

Abstract - Application of Active Managerial Control for FSIOs and Retail Food Operators

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The term **Active Managerial Control (AMC)** is used to refer to a comprehensive food safety system. It involves the purposeful incorporation of specific actions or procedures by industry management into the operation of their business to attain control over foodborne illness risk factors. Environmental Health Services leadership recognized similarities between AMC and other types of management strategies used to direct and control an organization to achieve its goals. This abstract describes an example of how AMC concepts were applied to the management of our Retail Food Protection Program.

Data from retail food inspection reports in 2016 showed that less than half of risk factor violations were being corrected onsite. After conducting a root-cause analysis, we identified a solution that incorporated AMC concepts within our own management system as well as for operators.

The goals were as follows:

1. Improve the quality of retail food inspections
2. Provide tools for operators to strengthen AMC within their establishments
3. Increase the number of risk factor violations that were corrected onsite

Table 1: Alignment of AMC Components with Improvement Strategies

AMC Components	FSIOs	Operators
Procedures - Establish standards, SOPs, specifications, inspection methods, etc.	Written inspection procedures and guidelines (<i>available as handout</i>)	Handout on immediate corrective actions (<i>available as handout</i>)
Training - Educate and communicate procedures to staff	Clarify expectations Annual in-service Include in training curriculum	Clarify expectations during inspections Article in newsletter
Monitoring - Assure ongoing quality control through record keeping and review	File audits, data reports and analysis	

Figure 1: Percent (%) of Risk Factor Violations Corrected Onsite

