



Good food, Good life

FSSC 22000 in Action

Real World Business Insights and Lessons Learned

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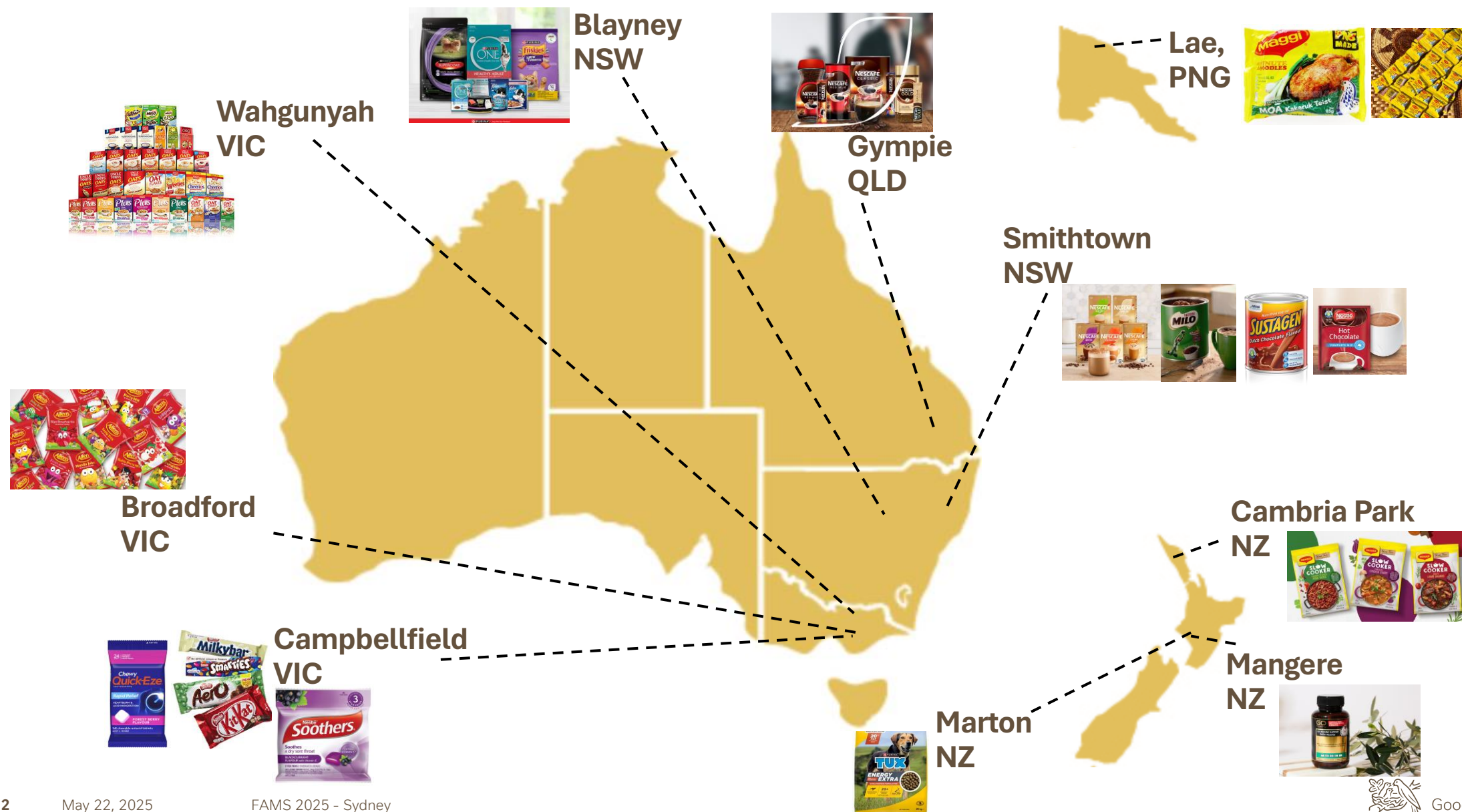
Nestlé Oceania Food Safety Manager

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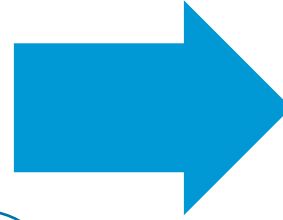
Nestlé Oceania Operations



FSSC 22000 Version 6 – Revised Standards for Allergen Management

FSSC 22000 V5.1 – 2 requirements

- **Risk assessment covering all potential sources of allergen cross contamination**
- Control measure to manage risk of cross contamination



FSSC 22000 V6 – Additional 6 requirements & a further elaboration on control measure and risk assessment

- List of allergen handled on site
- Control measures validation & verification
- Implementation of PAL
- Personnel training
- Allergen Management Plan annual review
- Food chain category D requirement*
- Identification and implementation of control measure – based on the outcome of risk assessment



Main Highlights from the Updated Requirement

- It provides a more prescriptive framework for effective Allergen Management
- Emphasize on Quantitative Risk assessment/risk management
 - Identify the risk (source of cross contamination)
 - Identify control measure
 - Validation of control measure
 - Verification of control measure
 - Training and documentation



How did Nestlé address the change?

