

# *Idaho State Department of Agriculture*

## BUREAU OF SHIPPING POINT INSPECTION

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## BUREAU OF SHIPPING POINT INSPECTION

### **SECTION 1**

#### **1.0 Cooperator Management Responsibility**

Idaho State Department of Agriculture (ISDA) has implemented a documented quality assurance system approved by the Federal Agency in accordance with the Inspection Branch Internal Quality Management System Standards to ensure that the technical guidelines of the Federal Agency are followed by ISDA personnel when performing work under the terms of the current state version of the Cooperative Agreement and shall implement effective corrective/preventative actions as determined to be necessary by BIQMS reviews.

#### **1.1 Quality Policy**

Our goal is to fulfill our inspection service commitments and meet or exceed customer requirements and satisfaction by ethically achieving the highest level of professionalism, accuracy, objectivity, consistency, safety and timeliness while keeping costs to a minimum and showing respect to all. Our expectation is an unbiased and quality outcome in all we do.

- Compliance with standards, laws, and regulations must be strictly adhered to.
- We will actively engage employees in ongoing training to further their ability to perform duties with complete accuracy every time.
- Training will include refreshers on ethics, professionalism and fairness.
- Employees will be motivated to take ownership and pride in their work.
- Continuous improvement will be sought in all aspects of our inspection service through leadership review of processes, outcomes, and objectives.
- Managers will review monthly cost reports.
- Areas where costs are deemed potentially excessive will be reviewed to identify cost saving measures.
- Employees will be educated in providing good customer service for both internal and external customers.
- Adherence to I-SPI Core Values meaning everyone will be expected to conduct themselves with Integrity, Skill, Professionalism and Ideals.
- Disrespect will not be tolerated on any level.
- To ensure continuing suitability and effectiveness, quality objectives and their results will be reviewed annually.

The Idaho Bureau of Shipping Point Inspection shall implement and maintain quality inspection programs and auditing services for fresh fruits and vegetables that adhere to the requirements of all applicable State and Federal regulations.

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All employees responsible for the quality of service provided by the inspection service shall be made aware of the quality system and the responsibilities that will be placed upon them under the system. Those requirements shall be communicated by appropriate management. Implementation shall occur at all levels and shall be maintained in accordance with USDA QUALITY SYSTEM SERVICE STANDARDS (QSSS). Documentation, processes, systems, records, etc., related to the fulfillment of this standard shall be included, referenced, or linked to the documentation of the management system.

The inspection service shall conduct all inspections and audits under safe conditions and by using techniques that are conducive to a high degree of reliability and follow approved inspection and auditing practices. It is our policy to provide the highest quality inspection and auditing services attainable to applicants through continuous improvement of the quality system. Quality in services is a constant focus and effort.

### **1.2 Organization**

The Bureau of Shipping Point Inspection is part of the ISDA. Authority, interrelation, and responsibilities of all personnel are on file, in the form of job descriptions at the Human Resources section, Boise, Idaho. An organizational chart is provided in the *Appendix Section Master List of Controlled Documents*. The Bureau of Shipping Point Inspection utilizes temporary staffing agencies to fulfill specific job requirements.

#### **1.2.1. Management Representative**

The Bureau Chief for Shipping Point Inspection is designated to ensure that the processes and procedures needed to implement the management system are established. Responsibilities include reporting to top management on the performance of the management system and any needed improvements. In the absence of the Bureau Chief, a Section Manager will be appointed to resume responsibilities.

It is the responsibility of the Bureau Chief to ensure that the most current Quality Manual and/or control forms are issued and followed by all inspection, auditing and administrative staff.

#### **1.2.2 Resources and Personnel**

The Idaho State Department of Agriculture shall identify and provide resources, including the assignment of qualified, trained personnel for management, performance of inspection, audit services and verification of activities. The inspection staff is selected for employment based on professional qualifications including education and relevant experience. Staffing is sufficient to maintain the timely processing of applicant workload including inspection, auditing, internal monitoring, and quality control.

