Meat Standards Australia™

Standards Manual

Section 12: Compliance and Audit Requirements

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1 Introduction

The Meat Standard Australia (MSA) Standards Manual is divided into a number of sections. Each section is a standalone document that is issued and amended independently of each other section.

Australian Meat Industry Language and Standards Committee (AMILSC) are custodians of the Meat Standards Australian (MSA) Standards (refer to Section 1: Foreword and Introduction, page 3).

This section outlines the Compliance and Audit requirements for MSA.

All sections of the Meat Standard Australia (MSA) Standards Manual must be used collectively. Certain sections may not be applicable for a specific business, operation, facility or activity. It is the user's responsibility to determine and justify why a sections does not apply.

1.1 Instructions for control of this document

This Standards Manual, available online from MSA, is a controlled document.

Updates to this Standard will occur from time to time. All printed and/or saved copies are uncontrolled and may not be the latest version.

1.2 Owner confirmation

The owner or controller, as registered with the Authorised Authority, shall be informed of any updates relating to the information contained in this Standard. Attached to any updates regarding this Standard will be a form for notification of changes to the owner or controller of the Standard.

1.3 Amendments and updates

Amendments to this standard will be issued by way of a formal amendment notification where required.

1.4 Document control confirmation

CHANGE HISTORY

Date	Change Description	Author	Issue No:
3rd May 2013	Initial Draft	Janine Lau	0.1
18th July 2013	Second Draft	Janine Lau	0.3
03rd September 2013	Third Draft	Alana McEwan Brown	0.3
27th November 2013	Initial Release	Janine Lau	1.0
23rd April 2014	Draft Update End User Integrity rating table, and End User and sheep processor audit guidelines.	Alana McEwan Brown	1.1
04th June 2014	Second Release of update to End User Integrity rating table, End user and Sheep Processor audit guidelines.	Alana McEwan Brown	2.0
20th March 2015	Third Release of update to 12.3, 12.5, 12.8.2, 12.9.2., 12.9.3 and 12.3.1 End User Integrity Rating Table as approved by Taskforce (Feb 15) & AMILSC(Mar 15).	Alana McEwan Brown	3.0
25th November 2015	Fourth Release of update to: 12.8.3 CCP23 to incorporate Tamper Evident labels as a method of identification of primals 12.9.3 End User Audit Guidelines to incorporate rating level s for training Non Conformances.	Alana McEwan Brown	4.0
15th November 2016	Fifth Release update to 12.9.2 Processor, Independent Boning Room/Value Adders audit guidelines 8.9 – to update training modules in line with current versions.	Alana McEwan Brown	5.0

12 Compliance and Audit Requirements

12.1 Processor audit requirements

12.1.1 Initial systems audit

Prior to approval of the Enterprise to engage in MSA Beef Grading or MSA Sheepmeat the Enterprise must demonstrate, to the satisfaction of an Authorised Authority, compliance with the MSA program requirements through a systems Audit.

12.1.2 Compliance audits

Following initial approval, unannounced procedural Audits will be conducted at a minimum frequency of once per calendar month, or as otherwise determined necessary by an Authorised Authority.

After an initial qualifying period of six (6) consecutive satisfactory monthly Audits or until deemed satisfactory by the authorised authority, the Enterprise's compliance with MSA requirements will be reviewed and its future Audit frequency may be varied.

12.2 End user audit requirements

All Enterprises are subject to Audits. End users will be given an integrity rating based on compliance to MSA program requirements and these Standards. The integrity rating is used to determine audit frequency.

Refer to 12.3 for definitions of integrity ratings and audit frequency

12.3 Audit frequency – End Users

All Audits will be unannounced unless the Authorised Authority considers it appropriate to provide prior notification.

An Enterprise's Audit frequency will be varied based on the Enterprise's history of compliance with MSA requirements.
The Enterprise will remain on a varied Audit frequency until it has demonstrated to the satisfaction of an Authorised Authority a history of compliance with MSA program requirements.

An Enterprise must complete an online self -assessment submission at minimum of once per year.

Notification to complete the self-assessment will be issued by MLA; the enterprise has a maximum of 3 months to submit their assessment.

12.3.1 End User Integrity Rating and Audit Frequency

Integrity Rating	Performance Status	Audit frequency	Definition	Process and outcomes
Level 4	Critical Non-conformance.	On request from MSA after receipt of formal notification that the Enterprise has implemented corrective/preventative action to rectify the Non Conformance.	Would cause loss of integrity to the MSA program or loss of integrity to eating quality. May be evidence that MSA program requirements have been compromised. Includes all incidences of misrepresentation of product. Where there are two or more major non-conformances in a given procedure or process step, the non-conformance will be assessed by the Auditor and may be upgraded to a critical non-conformance.	Immediate suspension of the MSA License until such time the Enterprise can demonstrate a corrective and preventative action process. Where a follow-up audit is required, the Enterprise will incur an audit fee associated with that audit payable to MLA. An online self-assessment submission to MSA annually
Level 3	Major Non-conformance	Minimum 3 months, to be conducted within 60 days of the anniversary date falling.	Has the potential to impinge on the integrity of the MSA program. If not addressed there would be potential for the non-conformity to further compromise the program. Where there are two or more minor non-conformances in a given procedure or process step, the non-conformance will be assessed by the Auditor and may be upgraded to a major non-conformance. Where a major non- conformance identified in a previous audit has not been rectified, the non-conformance will be upgraded to a critical non-conformance.	Corrective and preventative action must be demonstrated to an Authorised Authority within the time specified on the CAR. Where a follow-up audit is required, the Enterprise will incur an audit fee associated with that audit payable to MLA. An online self-assessment submission to MSA annually
Level 2	Minor Non-conformance/or Satisfactory first audit	Minimum 12 months, to be conducted within 60 days of the anniversary date falling.	Does not directly impinge on the integrity of the MSA program. Or No issues in the last 12 months, Licensed but not selling MSA product as MSA or a procedure that should be investigated by the Enterprise.	Corrective and preventative action must be demonstrated to an Authorised Authority within a specified timeframe. Those typically not using MSA TM in any way are not targeted in audit schedule, but contact with Enterprise still maintained in case situation / program interest change. Investigation must be done to demonstrate to an Authorised Authority within the time specified. An online self-assessment submission to MSA annually
Level 1	Two Consecutive Satisfactory Audits	Minimum 24 Months, to be conducted within 60 days of the anniversary date falling.	2 consecutive audits with no non conformances issued.	An online self-assessment submission to MSA annually. If the self-assessment is not submitted the outlets will drop to an Integrity rating of 3.

12.4 Reporting of audits

The Authorised Authority will prepare an Audit report and provide the Enterprise with a copy of the report.

The Authorised Authority shall then forward a summary of the Audit reports to the Meat Standards Australia, Quality Systems Representative.

