

Guidance for Developing Good Operating Practice Procedures: Repairs and Maintenance

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Amendment 1

1 Purpose / Scope

Write up your purpose and scope for 'Repairs and Maintenance'.

Example: To ensure that all buildings, services, facilities and equipment are kept in a good state of repair and in working order to:

- facilitate all cleaning and sanitation procedures;
- enable personal hygiene;
- function as intended, particularly when used at critical steps; and
- prevent contamination of food (e.g. from metal shards, flaking plaster, debris and chemicals or as a result of using chipped, cracked or broken utensils or defunct equipment).

See also:

- Chemical Control
- Building, Facilities and Equipment

These topics have been covered individually in other guidance documents.

2 Authorities and Responsibilities

You are responsible for ensuring that you always have services, equipment and facilities functioning as intended when you operate your business, otherwise you will be unable to work hygienically and in ways that keeps food safe.

Write down who has specific authorities and responsibilities for Repairs and Maintenance. Think about managers, supervisors and other people as may be necessary, including contractors and others who may use the premises for their business.

Examples:

- the food business operator has overall responsibility for:

- ensuring places used by the business, and the services, facilities and equipment provided at them are kept in a good state of repair and in working order; and
- for ensuring staff know they need to report any maintenance issues as soon as they become aware of them to someone in authority [please specify who].
- Identify someone in authority [specify who] who is responsible for:
 - taking faulty equipment out of action;
 - organising maintenance to be carried out; and
 - ensuring repairs and maintenance will be carried out by suitably trained and competent persons.
- other responsibilities are assigned as follows: [identify specific details/responsibilities against a job title or role]

3 Control Measures

Write up how you ensure buildings, services, facilities and equipment are effectively maintained.

Consider at least how you cover the following points (where relevant):

- how you ensure the building, services, facilities and equipment are maintained in a good state of repair and in working order, e.g.:
 - ensuring there is a maintenance schedule in place that identifies:
 - what (e.g. a piece of equipment) is to be checked;
 - when this check is to be carried out (e.g. every 6 months); and
 - what the check is intended to include.
 - ensuring calibration of any measuring devices used for critical measurements are included on your maintenance schedule. You may have service agreements for certain pieces of equipment;
 - ensuring staff know who to report maintenance problems to;
 - ensuring the repairs and maintenance are carried out by a suitably competent person and in accordance with manufacturers' instructions;

- ensuring faulty equipment is labelled “out of order” or “do not use” (or similar) so that it cannot inadvertently be used; and
- ensuring chipped, cracked or broken utensils are disposed of so they cannot be used.
- how you ensure the way that repairs and maintenance are carried out minimises the potential for contamination, e.g.:
 - restricting access to food preparation areas so that any contracted maintenance staff can be given instructions and/or be appropriately supervised while onsite;
 - ensuring repairs and maintenance are either carried out outside of food preparation times, or wherever possible equipment is moved offsite for repair;
 - ensuring the whenever maintenance is carried out onsite, any food or food-related accessories are covered or removed before the maintenance work begins;
 - ensuring that at the end of the maintenance session all replacement parts, screws, fittings etc. are accounted for; and
 - cleaning and sanitising equipment and facilities following repairs or maintenance being carried out and before coming into contact with food.

4 Monitoring

Write up how you check repairs and maintenance of buildings, facilities and equipment is under control.

Consider the following checks:

- check preventative maintenance is up to date;
- visual inspection (e.g. checks that faulty equipment is isolated so it can not be used); and
- maintenance records can be used to track problems and identify any on-going issues (e.g. maintenance logs or supervisors diary).

5 Corrective Action

Write up how you correct any problems that monitoring identifies, or that you otherwise become aware of.

Include how you cover the following:

1. Defining the extent of the problem (i.e. what has happened, where it occurred and when, why it happened, and how much product (if any) is affected);
2. Restoring control (i.e. the action needed immediately to stop more product becoming affected and to fix problem), e.g. isolate the affected area / equipment so it cannot be used; find an alternative if available; arrange for repair and maintenance, or disposal of equipment if appropriate;
3. Handling affected food (e.g. preventing any unsafe product from being used - see the separate guidance for Complaints, Non-conforming Product, Corrective Action and Recall); and
4. Prevent re-occurrence (e.g. upgrade or replace equipment if repairs can not remove the underlying cause of the problem; make operational changes to reduce wear and tear; review the checks you have in place, etc).

6 Documentation and Record Keeping

Determine what records you need to keep for this procedure. These will help you to introduce and maintain consistent good practices, and to demonstrate to your verifier (auditor) that you are sufficiently controlling those factors that can impact on the safety and suitability of the food.

Assess any records you already have, and introduce any additional records you need for the monitoring and corrective action activities you specify in your procedure. When monitoring, you may have an option to either:

- record every check; or
- indicate that checks have regularly been carried out (e.g. throughout a week) and only record the results of a specific check where something went wrong. In these instances, always make a record of what you did to put things right (the corrective action).

Keep blank record forms handy for staff to use if they come across something that needs maintenance action, and let people know where they are. Keep completed record forms together where they can be found easily for your regular internal verification checks.

For your [general programme requirements](#) refer to the guidance document on the appropriate risk-based programme or plan which can be found on the Food Safety website.