Adequately trained staff is a key factor in providing good inspection and auditing services. The Shipping Point Inspection staff has the necessary background in inspection and auditing concepts and application to ensure comprehension of the process and operations. Inspection management and senior personnel

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shall provide classroom and on the job training for inspection staff. All training, evaluations, including classroom, refresher courses and on the job, shall be documented and maintained. *Appendix Section Master List of Controlled Documents.*

The Bureau Chief, managers and supervisors utilizing staff resources shall meet the following policy goals:

- A. Provide training to ensure proficiency in inspection and audit certification;
- B. Develop systems and work processes and require that systems and processes be followed in day-to-day operations;
- C. Assign tasks based on personnel training and verified competence;
- D. Ensure that the inspection and audit process is independent from any commercial, financial or other activity which might adversely affect the quality of the inspection performed, resulting inspection reports, and audit outcomes; and,
- E. Conduct supervisory reviews, which may identify policy/procedural nonconformances and provide solutions and preventative measures.

### **1.3 Management Review**

To ensure continued suitability, adequacy, and effectiveness, the quality system adopted to satisfy the requirements of these standards shall be reviewed at planned intervals by Bureau of Shipping Point Inspection management according to the schedule stated in this section of the policy. Records of such reviews shall be maintained.

#### **1.3.1 Scheduling the Management Review**

An annual review meeting will be held during each ISDA fiscal year, July 1st through June 30th. Attendees will include; the Bureau Chief, Section Managers, and Ag Program Managers. Agendas and attendee lists will be maintained. Management reviews may occur throughout the year, where various scopes may be reviewed.

#### **1.3.2 Review Inputs**

The management review will include discussion and assessment of;

- Results of internal and external reviews;
- The status and effectiveness of preventative and corrective actions;
- Follow-up activities from previous management reviews;
- The fulfillment of objectives;
- Personnel, servicing, and financial planning for the coming ISDA fiscal year,
- Changes that could affect the management system;
- Feedback from applicants and interested parties related to the services provided; and
- Complaints and appeals.

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### **1.3.3 Review Outputs**

Results from the management review will include decisions and actions related to;

- Improvement of the effectiveness of the management system,
- Improvement of the Shipping Point Inspection program, and
- Resources needed.

### **1.3.4 Internal Reviews**

The Bureau of Shipping Point Inspection shall establish procedures for the internal reviews to verify that it fulfills the requirements of this standard and that the management system is effectively implemented.

Forms used are in *Appendix Section Master List of Controlled Documents*.

- Documented internal reviews will be conducted throughout the ISDA fiscal year using a stratified sampling method to include selected scopes of the Shipping Point Inspection programs and/or Process Auditing.
- The Bureau Chief, managers and licensed supervisors will perform internal reviews that are relative to their area of expertise. They will not review their own work. Persons responsible to the area reviewed will be informed of the results of the review.
- Nonconformities and observations as well as opportunities for improvement, if found, will be identified.
- Corrective action steps will be taken to correct nonconformities and will be recorded.
- Preventative action steps, when needed, will be recorded.

### **1.3.5 External Reviews**

USDA will perform external reviews at designated intervals to verify that the inspection service, equipment and staff continue to comply with the requirements of the QSSS and this Quality Manual. USDA will notify the ISDA of their intended review schedule, and a representative of the ISDA will accompany USDA on the reviews. USDA will document and notify the ISDA of any observations or findings during the review. Corrective actions will be mutually agreed upon by the ISDA and USDA specifying time limits. Forms used are in *Appendix Section Master List of Controlled Documents*, Section 12.1

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### **SECTION 2**

#### **2.0 The Quality System**

##### **2.1 System Documentation**

The Bureau of Shipping Point Inspection shall establish and maintain a quality system as a means of ensuring that its inspection services performed on behalf of the ISDA and USDA conform to all applicable state and federal regulations or specified requirements.

- Standards
- Handbooks
- Directives/Bulletins/Patches
- Request for Inspection/Audits
- SOPs
- I-SPI Core Values
- FF&V Business Plan

Guidance materials created by ISDA listed in *Appendix Section Master List of Controlled Documents*.

##### **2.2 Quality Manual**

The system shall be established with the adoption and approval of this Quality Manual by State and USDA representatives. The Quality Manual adopts all clauses of the QSSS. By reference the Bureau of Shipping Point Inspection Quality Manual identifies those procedures and instructions for documenting the system and provides for verification by both state and federal agencies.

The Bureau Chief has the designated authority to modify or update the Quality Manual. The Quality Manual is reviewed annually and, if needed, updated. All changes made to the Quality Manual shall become effective when signed and dated by the Bureau Chief and a representative of USDA.

