

# D2

Malys Angkor management process requirement and detailed procedures, control methods and tools for verification of compliance

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**Component #2: Development and promotion of Cambodian Rice quality and labels**

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## Introduction

One of the backbones of Cambodia's steady economic growth is the agricultural products it exports to different parts of the world. Rice, as one of its most important agricultural product has been gaining popularity not only in Asia but also in America and Europe. With this steady growth in rice market share, the need to ensure consistency in product quality becomes a must among the farmers, millers and exporters.

This CRB Management System Guideline was developed with the aim of establishing set of requirements that members of Cambodia rice industry can adhere to. The framework of this guideline follows the famous and proven approach of Plan-Do-Check-Act in order to manage the processes in the organization in a holistic approach.

The concept of quality, food safety, environmental management, occupational health and safety as well social accountability have been incorporated on this guideline. The principles provided by the International Standards, directives from International Organization and local regulations have been greatly considered to anticipate any future move of the organization to go for International Standard certification.

Successful implementation of the requirements defined on this guideline provides evidence of commitment among Cambodian millers and exporters of producing rice products that are greater or at least comparable in terms of quality and value with that of other neighboring rice-producing nations. The effort of ensuring that the operations of the involved entities follow the best and known quality, food safety, environmental, occupational health and safety as well social accountability practices deserves to be recognized through the awarding / authorization in use of seal of quality following compliance with other requirements defined by the Cambodian Rice Federation.

## 1 Scope

This guideline specifies requirements for management system that organizations can apply in order to demonstrate its capability to produce rice product that meets quality and safety requirements while promoting environmental, occupational health and safety as well as social accountability.

These requirements can be applied by organizations (rice millers and exporters) from the rice industry in Cambodia producing, processing and/or exporting Cambodian Premium Jasmine Rice.

## 2 Normative References

There are no normative references.

## 3 Terms and Definitions

- a. **Accountability** - state of being answerable for decisions and activities to the organization's governing bodies, legal authorities and, more broadly, its stakeholders (2.1 ISO 22000:2010)

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- b. **Cambodia Rice Branding Management System (CRB Management System)**  
. set of requirements rice millers and/or exporter needed to conform to in order to establish evidence of effective management of its business process thus providing confidence among its customers, stakeholders and regulatory bodies.
- Whenever CRB Management System is mentioned in this Guideline, it shall mean to include those requirements for quality, food safety, environment, occupational health and safety and social accountability.
- c. **HACCP** – a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product. (U.S. Food and Drug Administration)
- d. **Organization** – within the context of this Guideline, organization pertains to the Cambodian rice millers and or exporters implementing the requirements defined on this Guideline and incorporating them into their operations in order to qualify as user of the seal of quality granted by Cambodian Rice Federation.
- e. **Objectives** – these are targets aimed at improving the performance of the established CRB Management System.

## 4 Organization

### 4.1 General Requirements

The organization shall establish, document, implement and maintain a [CRB Management System](#) and continually improve its effectiveness in accordance with the requirements of this Guideline.

The organization shall determine:

- a) external and internal issues that are relevant to its purpose and its strategic direction and that affect its ability to achieve the intended result(s) of its [CRB Management System](#);
- b) interested parties and their requirements that are relevant to the CRB Management System.

### 4.2 Scope of the CRB Management System

The organization shall determine and define the boundaries and applicability of the [CRB Management System](#) and shall specify:

- a) products and services
- b) processes
- c) sites
- d) organizations

that are addressed by the [CRB Management System](#).

If the organization intending to comply this guideline is an exporter only, applicable requirements defined in this [CRB Management System Guidelines](#) shall be extended to its rice millers from where the rice / paddy intended to be branded are sourced, as appropriate.

## 5 Leadership

Top management shall demonstrate leadership and commitment with respect to the effective implementation of the [CRB Management System](#).

### 5.1 Policy

Organizations top management shall establish, document, implement, maintain and communicate Policy and ensure that it

- a) considers quality, food safety, environment, health, safety and social accountability;
- b) is appropriate to the purpose and scope of the [CRB Management System](#)
- c) provides framework for setting objectives
- d) includes commitment to comply with the requirements, including legal and other requirements, and
- e) includes commitment to continually improve the effectiveness of the CRB Management System.

