

Newsletter

May 2023

Valuable Client's Words

We enjoyed working with Infomatics' experienced and professional team of business consultants. They wasted no time in doing their analysis and providing us with the appropriate templates for our business. The whole certification process was smooth and painless. We highly recommend Infomatics to any business seeking ISO certification and business consultancy.

Jolian Ibrahim, CEO, VIA COMMS

Sultan Center Training

We are excited to share that infomatics consultancy recently conducted a comprehensive HR training program in collaboration with Sultan Center. The program aimed to equip participants with the latest trends and best practices in the field of human resources



**Quality is not an act,
it's a Habit!**



In this Newsletter:

- Importance of equipment calibration
- Pest Control Tips
- Importance of safety helmets in workplace
- Customer satisfaction ISO 10001-2

Importance of Weight Scales Calibration for Food Industry



It doesn't matter if you are a large Food manufacturer or a small central kitchen, complying with weight scales calibration is a point you can't skip, Calibration is evidenced through a valid certificate, this may be available with new scales or provided by Calibration company.

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Calibration has many advantages for Food organizations, this may include:

- Compliance to standards as HACCP, ISO 22000 FSMS, BRC and local country laws
- Assurance policy for customers, the product is as it says, it weights, ingredients, even nutrition facts
- Saving money for food industry as it assures that exact resources are used, and waste is minimized
- Compliance with Franchisors regulations
- Provide credibility for the Food manufacturer and protects it in case of any product problem, thus we may view it as an insurance policy

Calibration is done for all types of scales, the process is usually done every 6months to 1 year, in this issue follow the manufacturer directions

For Auditors of ISO 22000 FSMS, GMP (Good manufacturing process), HACCP (Hazard analysis critical control point) and for general standards as ISO 9001 QMS, not meeting this requirement is a non-conformity that the auditee is required to rectify immediately

A Calibration standard procedure, Calibration record and certificate copies must be available and up to date at all time.

For more information on Calibration or any mentioned standard please email us at: info@infomatics-kw.com



PEST CONTROL TIPS – Improve your Hygiene standard



- Keep close monitoring for location environment as in using CCTV
- Keep all insect killers frequently inspected and cleaned
- Assure proper reporting by staff for any pest notice
- Assure all entrances are protected by suitable tools as plastic or Air curtains

FSIS Alerts about food risk and new types of risk that the world would suffer from.

FSIS Issues Public Health Alert for Poultry and Meat Products Containing FDA-Regulated Corn Starch That Has Been Recalled Due to Misbranding and Undeclared Allergens

FSIS Announcement WASHINGTON, August 24, 2022 –

The U.S. Department of Agriculture's Food Safety and Inspection Service (FSIS) is issuing a public health alert for poultry and meat products containing a Food and Drug Administration (FDA) regulated corn starch that has been recalled due to an undeclared allergen, specifically milk. FSIS is issuing this public health alert to ensure that consumers are aware that these products should not be consumed.

This situation is currently evolving, which means additional products may be added. Please continue to check back for possible updates. While this public health alert focuses on chicken and pork tamale products, FSIS believes it is likely that additional meat and poultry products will be affected by the FDA-regulated corn starch. The list of products subject to the public health alert are available [here](#) and the labels are available [here](#). The tamales were shipped to warehouse, distributor, and retail locations in Illinois, Indiana, and Wisconsin. However, if other products are added, additional states might be affected.

FSIS and FDA are coordinating on the recalled corn starch and are working together to determine the extent of the distribution of the corn starch to other establishments.

There have been no confirmed reports of adverse reactions due to consumption of these products. Anyone concerned about an illness should contact a health care provider.

FSIS is concerned that some product may be in consumers' homes. Consumers who have purchased these products are urged not to consume them. These products should be thrown away or returned to the place of purchase

According to US Bureau of Labor Statistics, There were 4,764 fatal work injuries recorded in the United States in 2020, a 10.7% decrease from 5,333 in 2019. The fatal work injury rate was 3.4 fatalities per 100,000 full-time equivalent (FTE) workers, down from 3.5 per 100,000 FTE in 2019.

Accidents involving head injuries are a common occurrence worldwide, especially in the construction industry. Many workers suffer pain, injuries, and even fatalities as a result of brain injuries each year.

What is a safety helmet?

A safety helmet is a protective gear that is worn on the head to avert injuries. Safety helmets don't prevent accidents related to head injuries, but just decrease the seriousness of the accident. Threats to workplaces or employment cycles may be the primary cause of head injuries. To prevent head injuries, appropriate preventive measures should be performed.