12.5 Audit assessment

Where an activity is assessed as a critical non-conformance at the conclusion of an Audit, the Enterprise must surrender all carcase stamps, inserts, approved tamper evident labels and point of sale material and will be suspended from participation in the MSA program with immediate effect until such time as an Authorised Authority is satisfied with the Enterprise's corrective action requirements.

During the period of suspension no affected or implicated product may be sold or disposed of by or on behalf of the Enterprise as MSA product.

Where a critical non-conformance is issued the Authorised Authority will attempt to make telephone contact with a MSA senior manager in the priority shown below to discuss the action taken;

1) MSA Quality Systems Representative, Brisbane.
2) MSA Operations Manager, Brisbane.

12.6 General

An Authorised Authority may notify customers of an Enterprise of any non-conformance of MSA product.

The Enterprise acknowledges that it may be responsible for the payment of all fees, costs and expenses associated with Audits.

12.7 Audit outcomes summary

A summary of Audit outcomes is as follows;

Performance Status	Documented by	Definition	Process and outcomes
Critical Non-conformance as determined by an Auditor	Corrective Action Request (CAR).	Would cause loss of integrity to the MSA Standard. Where there are two or more major non-conformances in a given procedure or process step, the non-conformance will be assessed and may be upgraded to a critical non-conformance.	Immediate suspension of the MSA License until such time the Enterprise can demonstrate a corrective and preventative action process.
Major Non-conformance as determined by an Auditor	CAR	Has the potential to impinge on the integrity of the MSA Standard. If not addressed there would be potential for the non-conformity to further compromise the program. Where there are two or more major non-conformances in a given procedure or process step, the non-conformance will be assessed and may be upgraded to a critical non-conformance.	Corrective and preventative action must be demonstrated to an Authorised Authority within the time specified on the CAR.
Minor Non-conformance as determined by an Auditor	CAR	Does not directly impinge on the integrity of the MSA Standard. Where there are two or more minor non-conformances in a given procedure or process step, the non-conformance will be assessed and may be upgraded to a major non-conformance.	Corrective and preventative action must be demonstrated to an Authorised Authority within a specified timeframe.
Observation as determined by an Auditor	Observation.	Advisory finding of Enterprise practice against industry best practices.	Investigation by the Enterprise at their discretion.
Satisfactory	Detailed in Audit report.	All MSA program requirements met	No further action required

12.8 Analysis of MSA control points (CCP)

12.8.1 Saleyards

This table is intended as guide to the procedures necessary to adhere to the MSA Standards. They are not limited to the detail below.

CCP No.	Critical Control Point	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
1	Producer not registered	Livestock supplied by un-registered producers.	Producers must be aware of registration requirements.	Critical	Each consignment	Refer producer to MLA to become registered	MSA Records
2	Producer MSA vendor declaration (cattle) or NVD (sheep)not complete or incomplete	Incorrect Eating Quality assessment, damage to the Integrity of MSA.	Notify producer of details that are not correct. Fax instructions page 'Completing a MSA Vendor Declaration'	Critical	Each consignment	Record Non-conformance	NVD = National Vendor Declaration
3	Livestock consignments drafted and or mixed at Saleyard	Stress levels of consignment. Outside the defined Standards requirements	Ensure all staff is aware of the MSA Standards. Ensure all parties attend training program.	Mixing – Critical Drafting - Major	Random verification per sale	Consignments or mobs mixed, excluded	Saleyards Daily Check
4	Access to water.	Cattle have access to water at all times. Sheep to have access to water other than the time taken to sell.	Designate pens suitable to hold MSA eligible livestock.	Major	Random verification per sale	Pens without water to be excluded from MSA pathways. Delivery and receival pens without water to be excluded from MSA pathways.	Pens with water available identified in Saleyards survey. Saleyards Daily Check

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
5	Soft standing pens	Livestock are held on soft standing ground (other than the time taken to sell).	Designate pens suitable to hold MSA eligible livestock.	Major	Random verification per sale	Delivery and receival pens without soft standing to be excluded from MSA pathways.	Pens with soft standing available identified in Saleyards survey.
6	Sick or injured animals have been consigned	Potential to effect eating quality.	Ensure all staff are aware of the standards	Major	Random verification per sale	Consignments or individuals excluded.	Saleyards Daily Check
7	MSA Eligible livestock are not identified during sale.	Buyers not aware of Eligibility. Eligibility not confirmed.	Ensure all staff are aware of the procedures. Ensure all eligible pens are clearly identified.	Major	Random verification per sale	Consignments or mobs excluded.	Saleyards Daily Check
8	Eligible livestock dispatched without Authenticating documentation.	Eligibility not confirmed. Livestock no longer eligible for MSA grading	Ensure paper trail.	Critical	Each consignment.	Vendor declaration provided to processor prior to slaughter or MSA Eligibility ceases.	Saleyards Daily Check
11	Appropriate staff and associated agents not trained in requirements	Loss of consignment eligibility	Ensure all staff attend training	Major	Ensure training records are maintained.	Book training with MSA.	

12.8.2 Processors – beef (including independent boning rooms and value adders)

This table is intended as guide to the procedures necessary to adhere to the MSA Standards. They are not limited to the detail below.

CCP No.	Critical Control Point	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
1	Livestock supply	Cattle supplied by an unregistered producer.	Cattle buyers aware of MSA requirements.	Major No cattle accepted from unregistered producers	Purchase contracts, livestock receival, stockman, QA livestock receival sheet.	Cattle rejected for MSA grading. Recorded in livestock monitoring sheet. Refer producer to MLA to become registered	Vendor declarations. Valid producer registration number. LPA PIC database
2	Livestock transport	Stressed, agitated or bruised cattle.	Cattle handled in a manner to reduce stress, minimal use of goads or prodders.	observation	Third party Audit reports, slaughter floor bruise reporting, livestock receival inspection report. Head stockman.	Make transport operators aware of MSA requirements. Contact MLA to arrange training where required.	Grading results, decrease in numbers of dark cutters.
3	Transport times	Cattle exceed time in transit requirements	Transport operator aware of MSA requirements.	Major	Checked at receival by livestock supervisor. Recorded in livestock receival log	Cattle rejected for MSA grading. Recorded in livestock monitoring sheet. Provide information to transporter about MSA requirements	NVD MSA vendor declaration

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
4	Lot Identification (ID)	Loss of lot ID during transport	Transport operator aware of MSA paperwork requirements.	Major or minor depending on if ID can be established by other means.	Checked at receival by livestock supervisor. Recorded in livestock receival log. QA officer monitoring. By reviewing the livestock receival log and cross checking.	Lot ID may be verified by position of pen in truck loading plan. Vendor declaration faxed to plant prior to cattle being slaughtered. If lot ID cannot be verified then cattle rejected for MSA grading. Recorded in livestock monitoring sheet.	External Audit, livestock monitoring sheet.
5	Vendor declaration	Incorrect or incomplete vendor declaration	Producers provided with information on filling out vendor declarations	Minor	Checked at receival by livestock supervisor. Recorded in livestock receival log. QA officer monitors that these checks are done.	If missing information cannot be obtained, reject for MSA grading. If missing information can be obtained prior to slaughter then may be processed as MSA. . Vendor declaration faxed to plant prior to cattle being slaughtered.	Livestock monitoring sheet. Corrective action requests.
6	Vendor declaration	No MSA vendor declaration.	Producers made aware of MSA program requirements for livestock supply	Major No cattle accepted for MSA grading without vendor declaration.	Checked at receival by livestock supervisor. Recorded in livestock receival log. QA officer monitors these checks.	Vendor declaration faxed to plant prior to cattle being slaughtered. Failing this, cattle rejected for MSA grading. Recorded in livestock monitoring sheet.	Livestock monitoring sheet. Corrective action requests.