From 'Farm'



To



Fork



How did Nestlé address the change - Upstream

- List of allergen handled on site
- Risk assessment covering all potential sources of allergen cross contamination
- Identification and implementation of control measure – based on the outcome of risk assessment
- Control measures validation & verification
- Implementation of PAL
- Personnel training
- Allergen Management Plan annual review
- Food chain category D requirement

What we already have in place – Allergen Management:

- Supplier assurance program
- Supplier portal
- Allergen information (Major Allergen Declaration)
- Allergen handling – warehouse/logistic



How did Nestlé address the change - Operation

- List of allergen handled on site
- Risk assessment covering all potential sources of allergen cross contamination
- Identification and implementation of control measure – based on the outcome of risk assessment
- Control measures validation & verification
- Implementation of PAL
- Personnel training
- Allergen Management Plan annual review
- Food chain category D requirement

What we already have in place – Allergen Management:

- Allergen matrix – product change over
- Quantitative allergen risk assessment
- Allergen cleaning management
- Allergen cleaning validation and verification
- Cross functional allergen labelling review (QA, AG, Regulatory)
- Personnel training
- HACCP



How did Nestlé address the change - Downstream

- List of allergen handled on site
- Risk assessment covering all potential sources of allergen cross contamination
- Identification and implementation of control measure – based on the outcome of risk assessment
- Control measures validation & verification
- Implementation of PAL
- Personnel training
- Allergen Management Plan annual review
- Food chain category D requirement

What we already have in place – Allergen Management:

- Cross functional allergen labelling review (QA, AG, Regulatory, **Marketing/Business**)



If everything is already in place, we should be fine, correct?



What actions did we take?

- Evaluate our process
- Determine areas for improvement
- Leverage tools we already have in place

Key Learning - Upstream

What we already have in place :

- Supplier assurance program
- Supplier portal
- Allergen information (Major Allergen Declaration)
- Allergen handling – warehouse/logistic

Learning:

- Accuracy in allergen information supplied by supplier (PIF, Nestlé Internal MAD Document)
- People capability (internal and external – supplier)
- The need to have better comprehensive list of allergen materials

Leverage existing tool:

- Digitalisation of Allergen Information (Nestlé Internal MAD document) – Global Initiative



Key Learning - Operation

What we already have in place – Allergen Management:

- Allergen matrix – product change over
- Quantitative allergen risk assessment
- Allergen cleaning management
- Allergen cleaning validation and verification
- Cross functional allergen labelling review (QA, AG, Regulatory)
- Personnel training
- HACCP

Learning:

- People capability
 - Beyond QA (Operation and Business)
 - Technical knowledge of allergen as well as understanding of the manufacturing process
 - Targeted training topic
 - Quantitative allergen risk assessment
- The need to have better comprehensive Allergen Matrix

Leverage existing tool:

- Digitalisation of HACCP (Global Initiative)



Key Learning - Downstream

What we already have in place – Allergen Management:

- Cross functional allergen labelling review (QA, AG, Regulatory, **Marketing/Business**)

Learning:

- People capability
 - Beyond QA (Operation and Business)
 - Targeted training topic
- The need to have better comprehensive Allergen Labelling Matrix



Key Take Away and Lesson Learned

People Capability

- It needs to extend beyond operation - QA and Production Operators.
- Generic and specific/targeted training material.
- Consider permanent, temporary, and casual employee.
- Supplier awareness.
- Quantitative risk assessment

Allergen Matrix

- It goes beyond Allergen Cleaning/Product Change Over matrix.
- Importance of upstream information (raw materials).

Bigger Picture

- Importance of taking a 'step back' and seeing bigger picture.

Useful Link : [Allergen Bureau - Allergen Risk Review Infographic](#)



A woman with dark hair is shown in profile, drinking from a glass of milk. The background is a soft-focus indoor setting with light coming through a window. Overlaid on the left side of the image is a handwritten-style quote in black text: "I can afford to close my eyes because yours are open." Below the quote, in a smaller, plain font, is the name "Miss. Nabeela".

*"I can afford to close my eyes
because yours are open."*

Miss. Nabeela

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THANK YOU