The Quality Manual reviews shall include, at a minimum, the Bureau Chief and one or more of the district management staff. The Bureau Chief may include additional state and federal representatives as deemed necessary.

Records shall be maintained for all management review meetings. The records shall be maintained in the files at the Bureau Chief's Headquarters Office, Boise, Idaho.

##### **2.3 Impartiality and Independence**

The Bureau of Shipping Point Inspection will fulfill our inspection service commitments and meet or

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exceed customer requirements and satisfaction by ethically achieving the highest level of professionalism, accuracy, objectivity, consistency, safety, and timeliness while keeping costs to a minimum and showing respect to all. Our expectation is an unbiased and quality outcome in all we do;

- Risk to impartiality and independence will be assessed, addressed, and preventative measures put in place to minimize or eliminate.
- Compliance with standards, laws, and regulations must be strictly adhered to.
- We will actively engage employees in ongoing training to further their ability to perform duties with complete accuracy and impartiality every time.
- Training will include refresher on ethics, professionalism and fairness.
- Employees will be motivated to take ownership and pride in their work.
- Continuous improvement will be sought in all aspects of our inspection service through leadership review of processes, outcomes, and objectives.
- Employees will be educated in providing good customer service for both internal and external customers.
- Adherence to I-SPI Core Values.
- Disrespect will not be tolerated on any level.

### **2.4 Quality Planning**

The Bureau of Shipping Point Inspection shall allocate resources for quality planning. Staff meetings shall be held to plan ongoing and upcoming activities and to ensure that all aspects of the quality system are being maintained. Records shall be maintained on file of all staff meetings. The basic elements of the quality system include the use of:

- A. Qualified personnel for each commodity inspected/audit performed;
- B. Supervision and review by management and/or supervisory personnel;
- C. Approved methodology including good inspection/auditing procedures;
- D. Appropriately maintained and calibrated equipment and associated apparatus.

## **SECTION 3**

### **3.0 Contract Review**

The Bureau of Shipping Point Inspection shall document requests, applications, contracts for inspections and auditing services on appropriate forms. The basic process is described below.

ISDA shall be responsible for ensuring that qualified licensed personnel are available to honor anticipated and historical inspection requests for their district. They will apply the USDA service standards to ensure that the assignment of inspectors complies with USDA policy on conflict of interest and inspector rotation. Requests for service shall be reviewed and documented and filed in the receiving



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office. For a list of forms approved for use see *Appendix Section Master List of Controlled Documents*.

Requests of non-routine inspection/audit services should only be honored after review and approval of a manager.

All denied requests for services must be documented in writing after consultation with the Bureau Chief. Records of inspection denials shall stipulate the date and nature of the request, the reason for refusal and any counter-proposals made by management personnel, which were declined by the applicant. USDA will be notified of denied requests.

The Bureau Chief, managers, and supervisors shall be guided in assigning and overseeing personnel by the USDA FEDERAL AND FEDERAL-STATE SHIPPING POINT AND COOPERATIVE MARKET SUPERVISOR'S MANUAL which is incorporated by reference and made part of this Quality Manual.

## **SECTION 4**

### **4.0 Document and Record Control**

The Bureau of Shipping Point Inspection shall control all documents, records and data related to the requirements of the QSSS or the provision of inspection/audit services. This may include documentation produced in any form or type of medium and includes proprietary and inhouse developed software.

### **4.1 Approval**

The Bureau Chief or managers shall approve controlled documents prior to issue. Controlled documents subject to review and approval include quality system documents created by the Bureau of Shipping Point Inspection.

A ledger shall be maintained for every change, update, or revision of controlled documents. The document control record shall identify the current revisions or amendments to documents. Controlled document changes shall be reviewed and approved by the same position authorized to perform the original review and approval, unless specifically designated otherwise. Controlled documents shall be reviewed and updated by the managers with approval by the Bureau Chief as necessary and updates will be reviewed at management meetings.

A *Master List* of approved documents identifying current revisions and amendments are on file in the *Appendix Section*.

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### **4.2 Document Control Procedures**

The Bureau Chief, managers or their designee shall review controlled documents for adequacy. This review shall ensure that the pertinent versions of appropriate documents are available at all locations where operations essential to the effective functioning of the quality system are performed. USDA will be responsible to notify the Bureau of Shipping Point Inspection electronically via AIM emails of any updates or new versions to USDA handbooks, grade standards and/or procedural instructions.

