

Training Report

Food Safety Management for SMEs

9-12 November, 2009

NASCIB Head Office, Dhaka

Food industries in Bangladesh, particularly SMEs of this sector, are facing numerous challenges due to their lack of capacity in maintaining basic food safety which is critical to avoid the health hazard, thereby, achieving confidence of the consumers. The six sector study conducted by SME Foundation recommends "Food Safety Management" as a very important training need by the Agro Food Industry.

The HRD team on the basis of a) the six sector study, b) its adherence with the SMEs and c) discussion with resource person designed a customized training on food safety management for local SMEs. This is a four days training program, aimed at providing introductory but practicable knowledge to the participants of SMEs. It explains a) Brief on Hazard Analysis and Critical Control Point (HACCP) system, and b) management system focused on prevention of problems in order to assure the production of food products that are safe to consume.

Synopsis:

Methodology Used :	<ul style="list-style-type: none">§ Lecture and discussion§ Brainstorming§ Group Work§ Field Visit at NABISCO Factory in Tejgaon§ Case Study§ Plenary discussion
Participants	<i>20 SME Entrepreneurs and Managers</i> from different food industries participated in the training course. The List of participants is annexed.
Resource Person:	<i>Engr. Horendro Nath Ghosh, Program Manager, SME Foundation</i> He is IRCA registered Lead Auditor on Food Safety Management System (ISO 22000). He coordinated APO E-learning course on Food Safety Management System in very recent times. He has significant experience in SMEs-context and understanding.
Duration:	<i>9-12 November 2009.</i> About 30 hours in four days including a field trip.
Venue:	<i>NASCIB</i> Head Office in Dhaka
Handouts:	<ul style="list-style-type: none">§ The training handout was prepared in Bengali and reproduced to circulate to all the participants.§ Specific exercise relevant for the participants was also provided among

	the participants by the resource person and discussed.
Field Visit	On the third day of the training, all the participants including the resource person made a field visit in one of the oldest bread and biscuit manufacturers of the country, NABISCO .

Training in Pictures



Picture 1 The Chairman of SME Foundation opened the training



Picture 2 Resource Person facilitating a group exercise



Picture 3 Participant discussing in a session



Picture 4 Final Exam going on



Picture 5 The CEO of SME Foundation attended closing ceremony



Picture 6 Certificate is being given by the CEO

Course Evaluation by the Participants

At the end of the course the program was evaluated by the participants. A semi-structured questionnaire was circulated among the participants to evaluate the course which shows that the program fulfils their expectations and according to 44% participants it was beyond their expectation. The participants particularly mentioned about the resource person and the methodology he used in the course facilitation. According to 69% of the participants, these are beyond their expectation in terms of quality. No one else found to put any bad remarks in these items/issues. In all other issues/items used in

the questionnaire-program content, program schedule, physical arrangements, time allocation and field visit-it is found as expected by the participants. 19% of the participants have some reservation about the time allocated and the program schedule. They mentioned that the time allocated for the course is not enough for them to fully comprehend and the program start time is too early to attend considering the traffic condition on the road. The detail of the program evaluation by the participants is revealed in the following table.

Table 1: Program Evaluation by the Participants

The participants of the training course highly rated following things of the program:

1. The selection of the course,
2. Course facilitation by the recourse person i.e., interactive way of delivery,
3. The opportunities they got to discuss and participate in actives of the course,
4. Practical exercise carried out during the course including the initiative of field visit, and
5. The exam taken.

There were also few things which the participants mentioned as weak points of the training program:

1. The inadequacy of the training room for this course,
2. The inadequate time allocated for field visit and the selection of only factory i.e., "NABISCO" which is not practicing food safety management system, and
3. Inadequate time allocation.

Most of the participant mentioned that they have gained practicable knowledge and skills on a) Food chain and management of food safety over the chain, b) Food hazard and the importance of safe food, and c) HACCP procedures. They also showed their intention to implement and manage food safety in their respective organizations. Some of them mentioned to implement it in their family and personal life feeling its importance. The awareness raising of other entrepreneurs and the people they know also come into the remarks of some participants.

The participants put the following suggestions for follow-up activities, including suggestions for organizing similar and related program (prioritized according to frequency):

1. Assistance to implement food safety management in their organization;
2. Field visit in some suitable factories where food safety management is in practice, more particularly, HACCP certified companies;
3. Training on food technology and preservation;

4. Marketing of safe food in export market;
5. Marketing Management;
6. TOT on food safety management system;

The participants put the following suggestions for improvement, if this course is to be implemented again (prioritized according to frequency):

1. The time schedule should be changed by selecting suitable time for the participants while extending the number of days;
2. More time should be allocated for this course so that all participants may be able to comprehend;
3. The physical arrangement should be improved, particularly the training room;
4. Allocating more time into field visit;
5. Suitable factory where food safety management is in practice should be selected for field visit;
6. The course materials/handout in soft form and in spiral binding;
7. Including some fun elements into the program;
8. Two training facilitators should be used.

