

QUALITY

Internal Control & Performance Improvement (IC&PI) Division is tasked with implementing continual improvement processes throughout the SACC organization, while maintaining a world-class quality system based on globally recognized standards.

The division has six departments: Quality Management (QMS); Hygiene & Food Safety (FSMS); Safety (OHSAS). Quality, Health, Safety & Environment (QHSE); and Central Security. All departments work towards a common mission: 'To excel as a Central Laboratory; to be a market leader through continual process improvement, innovation, and timely response to our customers' best interest.'

AIRLINE

The scale of IC&PI's responsibilities is immense. More than 100 food products in a range of combinations go on board each flight catered by SACC - from hot and cold meals to confectionery, bakery, and dairy products, beverages, fresh juices, commissary items, and many more. Multiplied by 45 airlines and more than 300 daily flights, record production in a day was 122,056 meals by the Jeddah unit in September 2017.

The potential for error is equally great, yet SACC consistently achieves high levels of customer satisfaction. Apart from IC&PI's own controls, some airlines conduct unannounced validation audits and bacteriological food analysis focusing on food safety and meal quality. Irrespective of the airlines and testing frequency, the results produce the highest ratings.

These re-confirm testing by IC&PI's central laboratory. Of more than 10,000 food samples drawn from five regional production units, the minimum rating was 98 percent. Water samples all scored 100 percent.

But food safety is not limited to health and hygiene concerns. Security is equally important with in-flight catering, protecting against contamination between the point of production and the point of consumption, and the possibility of food containers being used to smuggle contraband and dangerous items on board a flight. Counter-measures are equivalent to those handling cash-in-transit, using tamper-proof seals that can only be opened when containers are safely on board.



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IC&PI's skills and expertise have now put SACC in line to be the first to qualify for certification under the GACA 151 rules issued in 2016, which set out detailed requirements for ground service providers. A GACA certification manual is already developed, a crucial part of GACA 151 compliance.

NON-AIRLINE

IC&PI's responsibilities extend far beyond in-flight catering, although the same principles apply to management of food production for non-airline clients such as remote sites and bulk ready-to-eat meals for Hajj and Umrah pilgrims.

The division is also in charge of SACC's overall requirements for health and safety systems - from specialist training to emergency site evacuation drills. IC&PI conducts emergency evacuation drills in all the regions to assure maximum safety of employees and in line with the Kingdom's regulations. Training is also of vital importance, especially in areas such as materials handling.

During 2017, IC&PI worked with Hospitality on developing procedures and systems for new businesses such as lounges, suites, railway sites and others, and with Legal Division on developing the manual for the introduction of a complete legal framework within the SACC organization. An employee safety handbook was also developed and distributed to all staff.

Making all IC&PI systems and manuals available on the SACC intranet portal has reduced costs.

Continued adherence to food safety is the foundation for IC&PI's contribution to achieving SACC's objectives and vision in 2018-19, maintaining consistently high-quality production for clients and regional communities. Priorities include developing a wider base of local suppliers for fresh produce.

Ongoing contributions to the Kingdom's Vision 2030 and Saudization include initiatives to promote healthy food choices, reducing operational costs through mass production of food at the Central Production Unit, and joining the national Qaderoon network that enables people with disabilities to be effective members of the workforce.