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
7	Vendor declaration - Tropical breed content	Incorrect tropical breed content declared on vendor declaration.	Producers provided with appropriate information on tropical breed content assessment.	Minor	Checked at receival by livestock supervisor or QA officer. Recorded in livestock receival log and indicated on MSA vendor declaration.	Tropical Breed Content assessed by trained livestock personnel. Animals processed at this percentage or as 'X'. Changes recorded on vendor declaration with signature.	Altered Tropical Breed Content percentage on MSA vendor declaration and/or livestock receival log.
8	Vendor declaration - HGP	Incorrect or incomplete HGP status declared on MSA vendor declaration. Inaccurate eating quality assessments	Producers provided with appropriate information on HGP declaration.	Minor	Checked at receival by livestock supervisor or QA officer. Recorded in livestock receival log	If HGP status cannot be verified, animals graded as being treated with HGP	NVD
9	Livestock receival and lairage	Mixing of lots	Training of yardmen and livestock unloaders in handling MSA cattle.	Major	Livestock supervisor Livestock inspection sheet. QA officer monitors that these checks are done.	Cattle rejected for MSA grading. Recorded in livestock monitoring sheet.	Livestock monitoring sheet. Corrective action requests.

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
10	Lairage- Hydration	No access to water. Dehydration resulting in compromised eating quality	All MSA cattle unloaded into pens that are watered. All MSA cattle to be held in pens that are watered prior to slaughter	Minor	Livestock supervisor Livestock inspection sheet. QA officer monitors that these checks are done.	Cattle rejected for MSA grading. Recorded in livestock monitoring sheet.	Recorded in livestock monitoring sheet
11	Lairage	Cattle drafted in lairage. Impact on stress levels of cattle resulting in effect on eating quality outcomes	Cattle handlers trained in MSA requirements.	Major	Livestock supervisor, livestock inspection sheet. QA officer monitors these.	Cattle rejected for MSA grading. Recorded in livestock monitoring sheet.	Livestock monitoring sheet. Corrective action requests
12	Identification	Loss of lot ID at plant MSA integrity compromised	Operator aware of MSA lot ID requirements. Procedure developed to ensure maintenance of ID.	Zero. Major or minor depends on if ID can be re-established by other means.	Checked by livestock supervisor. Recorded in livestock receival log and/ or livestock monitoring sheet. QA officer monitors that these checks are done.	Lot ID may be verified by position of pen in truck loading plan. Vendor declaration faxed to plant prior to cattle being slaughtered. If lot ID cannot be verified then cattle rejected for MSA grading. Recorded in livestock monitoring sheet.	External Audit livestock monitoring sheet. Corrective action requests.

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
13	Delivery	Not slaughter within 48 hours from dispatch (Direct consignment) Or within 36 hours (Saleyards)	Livestock and slaughter scheduling coordination.	Zero – Minor	Slaughter scheduler daily slaughter schedule. Livestock receival sheet. Slaughter floor monitoring sheet. QA officer monitors requirements.	Cattle to be rejected for grading.	Slaughter floor monitoring sheet. MSA vendor declaration, NVD
14	Slaughter floor	Loss of lot ID	Operator aware of MSA lot ID requirements. Procedure to ensure ID maintenance.	Zero. Major or minor depends on if ID can be re-established by other	Checked by slaughter floor supervisor. Recorded in slaughter floor monitoring sheet. QA officer monitors that this requirement is met.	If lot ID cannot be verified then cattle rejected for MSA grading. Recorded in slaughter floor monitoring sheet.	Slaughter floor records, processing sheet. Corrective action requests. Audit reports.
15	Slaughter floor - Electrical inputs	Electrical input does not meet approved settings. This includes but is not limited to stimulation, immobilisers & rigidity probes. Eating quality outcomes compromised	All operators trained and aware of MSA requirements for electrical inputs. Documented settings for inputs are available and monitored daily	Zero Major	Checked by slaughter floor supervisor. Recorded in slaughter floor monitoring sheet. Monitored at every change from non-MSA to MSA cattle. QA officer monitors that this requirement is met. Any changes verified with pH declines.	Bodies that have not received electrical input as per approved settings are rejected for grading until the last clear check, or unless a pH/temperature decline is conducted to verify compliance. QA officer recorded in slaughter floor monitoring sheet.	Slaughter floor Records. Corrective action requests. Audit reports. pH/ temperature decline records.

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
16	Slaughter floor - Carcass ticketing	Carcass tickets inaccurate or missing	Checked by slaughter floor supervisor, chiller supervisor or QA officer. Recorded in slaughter floor monitoring sheet.	Major	Monitored by QA Officer. Recorded in slaughter floor monitoring sheet.	If data can be verified by existing procedures then carcass tickets may be applied in the chiller prior to grading. If tickets are not present while grading, carcass to be rejected for MSA grading. QA officer or grader records.	Grading reports. QA monitoring reports
17	Slaughter Floor - breakdowns	Breakdowns or breaks longer than 20 minutes Eating quality outcomes compromised. Possible failure to meet the pH/ temperature window	No carcasses held on chain for more than 20 minutes longer than approved settings due to breakdowns or stoppages.	Zero Major if conformance to the pH/ temperature window is not met, or if no validation records.	Checked by QA officer or supervisor. Recorded on daily monitoring sheet and in breakdown log. MSA downgrade sheet.	Any carcasses that have been held on the chain for greater than 20 minutes longer than approved slaughter to chiller settings are rejected for MSA grading, unless conformance to the pH/temperature window can be demonstrated for all affected carcasses.	Break down log. Daily monitoring sheet. MSA downgrade sheet.