### **4.3 Control of Records**

The Bureau of Shipping Point Inspection shall establish and maintain documented procedures for identification, collection, indexing, accessing, filing, storage, maintenance and disposition of all records relating to the provision of inspection/audit services or to the quality system. Controlled copies of this Quality Manual are issued to the Division Administrator Agricultural Inspections, Bureau Chief, Section Managers, Ag Program Managers and USDA.

All controlled copies are numbered and updated by the Bureau Chief whenever changes are made. Recipients of controlled copies of the Quality Manual shall be issued a list of amendments or modifications to the Quality Manual and/or control forms as they occur. It is the responsibility of the Bureau Chief to ensure that the most current Quality Manual and/or control forms are issued and followed by all inspection, auditing and administrative staff.

A detailed list of controlled documents, with revision dates, retention periods, and location is established in, *Appendix Section*. The procedures include information on document control numbers and designated responsibility.

Uncontrolled copies of the Quality Manual may be issued, upon request. Uncontrolled copies will be watermarked and are not updated unless requests are made.

## **SECTION 5**

### **5.0 Purchasing Inspection Equipment and Printed Materials**

The Bureau of Shipping Point Inspection, is aware specifications of equipment or supplies are relevant to the integrity of the inspection process, will use equipment or supplies of adequate quality. All purchases of equipment or supplies shall be based on their ability to, at a minimum, meet USDA, or if no USDA requirements exist, meet ISDA specifications or national standard requirements.

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### **5.1 Selection of Suppliers**

The Bureau of Shipping Point Inspection may purchase equipment from USDA's equipment depot; however, quality, availability and cost will be major factors considered on equipment/supplies. All vendors of equipment or supplies shall be researched to demonstrate their ability to meet appropriate USDA or ISDA specifications prior to purchase. Form used is listed in *Appendix Section Master List of Controlled Documents*.

### **5.2 Purchasing Data**

The ISDA shall prepare purchasing documents, which contain information clearly describing the equipment ordered, including the requirements for approval or verification with applicable USDA or ISDA specifications.

Verification that purchased equipment meets required specifications shall be conducted by the managers. Where assurance of the quality of equipment or supplies is unavailable or cannot be performed by managers, the inspection service uses these items only after they have been inspected or otherwise verified for compliance with performance standards by the State Weights and Measures or another state verification agency. Records of inspection and verification of equipment are maintained in the Bureau of Shipping Point Inspection District Offices. Equipment and printed materials are stored at the District Office or in a controlled access facility.

When printed materials or inspection equipment are purchased from USDA, the Bureau of Shipping Point Inspection will record the receipt of goods and respond to USDA that goods have been received. Response will include applicable serial numbers or specifications and, if applicable, notification of unsuitable goods.

## **SECTION 6**

### **6.0 Inspection Equipment Supplied by Applicants**

All equipment supplied by applicants and used for inspection services shall be inventoried, uniquely identified, verified and approved prior to use by the Bureau of Shipping Point Inspection. Records of applicant equipment, calibration status, and verification shall be maintained in the Bureau of Shipping Point Inspection District Offices.

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### **SECTION 7**

#### **7.0 Control of Inspection, Measuring and Testing Equipment**

The Bureau of Shipping Point Inspection shall establish and maintain documented procedures to control, check, and maintain inspection, measuring and test equipment. All equipment used in the ISDA's Shipping Point Inspection program shall be uniquely identified, checked, and approved for use by the District Managers or supervisors prior to issue. Equipment shall be approved per USDA procedures, if available. In the absence of USDA procedures, State Weights and Measures or other state verification agency procedures shall govern.

#### **7.1 Control Procedure**

Equipment at specified facilities, used in the ISDA's Shipping Point Inspection program, is varied, as is its tendency to remain static or deviate from calibration. Therefore, equipment shall be adjusted by inspectors daily as needed and checked for accuracy by supervisory personnel in conjunction with supervisory visits. All equipment checked by the supervisory personnel shall be recorded on form listed in the *Appendix Section Master List of Controlled Document*. In addition, any significant nonconformity shall be documented with the appropriate resolutions. When defective equipment is identified, examination of effects to previous inspections will occur and, when necessary, appropriate corrective actions will take place. Any defective equipment will be removed from service by segregation, prominent labeling or marking. Records of equipment are maintained at the district offices.

