, mixing, whipping, glazing, portioning, weighing, garnishing, packaging, and tray setting of food items.
Food Production	<b>‘Food Production’</b> means all food related activities (other than food storage) carried out by a food provider prior to dispatch and following receiving. For greater certainty, Food Production includes Food Preparation, Heat Treatment and rapid cooling.
Food Production Areas	<b>‘Food Production Areas’</b> means any area where Food Production occurs.
Food Storage Areas	<b>‘Food Storage Areas’</b> means any area where food items are stored for any period of time other than for immediate use including dry food stores, Refrigeration Units, freezers, and racks or shelves.
Hot Production	<b>‘Hot Production’</b> means those food items that have undergone Food Preparation by the food provider and are

<i>TERM</i>	DEFINITION
Management	ready to be eaten by the passenger following reheating. <b>'Management'</b> means those managers specifically involved in food operations.
Non-Hazardous Food	<b>'Non-Hazardous Food'</b> means any food that does not support the growth of microorganisms that cause illness, does not require refrigeration, has a water activity of less than 0.85 and a pH level at or below 4.6. It is also a food in an unopened hermetically sealed container that is commercially processed to achieve and maintain commercial sterility under conditions of non-refrigerated storage or distribution. Non-Hazardous Foods may include Perishable and Non Perishable Food items such as canned goods, jam, honey, syrup, candy, raw vegetables, raw fruits (excluding cut melons), pickles etc.
Non-Perishable Food	<b>'Non-Perishable Food'</b> means food that does not require temperature control, is shelf stable and would almost last indefinitely. This includes canned food, spices, flours, dry goods, etc.
Perishable Food	<b>'Perishable Food'</b> means any food item that is sold or distributed in a form that will perish, decay or spoil within a limited period of time. This may include Potentially Hazardous and Non-Hazardous Foods.
Potentially Hazardous Food	<b>'Potentially Hazardous Food'</b> means any natural or synthetic food requiring temperature control because it is in a form capable of supporting the rapid and progressive growth of infectious or toxigenic microorganisms. Potentially Hazardous Foods include any food, whether raw or heat treated, originating from an animal; any food originating from a plant that is heat-treated or consists of raw seed sprouts; cut melons; and garlic-in-oil mixtures that are not modified in a way that results in mixtures that do not support growth of any microorganisms.
Processed Food	<b>'Processed Food'</b> means food that has been converted into a consumer food product and includes food that has been washed, sanitized, sliced, cut, treated, etc.
Refrigeration Unit	<b>'Refrigeration Unit'</b> means any refrigerated area used to store food for any period of time other than for immediate use. Refrigeration Units include refrigerated rooms, tables, and small refrigerators.
Unprocessed Food	<b>'Unprocessed Food'</b> means food that has not been altered from its original or natural state.