	VISTA PROCESSED FOODS PVT.LTD.	V/APEX/SOP/3.4	
		ISSUE DATE:	18/09/2011
		REVISION DATE:	27/04/2017
STANDARD OPERATING PROCEDURE		REVISION NO.	08
RESPONSIBILITY, AUTHORITY AND COMMUNICATION		PAGE NO.	Page 1 of 3

Scope: This policy is applicable in organization for effective arrangements of communication system regarding the effectiveness of the quality management system.

Objective: To ensure that responsibilities and levels of authority are defined, documented and communicated within the company which are recognised / understood by all employees as the key to the success of the management system

1. External communications:

Vista Processed foods Pvt Ltd has established , implemented and maintained effective arrangements for communicating with:-

- a) Suppliers and contractors,
- b) Customers or consumers, in particular in relation to product information (including instructions regarding intended use, specific storage requirements and, as appropriate, shelf life), enquiries, contracts or order handling including amendments, and customer feedback including customer complaints,
- c) Statutory and regulatory authorities, and
- d) other organizations that have an impact on, or will be affected by, the effectiveness or updating of the food safety management system.

Records of communications are maintained in mails. Food safety requirements from statutory and regulatory authorities and customers are available in hard as well as in soft copies. .


Designated personnel is available having responsibility and authority for external communications regarding any food safety issue..Information obtained through external communication is included as input to system which is being update and reviw in management review.

2. Internal communications:

In order to maintain the effectiveness of the food safety management system, the organisation ensured that the food safety team is informed in a timely manner regarding the changes, including but not limited to the following:

1. Regular/New products
2. Raw material, ingredients and services,
3. production systems and equipments

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STANDARD OPERATING PROCEDURE		REVISION NO.	08
RESPONSIBILITY, AUTHORITY AND COMMUNICATION		PAGE NO.	Page 2 of 3

4. production premises, location of equipment, surrounding environment,
5. cleaning and sanitation programmes,
6. Packaging, storage and distribution systems,
7. personnel qualification levels and/or allocation of responsibilities and authorisations,
8. Statutory and regulatory requirements,
9. Knowledge regarding the foodsafety hazards and control measures.
10. customer, sector and other requirements that the organization observes,
11. relevant enquiries from external interested parties,
12. complaints indicating food safety hazards associated with the product and
13. Other conditions that have an impact on food safety.


communication takes place regarding the effectiveness of the quality management system.

Communications Team

No.	Department	Name	Communication
1	Operations	Dr. Sunil Nalavade	Internal & External - Legal Affairs
2	Production	Pravin Thakur (FS Team Leader)	Internal & External
3	Quality Assurance	Shashank Joshi (PAN India QA Head)	Internal & External
4	Quality	Sagar Khutale & Avinash Patil	Raw Material Complaints/On Line Issues
5	Maintenance	Kamlesh Shirke Sr. Manager	On Line Maintenance
6	Quality	Chandrakant Patil	Issues (Microbiology)
7	Production	Pravin Thakur & Dasharath B.	Process parameters & Issues
8	Quality	Neeta Kadam/ Prachi Gangurde (FS Coordinator)	Documentation & records of all the activities, verification & Updation status to MR (Management Representative)
9	Quality	Vikram Gurav	Follow up customer complaint & Issues (Microbiology)
10	Store	Charudatta Patil	Internal – FIFO status , Store issues to relevant departments.
11	Commercial	Amit Bapat	Cold store / dispatch issues
12	HR	Indrayani Aaglawe (Mgr. HR/PR)	External – Legal communications Internal- Provision of resources in compliance of FSMS. (Trainings, GMPS. Employees health. & facilities)
13	Production & Quality (FP)	Lalit Kolhe (Mgr. FP) & Amol Patil (Sr. Officer Fresh Produce)	Statutory & regulatory. Internal & External – Fresh Produce Issues & Complaints

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RESPONSIBILITY, AUTHORITY AND COMMUNICATION		PAGE NO.	Page 3 of 3

Document Revision status:

Rev. No.	Rev date	Rev. Matter
00	18/09/2011	Issued
01	24/02/2012	Updated with allotted responsibilities to newly established Team
02	15/10/2012	Updated,new team member added in (as per changed org. Structure)
03	13/04/2013	Updated
04	09/12/2013	Communication team changed
05	07/06/2015	Verified & updated
06	08/08/2016	updated
07	19/10/2016	Revised Team members as per changed org. Structure
08	27/04/2017	Reviewed and updated (Communication list updated as per changed Org. Structure)

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