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
18	Chillers	Carcasses fail to meet the pH/ temperature decline window	Electrical inputs, chilling regimes and chain speed approved by MSA to ensure that the carcasses meet this window.	Major. Continued non-conformanc e would rate as critical.	Trained operatives in pH decline measurement monitor conformance. Monthly and weekly monitoring checklist. pH/ temperature recording form.	MSA will conduct trials during initial plant survey to establish approved settings. Trained plant operatives in pH decline measurement will be responsible for ongoing compliance Monthly monitoring checklist, pH/ temperature recording form.	pH/ temperature recording form. Monthly monitoring checklist Audit reports.
19	Grading	Grader not current for either AUS- MEAT Chiller Assessment and/or MSA Grading. Integrity of MSA compromised	Only accredited and current chiller assessors and MSA graders able to conduct grading	Major	Oscap records maintained and monitored by MSA Coordinator	Grader unable to grade until currency has been attained. Recorded on daily monitoring sheet.	Oscap currency report held by MSA Coordinator
20	Grading - pH meter operation	Calibration of the pH meter has failed.	Meter maintained and buffers are within use by date limits. Ensure Bendalls function is set correctly Ensure trained operatives are conducting calibration	Major if used for grading.	Monitored by Graders and trained operatives in pH decline measurement. If a meter starts to drift excessively then it is removed from use or fixed.	Meter is removed from use until fixed. Recorded in asset register. Re-training in pH calibration	Faulty equipment form. Calibration records

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
21	Grading -pH meter operation	pH meter not accurately calibrated at the required intervals.	Calibration of pH Meters for pH to be done at commencement of and as required during grading and pH declines. Ensure trained operatives are conducting calibration	Major if drift has occurred and continued to be used for measuring.	Monitored by Graders and trained operatives in pH decline measurement. If a meter starts to drift excessively then it is removed from use or fixed.	Meter is removed from use until fixed. Recorded in asset register. Re-training in pH calibration	Faulty equipment form. Calibration records
22	Grading - pH meter operation	Temperature probe not calibrated monthly or when a new probe is used.	Meters are calibrated for temperature monthly	Major if used for grading.	Monitored by grader and recorded.	Meter removed from use until calibration completed successfully.	Calibration Records
23	pH temperature declines	Fail to submit MSA pH declines within required time frame	pH decline results submitted to MLA within 48 hours	Minor	Monitored by trained operatives and plant QA. MSA internal Audits.	All records to be submitted with 48 hours of pH decline being conducted	pH decline files Email records
24	Computer programs	Incorrect MSA grading files used for grading. MSA integrity compromised Eating quality outcomes not accurately calculated.	Ensure current files are being used and systems regularly updated where required.	Major	Monitored by graders and plant QA. MSA internal Audits.	Carcasses are downgraded to lowest eating quality group being packed.	Accurate feedback. Internal Audit records. Online optimization program (where applicable) Version number of DCU files (where applicable)

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
25	Computer programs	Fail to submit MSA grading data within required time frame	Ensure current software is being used Where possible, internet access is available	Major	Monitored by graders and plant QA. MSA internal Audits.	All records to be submitted with 48 hours of grading	File submission records Grading data files
26	Computer programs	Fail to use current MSA software	Ensure current software is being used Where possible, internet access is available Updates available on MSA website	Minor	Monitored by graders and plant QA. MSA internal Audits.	Ensure MSA updates are downloaded regularly where applicable	Version number of software
27	MSA Beef Grading	Beef Grading Standards not followed.	Graders follow chiller assessment and MSA standards in relation to the process of evaluating beef quality.	Major	Monitored by on plant QA throughout production shift. Recorded on daily grading monitoring sheet.	Carcasses will not be graded until the Standards have been met.	Grading records. Internal Audit reports. Grader monitoring reports provided by MSA
28	Grading - Carcass stamping	Stamping or identification of eating quality outcome does not reflect boning group/run assigned	Graders are responsible for assuring the accuracy of stamping.	Zero Major	Monitored by on plant QA 3 times per day per production shift. Recorded on boning room intake sheet.	If occurrence is prior to boning, correct stamp or identification is to be applied. If occurrence is after boning, production run downgraded to the lowest quality range of product in the carton.	Grading records. Internal Audit reports. Visual recording from evidence.

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
28	Boning room	No clear segregation of product at boning change over.	Procedure developed for control of this.	Major	Boning room QA monitors every changeover. Recorded on boning QA check sheet.	If occurrence is detected after boning, production run downgraded to the lowest quality range of product in the carton.	Grading records. Internal Audit reports.
29	Boning room –Inserts or tamper evident labels,	Inserts not placed in or Tamper evident labels not on primal bags.	Procedure developed for the monitoring of this.	Observation	Boning room QA 3 times per day per production shift. Recorded on boning QA check sheet	Product reworked or rejected.	Grading records. Internal Audit reports.
30	Boning room -Carton labels	Carton labels incorrect or do not reflect boning groups/runs being packed.	Procedure for monitoring should be developed.	Major	Boning room QA 3 times per day per production shift. Recorded on boning QA check sheet.	After boning, production run downgraded to the lowest quality range of product in the carton.	Grading records. Internal Audit reports. Visual recording from evidence.
31	Load out/Sales	MSA product not clearly identified on invoices or paper work.	QA ensure documentation contains reference to current MSA license number	Minor	Monitored by load out and sales staff QA during production of MSA product	MSA license number recorded on documentation or invoices.	Delivery/ invoice records. Internal Audit reports. Visual monitoring.
32	Load out/Sales	MSA butcher bodies not accompanied by correct cut x cook information	Sales to ensure correct cut x cook information distributed to buyer of butcher bodies	Major	Monitored by load out and sales staff QA during production of MSA product	Sales staff to send correct information to buyer	Delivery records. PBR records

12.8.3 Processors – sheep

This table is intended as guide to the procedures necessary to adhere to the MSA Standards. They are not limited to the detail below

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
1	**Livestock supply**	Sheep supplied by unregistered producer.	Sheep buyers aware of MSA requirements.	**Major.** No sheep accepted from unregistered producers.	Purchase contracts, livestock receival, stockman, QA livestock receival sheet.	Sheep rejected for MSA. Recorded in livestock monitoring sheet.	Vendor declarations. Valid producer registration number.
2	**Transport of sheep**	Stressed, agitated or bruised sheep.	Sheep handled in a manner to reduce stress with minimal use of goads.	**Reported as an observation**.	Third party Audit reports, livestock receival inspection report. Head stockman.	Re-training of transport operators. Corrective action requests.	Audit reports & Corrective action requests.
3	**Saleyard Mix**	Mixing of Lot.	Separate Lot IDs	Prior to sale	Paper trail by lot Identified	Ineligible for MSA if missing	NVD & Lot ID
4	**Lot ID**	Loss of lot ID or paperwork.	Transport operator aware of MSA paperwork requirements.	Zero. **Major or minor depending on if lot ID can be established by other means.**	Checked at receival by livestock supervisor. Recorded in livestock receival log.	Vendor declaration faxed to plant prior to sheep being slaughtered. If lot ID cannot be verified then sheep rejected for MSA.	External Audit Corrective action requests.
5	**Mixing in lairage**	Mixing in transport.	Drivers/ unloaders trained in MSA requirements.	**Major or minor depends on if lot ID can be re-established by other means.**	Checked at receival by livestock supervisor.	Sheep rejected for MSA as not eligible.	Audit results & Corrective action requests.
6	**Vendor declaration**	Incorrect National Vendor Declaration.	Producers trained in filling out vendor declarations.	**Minor**	Checked at receival by livestock supervisor.	If missing information cannot be obtained. Reject for MSA. If missing information can be obtained and doesn't breach MSA guidelines then may be processed as MSA.	Corrective action requests. NVD.

