

# CLYDE'S RESTAURANT™

## G · R · O · U · P

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***Director of Quality Assurance***

**Keeping Food Safe through  
Active Managerial Control and  
the daily "Inspiring" of  
Employees**





# • STRICT LIABILITY

- Under the new rule of strict liability, to hold a food manufacturer liable, a person injured while using a food product need only show that: (1) the food product was defective; (2) it was used as intended; and (3) the defect caused the injury. The care used in the manufacture of the food product is irrelevant to the determination of liability. The only issue in a food product liability case is the defectiveness of the food product, not the manufacturer's conduct in somehow allowing the defect to arise. As a result, proof of negligence is not required to recover damages.
- As I tell my friends in the food industry - **"Prevention is the only Protection."** So says William, lawyer in Seattle.



WHO **REALLY** MAKES  
THE BIGGER  
DIFFERENCE IN A  
FOODSERVICE  
ENVIRONMENT??



**2,000 Employees**



**150 managers and Chefs:  
Generally the “PIC”**



**1 Corporate  
Quality Assurance**



# THE POINT?

- It is **ALWAYS** in the best interest of operators to figure out how to make sure what they are doing is effective.
- Can be a game of Russian roulette if you don't have systems in place and your managers/chefs are not effective teachers and manage staff to execute good practices every day every shift



Annex

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# Management of Food Safety Practices – Achieving Active Managerial Control of Foodborne Illness Risk Factors



**“Purposeful incorporation of  
specific actions or  
procedures  
by industry management  
to attain control of  
foodborne illness risk  
factors”**

**AND  
MAINTAIN.**



**What is the common goal of operators and regulators of retail food and food service establishments and what is presently being done to achieve this goal?**



The **common goal** of operators and regulators of retail and food service establishments is to produce safe, quality food for consumers. Since the onset of regulatory oversight of retail and food service operations, regulatory inspections have emphasized the **recognition and correction of food safety violations** that exist at the time of the inspection. Recurring violations have traditionally been handled through re-inspections or enforcement activities such as fines, suspension of permits, or closures. Operators of retail and food service establishments routinely respond to inspection findings by correcting violations, but **often do not implement proactive systems of control to prevent violations from recurring**. While this type of inspection and enforcement system has done a great deal to improve basic sanitation and to upgrade facilities in the United States, it **emphasizes reactive rather than preventive measures to food safety**.



So How does Clyde's try  
and get ahead and take  
the Proactive Route?



- 1) Top Down commitment from ownership:  
Culture for food safety
- 2) Money is (generally) not an issue
  - 1) “Pay now pay later”, invest in food safety and training **versus** paying for reactive consequences
- 3) Training on variety of levels
- 4) On going reminders: menu class, team meetings, corporate gathering, awards
- 5) Scorecard bonuses



- 6) Safety Committee; homework tied to food safety initiatives
- 7) Constantly trouble shooting and monitoring for thematic problems
- 8) Catch people doing things right.
- 9) Internal Audits using FDA model form and at a frequency that provides constant reminders and training or PRAISE
- 10) Contests
- 11) Participating with our local health departments on Advisory Committees to help make a difference



# CHALLENGES



- 1) Having things out of compliance is not necessarily frowned upon
- 2) Documenting Corrective actions and tweaking systems so it doesn't happen again is more important at times
- 3) We certainly are not perfect
- 4) Keep things fresh, new posters
- 5) Language and education barriers
- 6) Turnover
- 7) Thinking we have mastered it....



# Thank you for your time!

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