# STANDARD 4 – UNIFORM INSPECTION PROGRAM

## Table of Contents

# STANDARD 4 – UNIFORM INSPECTION PROGRAM

This standard applies to the jurisdiction's internal policies and procedures established to ensure uniformity among regulatory staff in the interpretation of regulatory requirements, program policies and compliance / enforcement procedures.

## Requirement Summary

Program management has established a quality assurance program to ensure uniformity among regulatory staff in the interpretation and application of laws, regulations, policies, and procedures.

## Description of Requirement

1) Program Management implements an on-going quality assurance program that evaluates inspection uniformity to ensure inspection quality, inspection frequency and uniformity among the regulatory staff. The quality assurance program shall:

    A. The quality assurance program shall assure that each inspector:
      1. Has required equipment and forms to conduct the inspection.
      2. Reviews the contents of the establishment file, including the previous inspection report, reported complaints on file, and, if applicable, required HACCP Plans or documents supporting the issuance of a variance.
      3. Verifies that the establishment is in the proper risk category and that the required inspection frequency is being met. Informs the supervisor when the establishment is not in the proper risk category or when the required frequency is not met.
      4. Provides identification as a regulatory official to the PERSON IN CHARGE and states the purpose of the visit.
      5. Interprets and applies the jurisdiction's laws, rules, policies, procedures, and regulations required for conducting retail food establishment inspections.
      6. Uses a risk-based inspection methodology to conduct the inspection.
      7. Accurately determines the compliance status of each risk factor and FOOD CODE INTERVENTION (i.e., IN compliance, OUT of compliance, Not Observed, or Not Applicable).
      8. Obtains corrective action for out-of-compliance RISK FACTORS and FOOD CODE INTERVENTIONS in accordance with the jurisdiction's policies.
      9. Discuss options for the long-term control of RISK FACTORS with establishment managers, when the same out-of-control risk factor occurs on consecutive inspections, in accordance with the jurisdiction's policies. Options may include, but are not limited to; RISK CONTROL PLANS, standard operating procedures, equipment and/or facility modification, menu modification, buyer specifications, remedial training, or HACCP plans.
      10. Verifies correction of out-of-compliance observations identified during the previous inspection. In addition, follows through with COMPLIANCE AND ENFORCEMENT in accordance with the jurisdiction's policies.
      11. Conducts an exit interview that explains the out-of-compliance observations, corrective actions, and timeframes for correction, in accordance with the jurisdiction's policies.

12. Provides the inspection report and, when necessary, cross-referenced documents, to the PERSON IN CHARGE or permit holder, in accordance with the jurisdiction's policies.
13. Demonstrates proper sanitary practices as expected from a food service employee.
14. Completes the inspection form per the jurisdiction's policies (i.e., observations, public health reasons, applicable code reference, compliance dates).
15. Documents the compliance status of each risk factor and intervention (IN, OUT, NA, NO).
16. Cites the proper code provisions for RISK FACTORS and FOOD CODE INTERVENTIONS, in accordance with the jurisdiction's policies.
17. Documents corrective action for out-of-compliance RISK FACTORS and Food Code interventions in accordance with the jurisdiction's policies.
18. Documents that option for the long-term control of RISK FACTORS were discussed with establishment managers when the same out-of-control risk factor occurs on consecutive inspections. Options may include, but are not limited to, RISK CONTROL PLANS, standard operating procedures, equipment and/or facility modification, menu modification, buyer specifications, remedial training, or HACCP Plans.
19. Compliance or regulatory documents (i.e., exhibits, attachments, sample forms) are accurately completed, appropriately cross-referenced within the inspection report, and included with the inspection report, in accordance with the jurisdiction's policies.
20. Files reports and other documentation in a timely manner, in accordance with the jurisdiction's policies.

B. The quality assurance program shall describe the actions that will be implemented when the program analysis identifies deficiencies in quality or consistency in any PROGRAM ELEMENT listed above in 1) (A).

2) The quality assurance program must achieve an overall inspection program performance rating for each of the twenty measured elements [Items1-20] of at least 75% using the SELF-ASSESSMENT procedure and the appropriate table provided in the *Standard 4: Self-Assessment Instructions and Worksheet.*

An assessment review of each inspector's work shall be made during at least three joint on-site inspections, with a corresponding file review of at least the three most recent inspection reports of the same inspected establishments, during every SELF-ASSESSMENT period.

**NOTE**: *Staff members who are within their initial 24 months of training and have not completed all prerequisite courses, 25 joint inspections and 25 independent inspections as required in Standard 2, are exempt from the joint on-site inspections and file reviews used in the performance measurement rating calculation in the Standard 4 Self-Assessment Worksheet.*

## Outcome

A quality assurance program exists that ensures uniform, high-quality inspections.

## Documentation

The QUALITY RECORDS needed for this standard include:

1. A written procedure that describes the jurisdiction's quality assurance program that meets the criteria under the Description of Requirement section 1) (A), including corrective actions for deficiencies, and

2. Documentation that the program achieves a 75 percent performance rating on each element using the SELF-ASSESSMENT procedures described above.