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
7	**Sheep category**	Incorrect category description on National Vendor Dec.	Producers trained in category and breed classifications.	**Lamb, Hogget, Mutton. Minor.**	Checked at receival by livestock supervisor or QA officer. Recorded on National Vendor Declaration.	Sheep ineligible for MSA.	Category described on National Vendor Declaration. Dentition of sheep.
8	**Livestock receival. Lairage and drafting.**	Mixing of flocks	Training of yardman and livestock handlers of MSA sheep.	**Major if mixing is of MSA and non-MSA sheep.**	Livestock supervisor. Recorded on livestock monitoring sheet.	Sheep rejected for MSA.	Corrective action requests
9	**Hydration**	No access to water	All MSA sheep unloaded into pens have access to water.	**Minor or observation**.	Livestock supervisor. QA officer monitoring.	Sheep rejected for MSA. Recorded in livestock monitoring sheet.	Corrective action requests. Visual.
10	**Lot Identification**	Loss of lot ID	Operator aware of MSA lot ID requirements. Procedure developed to ensure lot ID maintenance.	Zero **Major or minor depends on if lot ID can be re-established by other means.**	Checked by livestock supervisor. QA officer monitors that these checks are done.	Lot ID may be verified by position of pen in truck loading plan. NVD faxed to plant prior to sheep being slaughtered. If lot ID cannot be verified then sheep rejected for MSA	External Audit of Corrective action requests. Audit reports.
11	**Delivery**	Not killed within 48 hours from time off feed.	Livestock and kill program coordination.	Zero Dispensation may be given on a case by case appraisal. **Minor**	Kill coordinator, daily kill program. Livestock receival sheet. Kill floor monitoring sheet. QA officer monitors this requirement.	Apply for dispensation from MSA, otherwise sheep to be rejected for grading. Proof of dispensation must be available to the Auditor.	Letter of dispensation. Kill floor monitoring sheet.
12	**Slaughter floors**	Loss of lot ID	Operator aware MSA lot ID required.	Zero **Major or minor depends**	Checked by slaughter floor supervisor.	If lot ID cannot be verified then sheep are	Kill floor records, kill

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
			Procedure in place to ensure lot ID maintained.	**on if ID can be re-established by other means.**	Recorded with slaughter floor monitoring. QA officer monitors that this requirement is met.	rejected for MSA Classification. Recorded in slaughter floor monitoring sheet.	sheet. Corrective action requests. Audit reports.
13	**Stunning**	Ineffective stun	Trained operators only employed in this task.	**Observation**	Checked by slaughter floor supervisor. Recorded in slaughter floor monitoring sheet. QA officer monitors that this requirement is met.	Recorded in slaughter floor monitoring sheet. Operator retrained.	Audit reports. Training records.
14	**Carcase hanging**	Carcases not correctly hung. Achilles tendon cut or broken on tenderstretch carcases.	Visual inspection by MSA Coordinator. Good work practices and work instructions on correct hanging techniques.	Zero. **Minor**	Visual by MSA Coordinator Kill floor QA officer.	Sheep carcases that have broken or cut Achilles tendon and tenderstretch hung will be graded as AT hang.	Feedback QA records. Production records.
15	**Electrical inputs**	Electrical input does not meet set requirement. This includes but is not limited to electrical stimulation.	All operators trained and are aware of MSA requirements for electrical inputs. Documented times and current for inputs are monitored daily	Zero. **Major**	Checked by slaughter floor supervisor. Recorded in slaughter floor monitoring sheet. Monitored at every change over from non-MSA to MSA sheep. QA officer monitors that this requirement is met.	Carcases that have received either excessive or inadequate electrical inputs are rejected until the last clear check. QA officer records on slaughter floor monitoring sheet.	Kill floor records, kill sheet. Corrective action requests. Audit reports pH/ temperature decline records.

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
16	**Slaughter floor breakdowns**	Breakdowns or breaks longer than 20 minutes	No carcases held on chain for more than 20 minutes due to breakdowns or stoppages.	Zero. **Depends on the effect of the conformance of pH/ temp window.**	Checked by QA officer or supervisor. Recorded on daily monitoring sheet.	Any carcases that have been held on the chain for longer than 20 minutes are rejected for MSA eligibility. (Due to possible failure to meet the pH/ temperature window)	Daily monitoring sheet. Audit Reports.
17	**Chillers**	Carcases fail to meet the pH/ temperature decline window	Stimulation, electrical inputs, chain speed and ensure that carcases meet the window.	**Major, continued non-conformance would rate as critical.**	MSA Coordinator monitor conformance. Use monthly monitoring checklist, pH/ temperature recording form. (This may vary by sheep category**)**	MSA will conduct trials to establish what settings best suit each establishment.	pH/ temperature recording form. Monthly monitoring checklist Audit reports.
18	**Carcase Assessment**	Scale operator not current for AUS-MEAT assessment.	Only accredited and current AUS-MEAT Scale Operators able to conduct assessments.	**Major, continued non-conformance would rate as critical.**	Currency of AUS-MEAT Scale Operators checked by QA officer prior to starting each production shift. Recorded on daily sheet.	Scale operator unable to assess until currency has been attained.	Valid currency of Scale Operator copy held on file by plant QA officer.
19	**pH meter operation**	Calibration of the pH meter has failed or drifted.	Meter maintained and buffers are within use by date limits.	**Major if used for verification or if drift occurs & not recalibrated.**	Monitored by pH Operator. QA officer checks calibration records.	If a meter fails or starts to drift excessively then it is sent for overhaul or removed from use until fixed.	Faulty equipment form. Audit reports. Calibration records.
20	**pH meter temperature probe operation**	pH meter temperature probes not calibrated	pH meter temperature probes calibrated monthly or whenever a new probe or meter used	**Major if used for verification of a pH window.**	Monitored by Coordinator and recorded. QA officer checks calibration records.	Meter removed from use until calibration completed successfully	Audit reports. Calibration records.
21	**Carcase rolling or**	Carcase stamp /	MSA Coordinators	Zero.	Monitored by on plant	Re-roll or restamp	Internal Audit