#### **7.2 Calibrations**

- A calibration program will be designed and operated so as to ensure that, wherever applicable, measurements made by ISDA are traceable to USDA guidelines or, if not available, a national or international standard of measurement, where available. Where traceability to national or international standards of measurement is not applicable, the inspection body shall maintain evidence of correlation or accuracy of inspection results;
- Reference standards of measurement held by ISDA shall be used for calibration only, and for no other purpose. Reference standards of measurement shall be calibrated providing traceability to a national or international standard of measurement; and
- Equipment shall be subjected to in-service checks between regular recalibrations.

#### **7.3 Computers or Automated Equipment**

Computers or automated equipment used in connection with inspections that generate reports/certificates will be approved by USDA SCI Division prior to implementation.

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Computer software will be adequate for use and will be achieved by:

- Validation of calculations before use;
- Periodic (seasonal) revalidation of related hardware, software and calculations;
- Revalidation whenever changes are made to related hardware or software; and
- Software updates will be submitted to USDA for approval prior to implementation.

The integrity and security of data is achieved using passwords, firewalls, and timestamps. Certificates that have been issued are final and any changes will result in a supersede unique to certificate number. Computers and automated equipment will be maintained in order to ensure they are functioning properly.

## **SECTION 8**

### **8.0 Positive Lot Identification and Traceability**

Devices used for positive lot identification shall be controlled and accounted for in compliance with USDA's POSITIVE LOT IDENTIFICATION POLICY AND INSTRUCTIONS, which are incorporated by reference and made part of this Quality Manual. Positive lot identification device control forms are in *Appendix Section Master List of Controlled Documents*.

PLI devices are assigned to packing facilities ensuring that any lot or package of product identified by PLI can be easily and quickly traced to a unique inspection certificate or serially numbered note sheet.

## **SECTION 9**

### **9.0 Inspection Service Process Control**

The Bureau of Shipping Point Inspection shall use qualified licensed inspectors, auditors, and/or aides to provide services. All inspectors involved in the inspection process shall be trained in principles of inspection before assignment and have applied for an USDA license. All auditors involved in process auditing shall be trained in audit principles and shadowed audits before conducting them.

All employees involved in the inspection/auditing process shall be required to read and are expected to follow the Code of Ethics and Bribery procedures referencing the *current version of Employee Misconduct and Bribery Procedures*.

Inspectors shall use equipment calibrated to applicable USDA specifications when available. All inspection equipment shall be checked, and results recorded prior to issuance to inspectors. Records of

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further checks will be incorporated with supervisory visits. Equipment verification forms are listed in the *Appendix Section Master List of Controlled Documents*.

Inspectors and auditors shall be trained in current USDA and/or applicable state inspection and auditing procedures and the requirements of USDA or state grade standards, and/or contract specifications. Inspectors shall be trained to recognize defects, judge maturity and other factors of quality and condition. Prior to licensure, an employee licensed for technical supervision shall verify and document that the inspector is qualified to inspect the product. Inspector aides or trainees shall work under the direct supervision of supervisors or experienced licensed inspectors. Inspectors shall adhere to USDA sampling rates and procedures for the product inspected. Inspectors shall keep clear, accurate notes of each inspection. The findings for each sample shall be immediately recorded on note sheets. Certificates/note sheets shall be prepared in accordance with current USDA or state instructions.

Auditors will meet requirements for education, training, technical knowledge, skills, and experience. Auditors will perform audits using USDA auditor instruction manuals, accurately record audit findings and submit reports to Ag Program Manager for review.

Handbooks, instructions and standards shall be distributed by the managers or supervisors ensuring that current editions and all updates are accessible to each inspector and auditor.

Federal/State shipping point inspections and Federal/State process audits shall be conducted in compliance with applicable standards, handbooks and instructions issued by USDA and any state supplemental instructions, which do not conflict with those of USDA.

## **SECTION 10**

### **10.0 Verification and Evaluation**

Managers and supervisors will monitor all inspectors/auditors for satisfactory performance. Auditor monitoring will be performed per current AMS Auditor Criteria instructions. Inspection monitoring may include a combination of techniques, such as on-site observations, certificate and note reviews, interviews, simulated inspections and other techniques to assess performance, and will depend on the nature of the inspection activities involved.