Types of safety helmet:

1. Polycarbonate
2. Polyethylene
3. Acrylonitrile Butadiene Styrene (ABS)



All types differ in the cost, extra features, and reliability & durability of the product

Advantages of safety helmet:

1. Gives Sun Protection

For construction site workers safety helmets are seen as perfect as they give adequate safety against hazardous sun rays to the workers. This helps with diminishing the chances of heat stroke and fatigue.

2. Gives Adequate Ventilation

These days, the cost of safety helmets varies because of different elements. One is the proportion of ventilation and comfort they offer to the worker. No company wants its laborers to feel disturbed under the heavy safety helmet. Thus, the demand for stylish baseball-style safety helmets has expanded that gives sufficient ventilation and comfort to the laborers while working.

3. Security against Slips and fall

Wearing safety helmets while working in a liquid-based FMCG or a manufactured unit ensures that whether or not the work slips or falls inadvertently the chances of causing a head injury will be minimum.

4. Upgrades Employee Visibility

Wearing hard caps for work allows higher visibility for laborers of the work unit and aides in identifying while they are working during day or night. They furthermore separate them from visitors and other non-working people entering the workshop premises.

5. Gives Company Branding

Even though the dress code at workshops is adequate to let the other know about the company or units a laborer is working for. Different marking on safety helmet for each department helps in remembering them on a significantly more broad level. A couple of companies even color code the safety helmet for various departments.

6. Protection against Head Injuries

Hard caps kind safety helmets are designed specifically to offer security to the workers from injury infiltration, electric injuries, and strong head impacts, which can be caused because of flying or falling things. These safety helmets moreover give security against fixed articles and electrical conductors that may cause injury. You can without a doubt buy such a safety helmet online at a moderate price.

7. Builds Chances of Survival in Accidents

If a work unit faces accidental circumstances like turning over a truck or improper treatment of any mechanical stuff, in such a circumstance if a worker is wearing a safety helmet his chances of getting harmed will be minimum.

How to reach customer satisfaction with ISO 10001-2

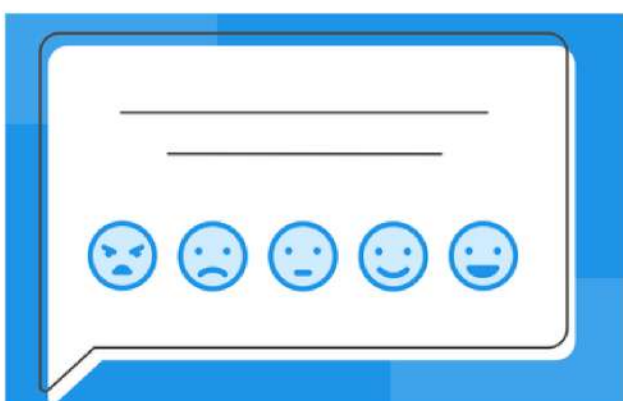


Companies and organizations around the world are seeking to reach customer satisfaction as they noticed the importance of it and how it benefits company's profit and competency.

ISO 10001 and 10002 are two international standards developed by the International Organization for Standardization (ISO) that provide guidelines for customer satisfaction management. ISO 10001 provides guidance on codes of conduct for organizations that want to establish and maintain effective communication with their customers. This standard emphasizes the importance of clear and accurate communication, timely responses to customer inquiries and complaints, and a commitment to continuously improving customer satisfaction. ISO 10001 helps organizations build trust with their customers by demonstrating their commitment to providing high-quality products and services and by showing that they are willing to listen to customer feedback.

ISO 10002, on the other hand, provides guidelines for handling customer complaints effectively. This standard outlines a step-by-step process for managing complaints, from receiving and recording them to resolving them and tracking their outcomes. ISO 10002 emphasizes the importance of treating complaints as an opportunity to improve customer satisfaction and of providing fair and objective resolution to customers' concerns. It also stresses the importance of analyzing complaint data to identify trends and root causes of recurring problems.

Both ISO 10001 and 10002 are designed to help organizations improve their customer satisfaction and build strong, long-lasting relationships with their customers. By implementing these standards, organizations can demonstrate their commitment to providing high-quality products and services, to listening to customer feedback, and to continuously improving their operations. Additionally, compliance with these standards can help organizations identify areas for improvement and take steps to address them, ultimately leading to increased customer satisfaction and loyalty.



Our partners



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