CCP No.	Process step	Potential hazard	Preventative (control) measure	Critical limit and rating	Monitoring procedure, person, frequency and where recorded	Corrective Action (when deviation occurs) person, where recorded	Verification methods
	stamping	rolling is not clearly identifiable.	are responsible for assuring the clarity of stamping / rolling.	**Major**	QA throughout production shift(s).	carcase or ineligible for MSA.	reports. Visual inspection of MSA marking evident.
22	**Boning room segregation**	No clear segregation of product at boning change over.	Procedure developed for control of this.	**Major**	Boning room QA monitors during production shift. Recorded on boning room QA check sheet.	After boning production run downgraded to MSA ineligible.	Weekly data validation sheet. Internal Audit reports.
23	**Inserts or Tamper evident labels**	Inserts not placed in or tamper evident labels not placed on bags.	Procedure developed for monitoring this.	**Major**	Boning room QA monitors during production shift. Record on QA check sheet	Product reworked or rejected.	Internal & External Audit reports.
24	**Carton labels**	Carton labels incorrect for sheepmeat specification being packed	Procedure for monitoring should be developed.	**Major**	Boning room QA monitors during production shift. Recorded on boning room QA check sheet.	Product ineligible for MSA.	Internal Audit reports. Visual monitoring. QA check sheet.
25	**Load out**	MSA product not clearly identified on invoices or paper work.	Procedures in place to ensure load outs are clearly identified with MSA license number on invoices.	**Minor**	Monitored by load out QA and MSA license number recorded on load out documentation	Amend documentation to reflect valid MSA license number.	Delivery/ invoice records. Internal Audit reports.
26	**MSA Standards & Appendix 2 Sheepmeat**	Standards not followed or adhered to.	MSA standards relative to the process of evaluating sheep eating quality.	**Critical**	Verification through internal and external audits.	Carcases will not be eligible and/or assessed until the MSA Standards have been met.	Internal / External Audit reports.

12.9 Audit guidance material

This Guidance Material provides a summary of key aspects that are required of an Enterprise. It has been designed to be used as an audit tool for approved persons carrying out monitoring activities on behalf of MSA. This document references directly to the MSA Standards Manual and persons carrying out these activities must be familiar with MSA requirements outlined in this Standard.

MSA shall assess persons as competent to monitor MSA enterprises.

Specific Audit times and control is maintained by each Authorised Authority.

The Authorised Authority must undertake the following steps where performing any monitoring activities;

a) Entry meeting – a brief meeting to outline the extent of the survey and any assistance required. The approximate time of the exit meeting will also be arranged;
b) Conduct the survey using this guidance material and MSA Standards Manual;
c) Record objective results on the survey report. Include specific details of any non-conformances;
d) Expand the content of the survey report if additional questions become necessary;
e) Complete all documentation including Corrective Action Requests as required;
f) Exit meeting – present survey findings and initiate Corrective Action Requests if necessary;
g) Serious deficiencies will be immediately reported to the MSA Quality Systems Representative; and
h) A full report shall be supplied to the MSA Quality Systems Representative within two working days of the survey.

12.9.1 Saleyards

Section 6 – Saleyards		
	Audit requirement	**Audit item description**
6.1	The Enterprise has signed a License Agreement (to be completed upon initial survey only) The Enterprise has read and understood the requirements of the Licence.	A License Agreement must be completed and the requirements of the License understood before continuing with the survey.
6.2	Consignments must be checked to ensure that the MSA vendor declaration for cattle and NVD for sheep is correct.	Failure to check vendor declarations and act on any discrepancies will incur a CRITICAL non-conformance.
	Unloading area must be operated to avoid stress and injury to Livestock. There must be no hindrances that obstruct the unloading operations, such as narrow races or gateways. Goads must not be used during the unloading operation or with livestock movement to pens ie. Dogs, electric prodders, canes.	If it is observed that livestock are not being handled to avoid stress and injury, that obstructions exist during unloading, or that goads are used, then an OBSERVATION should be raised.
	Consignments of cattle are to be left in their groups (ie. Not to be mixed). Sheep best practice is to be left in their groups.	If cattle consignments have been mixed, a CRITICAL non-conformance should be raised.
	Sick or injured livestock must be separated from the consignment.	Failure to separate sick or injured livestock will incur a MAJOR non-conformance.
6.3	Pens approved to hold MSA eligible livestock must be clearly identified.	Failure to identify MSA eligible cattle and sheep will incur a MAJOR non-conformance.
	Pens must be well drained and sheltered for livestock in lairage.	Failure to supply facilities for stock water incurs a MAJOR non-

	There must be sufficient pen space. There must be adequate facilities for stock water.	conformance.
	Livestock must be able to move easily through the yards without hindrances. Flooring must not be slippery and livestock must be held on soft standing	Failure to supply soft standing pens results in a MAJOR non-conformance.
	Goads must not be used to move livestock.	If it is observed that goads are being used, an OBSERVATION shall be raised.
	Pens / lanes or other objects must not be in such a state where they could harm animals during movements.	
6.4	Consignments must be identified during preparation for sale.	Failure to ensure identification of consignments results in a MAJOR non-conformance.
	Cattle must not be drafted prior to the sale. Sheep best practice is for no or minimum drafting at yards.	If drafting has taken place then there must be evidence to show that written approval has been given by MSA. If no evidence of approval is supplied, a MINOR non-conformance is to be raised.
6.5	Consignments must be identified during the sale.	Failure to ensure identification of consignments results in a MAJOR non-conformance.
	Eligible consignments must be kept separate during the sale. Sheep best practice is not to mix with consignments where possible.	If MSA eligible consignments have been mixed with other consignments, then the affected consignment(s) cannot be sold as MSA cattle and a CRITICAL non-conformance is raised.
6.6	The following requirements must be identified during the sale. Cattle - eligibility under the Standards - dispatch time from farm - maximum slaughter time	If pens containing MSA eligible cattle for sale are not clearly identified with the stated requirements, then a MAJOR non-conformance is to be raised.
	Sheep - Eligibility under the Standards - Time of feed - Maximum slaughter time	If pens containing MSA eligible sheep for sale are not clearly announced with the stated requirements, then a MAJOR non-conformance is to be raised.

6.7	Paperwork that is associated with MSA eligibility must continue with consignments.	Vendor declarations must be completed as per MSA requirements. Failure to supply completed vendor declarations at dispatch incurs a CRITICAL non-conformance.
	MSA eligible sales must be recorded.	If records of cattle and sheep sales are not available, a CRITICAL non-conformance should be raised.
6.8	A system must be established for recording details of areas for improvements.	Failure to have a system in place for recording non-conformances / improvement opportunities results in a MAJOR non-conformance being raised.
	Records must be kept of training conducted for staff at the Enterprise. Training undertaken must be sufficient to ensure the integrity of MSA Standards.	Incomplete or no training records incurs a MAJOR non-conformance. Livestock handlers and MSA Coordinators are to complete MSA Module 11 for cattle and Module S6 for sheep
6.9	The Enterprise must appoint one or more management or agent representatives as the MSA Coordinator. The MSA Coordinator must have the responsibility and authority to ensure that the integrity of the MSA program is maintained within the Enterprise.	Failure to appoint a MSA Coordinator results in a MAJOR non-conformance being raised.