### 5.2 Organizational Roles, Responsibility, Authority and Accountability

Top Management shall ensure that the responsibilities, authorities and accountabilities for relevant roles are documented, assigned, communicated and understood within the organization.

### 5.3 CRB Management System Implementation Team

The top management shall formulate a team responsible for ensuring effective implementation, performance monitoring and initiating activities that promotes improvement of the established [CRB Management System](#).

The team in-charge of effective implementation of the management shall have a team leader, duly appointed by the top management who shall have the following functions:

- 5.3.1 Manage the team, assign tasks and monitor status of activities of its members;
- 5.3.2 Ensure that the members of the team are provided with the required training for them to effectively carry out the assigned tasks;
- 5.3.3 Ensure that the CRB Management System has been implemented, maintained and improved;
- 5.3.4 Reports on the performance of the management system to the top management.

## 6 Planning

### 6.1 Risk Management

The organization shall establish, document, implement and maintain process(es) to

- a) determine hazards and risks relevant to its CRB Management System;
- b) plan and implement actions to address those hazards and risks.

The organization shall take into account those for quality, food safety, environmental, occupational health and safety and social accountability. Methodology and criteria, as well as means of determining significance, shall be defined in the documented procedure. Records of the result shall be retained.

The organization shall take into account the result in establishing, documenting, implementing, and maintaining the [CRB Management System](#), and in continually improving its effectiveness.

**Note 1.** In order to properly manage potential risk on food safety, the organization must be certified to HACCP.

### 6.2 Legal and Other Requirements

The organization shall establish, document, implement and maintain process(es) for determining legal and other requirements applicable to its [CRB Management System](#). This shall take into account those for quality, food safety, environmental, health and safety and social accountability.

The organization shall take into account the applicable legal and other requirements in establishing, documenting, implementing, and maintaining the [CRB Management System](#), and in continually improving its effectiveness.

### 6.3 Objectives

Top Management shall ensure that objectives are established, documented, implemented, maintained and communicated at relevant functions, levels and processes within the organization. This shall take into account those for quality, food safety, environmental, health and safety and social accountability.

The objectives shall be:

- a) consistent with the policy;
- b) measurable (if practicable);
- c) monitored;
- d) communicated and;
- e) updated (as necessary).

The organization shall determine and implement actions to achieve those objectives.

## 7 Support

### 7.1 Human Resources

The organization shall ensure that persons doing work under the organization's control are competent. The organization shall determine the necessary competence need to effectively implement the requirements of this [CRB Management System Guidelines](#). Trainings or other actions must be provided to acquire necessary competence, where applicable, and evaluate the effectiveness of the actions taken.

With respect to the management of its human resource, the organization shall comply with the applicable national and international labor laws.

### 7.2 Infrastructure

The organization shall determine, provide and maintain the necessary infrastructure to achieve conformity to CRB Management System requirements.

### 7.3 Communication

The organization shall establish, document, implement and maintain process(es) for internal and external communication relevant to CRB Management System, including on

- a) what it will communicate;
- b) when to communicate;
- c) with whom to communicate; and
- d) how to communicate.

### 7.4 Documentation

#### 7.4.1 CRB Management System Manual

The organization shall establish and maintain a documented manual that includes

- a) the scope of the CRB Management System;
- b) the description of how the requirements of this Guideline will be fulfilled and;
- c) the documented procedures required by the CRB Management System, or reference to it.

#### 7.4.2 Control of Documents

Documents required by the CRB Management System shall be controlled. A documented procedure shall be established and maintained to define the controls needed for approval, revision and distribution.

#### 7.4.3 Control of Records

Records established to provide evidence of conformity to requirements of CRB Management System shall be controlled. A documented procedure shall be established and maintained to the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.



## 8 Operation

### 8.1 Operational Planning and Control

The organization shall plan, implement and control the processes needed for the provision of products that meet the requirements.

The output of this planning shall be suitable for the organization's operations while ensuring that the requirements and intent of Clause 6.0 have been met.

The organization shall control planned changes and review the consequences of unintended changes, taking action to mitigate any adverse effects, as necessary.

The organization shall ensure that outsourced processes are controlled (see 8.3).