### **10.1 Verification of Inspection Process**

The Bureau of Shipping Point Inspection through its Bureau Chief, managers, and supervisors shall perform supervisory reviews during the inspection process on all inspection staff;

- Inspectors In-Training and less than one season

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1. Completed twice a month from first day until approved to inspect first commodity unsupervised;
  2. Once per month, once cleared to inspect a commodity unsupervised and no unacceptable or deficient elements are noted;
  3. Any time during the once per month timing performance is unacceptable or deficient-revert back to twice a month.
- Full Time/Benefitted Inspectors and more than one season
    1. Two supervisory reviews for each performance year, at least every six months;
    2. May be increased at the supervisor's discretion for performance.
  - Temporary Seasonal Employees (licensed-Non-Benefitted) and more than one season
    1. One supervisory review every six months or one per season if less than six months;
    2. May be increased at the supervisor's discretion for performance. Determine conformance with applicable federal inspection policies and procedures by use of inspection process monitoring and control methods. Identify all areas of nonconformance with federal policies and procedures and withhold/correct all incorrect certifications.

### **10.2 Verification of Inspection Results**

The managers and supervisors shall select random samples for the verification of the inspection process and subsequent inspection results.

For full-time benefitted inspectors, an annual review of the 25 most recent certificates will be recorded.

Section Managers may delegate reviews to federally endorsed Supervisors, but the review must be co-signed by Section Manager.

Section Managers will perform regular informal performance spot checks throughout the year or season.

### **10.3 Records of Verification and Corrective Action**

The managers or supervisors shall prepare and maintain records as follows:

- A. All inspection/auditor supervisory reviews shall be documented on appropriate forms;
- B. All non-conformities shall be documented with corrective action and recommendations for preventive action;

Managers or supervisors have the authority and responsibility to take immediate corrective action in the event of non-conformities that affect the integrity of inspection/audit or the inspection/audit process; Supervisory review verification forms are listed in the *Appendix Section Master List of Controlled Documents*.

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### **10.4 Evaluation**

The Bureau Chief, managers and/or supervisors will evaluate all USDA licensed inspectors and auditors at least annually. The review will include the elements of the work and may include a statement regarding;

- Tact;
- Knowledge of product and/or service;
- Judgment;
- Attitude; and
- Cooperation

Forms used for reviews are listed in the *Appendix Section Master List of Controlled Documents*.

## **SECTION 11**

### **11.0 Control of Unsatisfactory Inspection Services**

In the event of an external complaint/concern, or any other circumstance which raises doubts concerning the inspection service's competence or compliance with required procedures; the inspection service shall;

- Track and record complaints and appeals received via phone, email or in person coming into any district office including Boise headquarters.
- Ensure that any appropriate actions are taken.
- Notify parties concerned, including USDA;
- Record timeframes from time complaint is received to time of resolution.
- When necessary, re-inspection is conducted, and correct certification is made. Included in the records will be adverse circumstances and the actions taken by the inspection service to resolve the problem. The complaint and feedback form is listed in the *Appendix Section Master List of Controlled Documents*.

The Bureau Chief, managers and/or supervisors will examine all documents and records associated with complaints/concerns, adverse review findings, and other circumstances. This examination and any required investigation seek to identify specific root causes and indicate necessary changes in the quality system to prevent future occurrences.



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### **SECTION 12**

#### **12.0 Corrective and Preventive Actions**

Managers and supervisors shall be responsible for and have the authority to review, evaluate and initiate immediate corrective action to avoid improper certification of inspected product.

The Bureau Chief shall be notified by the Section Managers of such incidents as soon as the incident is discovered. A complete report detailing the nature of the incident, corrective action taken, resolution with the applicant and recommendations for any procedural changes to avoid repetition shall be prepared. Each report shall be assessed during the reviews of the quality system to determine if procedural changes are necessary.

#### **12.1 Corrective Actions**

In the case of nonconformities or weaknesses (in either the quality management system and procedures, or the performances and adherence to those systems and procedures), an initiation of corrective action procedures will occur. The procedure includes defining the following requirements for the effective handling of actions. Actions will be recorded on Complaint form listed in the *Appendix Section Master List of Controlled Documents*

- Identifying nonconformities, complaints and unsatisfactory inspection services;
- Determining the causes of the nonconformities, complaint or unsatisfactory service;
- Investigating the root cause of the problems;
- Determining the actions needed and implementing them in a timely manner;
- Evaluating the need for actions to ensure the nonconformities do not recur;
- Correcting nonconformities;
- Recording the results of actions taken; and
- Reviewing and evaluating the effectiveness of corrective actions.