12.9.2 Processors, Independent Boning Rooms / Value Adders

Use of applicable sections is recommended.

Section8 – Processors/Independent Boning Rooms/Value Adders		
	Audit requirement	**Audit item description**
8.1	The enterprise must establish and maintain a documented Quality Management System that meets MSA program requirements. This system must include the following activities: - management responsibility - document control - product identification and traceability -process control - inspection and testing process - control of non-conforming product - corrective and preventative action - handling, storage, preservation, packaging and delivery - quality records - internal quality audits A detailed corrective action plan must be in place for each area and staff must be aware of action to take following a non-conformance.	The enterprise must establish and maintain documented procedures for: • Defining the responsibility, authority and interrelations of personnel who manage, perform & verify work relating to MSA systems. • Controlling specified documents relating to its MSA systems. A list of controlled documents as specified by an Authorised Authority. • Ensuring practices relating to its MSA systems and product are accurately identified and traceable. Identification method must be recorded. • Ensuring processes which directly affect the Enterprise's MSA systems and product are carried out under controlled conditions. • Inspection and testing of practices relating to the Enterprise's MSA systems and product, e.g. calibration and maintenance requirements. • Ensuring non-conforming product is prevented from unintended use or dispatch. All MSA non-conformances to be documented. • Ensuring that effective corrective and preventative action is taken concerning the Enterprise's MSA practices in all areas. • Ensuring MSA product is correctly handled, stored, preserved, packaged and delivered in accordance with the MSA program. • Ensuring that all MSA practices are internally audited. • Ensuring that records verify compliance with MSA program requirements and effective operation of the QMS. • Including: vendor declarations – 6 months, training records – 2 years, grading data – 12 months, internal audit records – 2 years Failure to have the above systems in place will incur a MAJOR non-conformance.

	The enterprise must appoint one or more MSA coordinators who are management representatives, with the responsibility and authority to ensure that the integrity of the MSA program is maintained in the enterprise.	Duties of the MSA coordinator are found in section 8.4 of the MSA Standards Manual for processing.
8.2	All producers supplying MSA livestock must be registered and saleyards supplying MSA livestock MSA licensed.	Records must show that all suppliers of MSA livestock are registered. Acceptance of cattle as MSA from unregistered producers or saleyards is a MAJOR non-conformance.
	All employees managing MSA eligible livestock must understand the requirements for MSA Licensed processors.	Records must show staff working in this area have adequate training on MSA requirements and are aware of what they are. Staff must also know who the site MSA coordinator is.
8.3	All livestock must be kept as a dispatched mob upon arrival.	Livestock that are mixed in lairage must be excluded from MSA grading. If it is found that livestock have been mixed and that no appropriate action has been taken to rectify this non-conformance, a MAJOR non-conformance is to be given.
	Evidence must be available to show that all livestock are cross-checked against their MSA and/or National Vendor Declaration.	The following points must be evaluated: - Number of head - Tropical breed content of cattle (Greater than 0% TBC) - HGP Status (cattle) - No SSC in males - No entire males (cattle) Abattoir Verification section must be signed off by an authorised person. Failure to carry out this check should be reported as a MINOR Non- conformance. Vendor Declarations must be held for a minimum period of six months.
	Livestock must be handled quietly to reduce stress.	If it is observed that livestock are not being handled quietly then an OBSERVATION should be raised.
	Livestock must not be drafted on plant prior to slaughter.	If drafting has taken place a MINOR corrective action is to be raised.

	Cattle must be slaughtered within 48 hours from dispatch of property for direct consignment by road. (Cattle transport must not exceed 36 hours, including a rest period up to 12 hours.) Cattle must be slaughtered by day after dispatch for direct consignment for all other methods of transport. Cattle must be slaughtered within 36 hours after dispatch from the property via the Saleyards pathway. Sheep must be slaughtered within 48 hours off feed.	Livestock that exceed slaughter and transport requirements must be excluded from MSA grading. If it is found that non-conforming livestock have been processed and graded as MSA, a MAJOR non-conformance is to be given.
	A system must be in place to maintain MSA and Lot identification until slaughter.	A MAJOR corrective action should be raised if ID cannot be established by other means. A MINOR corrective action should be raised if ID can be re-established and controlled effectively to ensure positive ID.
8.4	All livestock types are evaluated and there is evidence to demonstrate that carcasses are meeting the pH/Temperature window monthly.	Livestock being processed without electrical input approval and/or records to show conformance to the pH/Temp window, this should rate as a MAJOR non-conformance. If approved livestock types and electrical inputs are being adhered to but decline results show that they miss the window and records are available to show that corrective action is being taken, then this should rate as a MINOR non-conformance. If there is no evidence of any action being taken then this should rate as a MAJOR non-conformance.
	Declines are conducted in a manner that is acceptable and in accordance with the processing responsibilities defined in this MSA Standards.	Refer to Processing Responsibilities, MSA Standards Manual section 8 Processors.
	The procedure used for monitoring and recording stimulation and other electrical inputs on MSA carcasses must be documented. Daily records of the electrical input monitoring must be kept.	If 8.4 do not rate satisfactory, then a MAJOR non-conformance is incurred

	All MSA carcasses are cleared from the slaughter floor for breaks longer than 20 minutes.	If carcasses are not cleared during breaks longer than 20 minutes but records show that carcasses are meeting the pH/Temperature window, then a non-conformance is not to be raised. If carcasses are not reaching the window than a MAJOR non-conformance is to be raised.
	An effective system must be in place for the transfer of ID from live animal to carcass.	If no effective system is in place to ensure traceability from live animal to carcass then a MAJOR non-conformance is raised. If ID can be re-established and the transfer process controlled then a MINOR non-conformance is raised.
8.5	Chiller cycles from chillers used to store/ chill MSA carcasses must be set to optimise pH/ Temperature declines meeting the window.	As part of the reporting requirements of declines, records of chiller management need to be included when reporting. If it cannot be shown that MSA carcasses are meeting the window and the process is not adequately controlled then a MINOR non-conformance should be raised. If trials are being conducted then it is to be done in such a manner as to not adversely affect other MSA product in the chiller.
	Records of monthly declines carried out are available, up to date and sent to MLA no later than 48 hours after the decline has been conducted.	If records are not consistently kept, a MINOR non-conformance shall be raised.
8.6	All graders must hold current appropriate qualifications For Beef - AUS-MEAT chiller assessor and MSA grader status For Sheep – minimum training requirements as per the Aus-Meat National Accreditation Standards Appendices 4 Carcase Measurements	If no evidence is available to show grader currency then a MAJOR non-conformance is issued. If the person grading has not undergone the required training then a MAJOR non-conformance is to be issued.
	There must be a defined and effective procedure for identifying MSA compliant carcasses.	If there is no procedure but the identification process is effective, then a MINOR non-conformance is to be given. If the process is not controlled well, then a MAJOR non-conformance is to be issued.