### 8.2 Control of Externally Provided Processes, Products and Services

#### 8.2.1 General

The organization shall ensure that externally provided processes, products and services conform to requirements.

The organization shall determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain records of these activities and any necessary actions arising from the evaluations.

**Note 01.** The organization shall determine the controls to be applied to externally provided processes, products and services when: a) products and services from external providers are intended for incorporation into the organization's own products and services; b) products and services are provided directly to the customer(s) by external providers on behalf of the organization; and c) a process, or part of a process, is provided by an external provider as a result of a decision by the organization.

### 8.3 Production and Service Provision

#### 8.3.1 Control of production and service provision

The organization shall implement production and service provision under controlled conditions.

Controlled conditions shall include, as applicable:

- a) the availability of documented information that defines the characteristics of the products to be produced, the services to be provided, or the activities to be performed (e.g. preparation of quality control plan or work instructions);
- b) the establishing and implementation of HACCP Plan;
- c) implementation of operational control procedures to minimize potential effect of the operations to the environment, occupational health and safety as well as to social accountability;

#### 8.3.2 Identification and Traceability

The organization shall establish and apply a suitable traceability system that will enable easy identification of product from paddy rice (its raw material stage), until processing (milled rice) and eventually delivery (polished rice) to intended customer.

The organization shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision.

The organization shall retain traceability records and ensure that it is available and retrievable when needed.

### 8.3.3 Preservation

The organization shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements.

**NOTE 01** Preservation can include identification, handling, contamination control, packaging, storage, transmission or transportation, and protection.

**NOTE 02** Programs and measures including those defined on the HACCP Plan must be implemented to ensure that the product's specifications will not be affected during storage until delivery to the customer.

### 8.3.4 Control of Changes

The organization shall review and control changes to the operations of the organization to the extent necessary to ensure continuing conformity with requirements.

The organization shall retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review.

**Note 01** Changes to the operations of the organization must be considered in reviewing and where necessary updating of the risk management document.

## 8.4 Release of Products and Services

The organization shall implement planned arrangements, at appropriate stages, to verify that the product and service requirements have been met.

The release of products and services to the customer shall not proceed until the planned arrangements have been satisfactorily completed, unless otherwise approved by a relevant authority and, as applicable, by the customer.

The organization shall retain documented information on the release of products and services. The documented information shall include:

- a) evidence of conformity with the acceptance criteria;
- b) traceability to the person(s) authorizing the release.

## 8.5 Control of Nonconforming Outputs

The organization shall ensure that outputs that do not conform to their requirements are identified and controlled to prevent their unintended use or delivery.

The organization shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. This shall also apply to

nonconforming products and services detected after delivery of products, during or after the provision of services.

The organization shall deal with nonconforming outputs in one or more of the following ways:

- a) correction;
- b) segregation, containment, return or suspension of provision of products and services;
- c) informing the customer;

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

The organization shall establish documented information on how these controls are to be implemented and shall retain records as evidence of the nature of the nonconformities and subsequent actions taken including the results of any corrective action.

## **8.6 Emergency Preparedness and Response**

The organization shall establish, document, implement and maintain the process(es) needed to determine, prepare for and respond to potential emergency situations relevant to quality, food safety, environment, occupational health and safety and social accountability.

The organization shall:

- a) prepare to respond by planning actions to prevent or mitigate adverse outcome from emergency situations
- b) respond to actual emergency situations;
- c) take action to prevent or mitigate the consequences of emergency situations, appropriate to the magnitude of the emergency and the potential adverse outcome;
- d) periodically test the planned response actions, where applicable;
- e) periodically review and revise the process(es) and planned response actions, in particular after the occurrence of emergency situations or tests;
- f) provide relevant information and training related to emergency preparedness and response, as appropriate, to relevant interested parties, including persons working under its control.

The organization shall maintain records to the extent necessary to have confidence that the process(es) is (are) carried out as planned.

## 9 Performance Evaluation

### 9.1 Monitoring, Measurement, Analysis and Evaluation

The organization shall monitor, measure, analyse and evaluate its [CRB Management System](#) performance, including those for quality, food safety, environmental, occupational health and safety and social accountability.