#### **12.2 Preventative Actions**

Procedures for preventative actions will be initiated in conjunction with corrective actions. Actions, when necessary, will be recorded on Complaint form listed in the *Appendix Section Master List of Controlled Documents*.

The following will be identified:

- Potential nonconformities and their causes;
- Evaluating the need for action to prevent the occurrence of nonconformities;
- Determining and implementing the action needed;
- Recording the results of actions taken; and

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- Reviewing the effectiveness of the preventive actions taken.

### **SECTION 13**

#### **13.0 Handling, Storage, Packaging, Preservation**

To prevent damage, deterioration, or misidentification of any products, samples or equipment belonging to the applicant/customer that the inspection service uses or comes in contact with during the provision of service, the Bureau of Shipping Point Inspection shall

- Ensure items and samples to be inspected are identified as appropriate in order to avoid confusion regarding the identity of such items and samples;
- Establish whether the item to be inspected has been prepared;
- Ensure any apparent abnormalities notified to, or noticed by, the inspector will be recorded. Where there is any doubt as to the item's suitability for the inspection to be carried out, or where the item does not conform to the description provided, ISDA will contact the applicant before proceeding; and
- Have appropriate facilities to avoid deterioration or damage to inspection items while under ISDA responsibility.

### **SECTION 14**

#### **14.0 Training**

The Bureau of Shipping Point Inspection shall establish and maintain documented procedures for selecting, training, formally authorizing, and monitoring inspectors and other personnel involved in inspection and audit activities. Personnel performing specific assigned tasks or inspecting commodities shall be qualified on the basis of appropriate knowledge, skills and abilities. A complete list of commodities and/or audit service types, the employee is qualified to inspect and/or audit, shall be maintained in District offices.

Employee training and competence forms are listed in the *Appendix Section Master List of Controlled Documents*.

Training will include on the job training during the induction period, monitoring and must conform to established AMS criteria for the training and licensing of inspectors/auditors. All licensed personnel shall receive annual refresher training. ISDA will maintain records of monitoring, education, technical knowledge, skills, experience, training, and licensing of each member of its personnel involved in inspection and auditing activities and provide those records to USDA upon request.

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### APPENDIX SECTION

#### MASTER LIST OF CONTROLLED DOCUMENTS

FORM NUMBER	CONTROL FORM	RESPONSIBLE FOR REVIEW	REVISION DATE	RETENTION PERIOD
ID-15-1.2	Organizational Chart	Bureau Chief	09-13-18	N/A
ID-15-1.3	Management Review	Bureau Chief	01-02-15	3 Years
ID-15-1.3.4	Internal Audit Workbook (In Development)	Bureau Chief	TBD	3 Years
ID-15-3a	Request Electronic Inspection	Section Manager	01-02-15	3 Years
ID-15-3b	Request Shipping Point /CAIP Inspection	Section Manager	01-02-15	3 Years
ID-15-3c	Request Contract Inspection	Section Manager	01-02-15	3 Years
ID-15-3d	Request Tagging/Arbitration	Section Manager	01-02-15	3 Years
SC-237	USDA Request Market Inspection	FV-201 Licensee	6-2017	3 Years
SC237A	USDA Request for Audit Services	Ag. Program Manager	6-2017	3 Years
SC-651	USDA Agreement for Participation in Audit Verification Program	Ag. Program Manager	6-2017	Indefinite
APPENDIX V	CAIP M.O.U.	Bureau Chief	2004	Indefinite
ID-15-4.1	Ledger of Revisions to Approved Documents/Forms	Bureau Chief	03-31-2020	Indefinite
QSSS	Quality System Service Standard (Master)	Bureau Chief	03-31-2020	Indefinite
ID-15-5	Supplier List	Section Manager	01-02-15	Indefinite

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# *Idaho State Department of Agriculture*