The organization shall determine:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation, as applicable, to ensure valid results;
- c) the criteria against which the organization will evaluate its performance and appropriate indicators;
- d) when the monitoring and measuring shall be performed;
- e) when the results from monitoring and measurement shall be analysed and evaluated.

The organization shall monitor customers' perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information.

The organization shall analyse and evaluate appropriate data and information arising from monitoring and measurement.

The results of analysis shall be used to evaluate:

- a) the degree of customer satisfaction;
- b) conformity, performance and effectiveness of the [CRB Management System](#);
- c) if planning has been implemented effectively;
- d) the effectiveness of actions taken;
- e) the performance of external providers;
- f) the need for improvements to the [CRB Management System](#).

The organization shall retain records as evidence of the monitoring, measurement, analysis and evaluation results.

### 9.2 Evaluation of Compliance to Legal and Other Requirements

The organization shall establish, document, implement and maintain the processes needed to evaluate fulfilment of its compliance to legal and other requirements applicable to its quality, food safety, environmental, occupational health and safety and social accountability.

The organization shall:

- a) determine the frequency that compliance will be evaluated;
- b) evaluate compliance and take action if needed;
- c) maintain knowledge and understanding of its compliance status.

The organization shall retain records as evidence of the result of evaluation of compliance.

## 9.3 Internal Audit

### 9.3.1 General

The organization shall conduct internal audits at planned intervals to provide information on whether the CRB Management System:

- a) conforms to;
  - 1) the organization's own requirements for its [CRB Management System](#);
  - 2) the requirements of this Guidelines;
- b) is effectively implemented and maintained.

### 9.3.2 Internal Audit Programme

The organization shall plan, establish, document, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;

The selection of auditors and conduct audits to ensure objectivity and the impartiality of the audit process. The organization shall ensure that the auditors will be provided with the needed competency in order to fulfill the task effectively.

## 9.4 Management Review

### 9.4.1 General

Top Management shall review the organization's CRB Management System, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

The organization shall retain record(s) as evidence of the result of the management reviews.

### 9.4.2 Management Review Inputs

The management review shall be planned and carried out taking into consideration:

- a) the status of actions from previous management reviews;
- b) changes in:
  - 1. external and internal issues that are relevant to the CRB Management System;
  - 2. the needs and expectations of interested parties, including compliance to legal and other requirements
  - 3. risk management;
- c) the extent to which objectives have been achieved;
- d) information on the performance and effectiveness including trends in:
  - 1. customer satisfaction and feedback from relevant interested parties;
  - 2. nonconformities and corrective actions;
  - 3. monitoring and measurement results of the CRB management system performance indicators;
  - 4. audit results;
  - 5. the performance of external providers

- e) adequacy of resources;
- f) relevant communication(s) from interested parties, including complaints; opportunities for continual improvement;
- g) opportunities for improvement.

#### **9.4.3 Management Review Outputs**

The outputs of the management review shall include conclusions on the continuing suitability, adequacy and effectiveness of the CRB Management System.

## 10 Improvement

### 10.1 General

The organization shall determine opportunities for improvement and implement necessary actions to achieve the intended outcomes of its operations.

### 10.2 Nonconformity and Corrective Action

When nonconformity occurs, the organization shall:

- a) react to the nonconformity and as applicable:
  1. take action to control and correct it;
  2. deal with the consequences, including mitigating adverse quality, food safety, environmental, occupational health and safety and social accountability impacts;
- b) evaluate the need for action to eliminate the causes of the nonconformity, in order that it does not recur or occur elsewhere
- c) implement any action needed;
- d) review the effectiveness of any corrective action taken;
- e) make changes to the [CRB Management System](#), if necessary.

The organization shall retain records as evidence of the nature of the nonconformities and subsequent actions taken including the results of any corrective action.

### 10.3 Continual Improvement

The organization shall continually improve the suitability, adequacy and effectiveness of the [CRB Management System](#) to enhance its performance.

## **Bibliography**

ISO 9000: 2005

ISO 9001: 2008

ISO 9001: 2015

ISO 14001: 2004

ISO 14001: 2015

ISO 19011: 2011

ISO 22000: 2005

ISO 26000:2010

SA 8000: 2014

OHSAS 18001: 2007