## BUREAU OF SHIPPING POINT INSPECTION

FORM NUMBER	CONTROL FORM	RESPONSIBLE FOR REVIEW	REVISION DATE	RETENTION PERIOD
ID-15-7 ID-15-7a ID-15-7b ID-15-7c	Equipment Check Form Continuation Scales Continuation Sizers Continuation PLI Devices	Section Managers, Supervisors	01-02-15	3 Years
ID-15-7.3	Software & Automated Equipment Validation (In Development)	Bureau Chief	TBD	3 Years
SCI DIV. INSP- APPROVAL & USE OF AUTO SAMPLING DEVICES	USDA Automatic Sample Check Form  Automatic Sampler Non- Compliance Report	Ag. Program Manager	Feb 2014	3 Years
SC371	USDA PLI Stamp/Die Accountability	Section Manager	04/17	Indefinite
SC24	USDA Request PLI Stamp/Die	Bureau Chief	6-2017	Indefinite
SCI DIV INSP. PLI MANUAL	USDA MOU (A) In-Line PLI Device	Bureau Chief	Nov 2014	Indefinite
SCI DIV INSP. PLI MANUAL	USDA MOU (B) PLI Hand Stamp/Alternative Inspection	Bureau Chief	Nov 2014	Indefinite
ID-15-10.3	Field Supervisory Report	Section Manager, Supervisor	01-15	3 Years
SC397	USDA Supervisory Review	Section Manager	02-17	Indefinite
SC383	USDA Records Review	Section Manager Supervisor	03-17	3 Years
Appendix 1	USDA Auditor Evaluation	Ag. Program Manager, Bureau Chief, ISO Evaluator	June 2017	3 Years

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# *Idaho State Department of Agriculture*

## BUREAU OF SHIPPING POINT INSPECTION

ID-15-11	External Complaint & Corrective/Preventative Form	Bureau Chief, Section Managers	02-16	3 Years
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<b>FORM NUMBER</b>	<b>CONTROL FORM</b>	<b>RESPONSIBLE FOR REVIEW</b>	<b>REVISION DATE</b>	<b>RETENTIO N PERIOD</b>
ID-15-14.1	Meeting Sign-In Sheet	Supervisor	01-15	3 Years
ID-15-14a	Record of Training	Supervisor	01-15	3 Years
ID-15-14c	Supervised Sampling Field Supervisory Report – Training / Training Refresher	Supervisor	01-15	3 Years
ID-15-SEED	Handy Dandy	Bureau Chief, Section Managers	03-18	Indefinite
AMS TABLE H	USDA Auditor In-Training Evaluation	Ag. Program Manager, Bureau Chief, ISO Evaluator	07-12-12	3 Years
	Amendments to Quality Manual	Bureau Chief	03-31-2020	Indefinite

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# *Idaho State Department of Agriculture*

## BUREAU OF SHIPPING POINT INSPECTION

**Form Number Legend:** Lower left – ID = Idaho; 1<sup>st</sup> set of number is year of issuance; 2<sup>nd</sup> set of numbers is form number  
Lower right – Section number; version of form. Version will be replaced by “Revision” date.  
USDA forms are numbered, issued, and revised by USDA  
  
Retention listed in years will be full state fiscal years plus the current year.  
Obsolete documents will be destroyed. If identified with an accountable number, destruction numbers will be accounted for.

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## BUREAU OF SHIPPING POINT INSPECTION

### ADDENDUM PAGE

The ten control copies of the **QUALITY MANUAL** will be numbered and located in the following locations:

<b>COPY NUMBER</b>	<b>LOCATION</b>
ID-98-QM1-01 .....	ISDA, Boise, Idaho
ID-98-QM2-01 .....	USDA BIQMS Official, Washington, D.C.
ID-98-QM3-01 .....	Federal Program Managers, Nampa, Idaho
ID-98-QM4-01 .....	ISDA Division Administrator, Boise, Idaho
ID-98-QM5-01 .....	ISDA Section Manager, Idaho Falls, Idaho
ID-98-QM6-01 .....	ISDA Section Manager, Blackfoot, Idaho
ID-98-QM7-01 .....	ISDA Section Manager, Burley, Idaho
ID-98-QM8-01 .....	ISDA Section Manager, Caldwell, Idaho
ID-98-QM9-01 .....	ISDA Ag Program Manager, Blackfoot, Idaho
ID-98-QM10-01 .....	ISDA Ag Program Manager, Burley, Idaho

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