		These requirements are found in this MSA Standards Manual. Please refer to section 24 and 25 of the PACCP chart. If protocol is not followed then a MAJOR non-conformance is incurred.
	Grading equipment must be adequately maintained, calibrated at the required frequencies and records kept of calibrations.	pH meters are to be calibrated at the beginning of grading and then every 2-3 hours during grading to combat 'drift' or if a new meter or probe is used or unusual results are given. Monthly temperature calibrations are to be carried out on pH meters using a standard reference thermometer that is either certified or has been calibrated against a certified thermometer and calibrating at 0°C and close to but not over 40°C. A lack of evidence to show calibrations are taking place as per requirements incurs a MAJOR non-conformance.
	Evidence must be available to show that the company is providing feedback (cattle) requirements to the vendor and MSA.	Failure to provide feedback (cattle) to a producer incurs a MINOR non-conformance. Failure to provide feedback to MLA incurs a MAJOR non-conformance.
8.7	Procedures must be in place to ensure effective product identification and segregation.	Severity of rating given depends on the potential for loss of identification.
	Procedures must be in place to ensure compliance to MSA requirements for labeling and product integrity.	Refer to Standards Manual section 8 Processors. Covers use of inserts, approved tamper evident labels, approved pre-printed packaging, carton label information and correct identification of MSA product. If carton end label does not reflect an eating quality value, release date and cook method then a MAJOR non-conformance is to be issued. If inserts are not in bags or approved tamper evident labels or approved packaging is not being correctly used, then a MINOR non-conformance is recorded.
	Records must be available to show compliance to MSA labeling and product integrity requirements.	If no records are available then a MAJOR non-conformance is incurred. If not all records are available but the system appears to be in control then a MINOR non-conformance is raised.

	Approved tamper evident labels that are used to as a form of identification on primals and portions must: • be tamper evident • have the establishment number, where the product originated, printed on it • have a unique sequential identification code printed on it	If the labels do not comply with these requirements then a MAJOR non-conformance is incurred. The enterprise must cease using the non-compliant labels as identification on MSA Certified product immediately.
	An Enterprise that is approved to use Tamper evident labels must have an effective system for recording the sequence numbers used for any production. Minimum requirement of the first number used, the last number used and the production date.	If no records are available to verify that a system is in place then a MAJOR non-conformance is incurred. If not all records are available but the system appears to be in control then a MINOR non-conformance is raised.
	An Enterprise that is approved to use Tamper evident labels must have an effective system, for control of use and traceability of Labels, documented within their Quality Management System manual and approved by MSA prior to implementation.	If no effective system is in place to ensure control of use and traceability of approved tamper evident labels then a MAJOR non-conformance is raised. If the system in place is not documented within the QMS but appears to be in control then a MINOR non-conformance is raised.
8.8	Procedures must be in place for monitoring MSA product identification on documentation.	If no procedure is in place then an OBSERVATION is to be noted. If product is not clearly identified on paperwork or invoices then a MINOR non-conformance is to be raised. If carton labels are incorrect then a MAJOR non-conformance is to be raised. Establishments receiving stamped MSA carcasses must have access or be provided with the plant boning run reports detailing cut x cook x days ageing requirements
8.9	Operatives performing MSA duties must have completed the appropriate MSA Enterprise training modules.	Trained personnel must be present in the area whilst processing MSA product. Failure to provide trained personnel incurs a MAJOR non-conformance. Beef Processors – MSA Coordinator must have completed all MSA Onsite Training beef modules and module 9 MSA Meat Science or equivalent.

		Livestock receival and lairage operatives must complete : MSA Modules 1Band 2B or B1. Slaughter floor operatives must complete MSA Module 3B or B2. Operatives responsible for conducting pH/temperature declines must complete MSA Module 4B or B4. Chiller operatives must complete MSA Module 5B or B2. Operatives responsible for grading of carcasses must complete MSA Module 6 or equivalent Boning room operatives must complete MSA Module 7B or B3. Loadout operatives must complete MSA Module 8B or B3. Refer to Section 8, 8.5.5 Training Requirements Sheep Processors – MSA Coordinator must complete MSA modules S1-S5 and module 9 MSA Meat Science Livestock receival and lairage operatives must complete MSA Module S1. Slaughter floor operatives must complete MSA Modules S2 & S3. Operatives responsible for conducting declines must complete MSA Module S3. Chiller operatives must complete MSA Module S3. Boning room operatives must complete MSA Module S5. Loadout operatives must complete MSA Module S5. Refer to Section 8, 8.6.4 Training Requirements
	The staff member(s) responsible for MSA product in the boning room must hold a current statement of attainment for AUSMEAT Beef Specification course, Level 2.	Untrained operatives performing MSA related duties rates as a MAJOR non-conformance

12.9.3 End Users

Section 11 – End Users		
	Audit requirement	**Audit item description**
11.1	Access to current MSA Standards Manual.	The enterprise must demonstrate the ability to access the current MSA Standards Manuals. If the enterprise is unable to demonstrate, a MINOR non-conformance is issued.
	All MSA product is purchased from a MSA licensed supplier.	If the supplier is a Processor, the MSA License number must appear on the invoice. If the supplier is an Outlet, the invoice must contain the License number of the outlet. Failure to supply a MSA License number will incur a MINOR non-conformance. Documentation must be available to verify that MSA product has been purchased from a licensed supplier. Failure to supply the necessary documentation will incur a MAJOR non- conformance If further investigation finds that the supplier of the MSA product is not Licensed, the Auditor must inform MSA immediately. MSA and non-MSA product must be identified separately on the invoice.
	MSA product records are kept for a minimum period of three (3) months.	Failure to keep MSA product records for the defined period will incur a MINOR non-conformance. (multi-site Licensees must adhere to the requirements in the central site system)
	Documentation must be available to show the cut x cook method and the eating quality grade and required days ageing information.	Failure to provide documentation showing the cut by cook method, eating quality grade and days aged information will incur a MAJOR non-conformance.
	All outgoing product dispatched as MSA must have supporting documentation.	Where the end user is a wholesaler, the outgoing invoice must contain the MSA License number of the Enterprise. Failure to supply a MSA License number will incur a MAJOR non-conformance. If further investigation finds that the supplier of the MSA product is not Licensed, the Auditor must inform MSA immediately. MSA and non-MSA product must be identified separately on the invoice

	MSA product is clearly identified	All MSA products must be labeled as per MSA requirements (see section 11.5 of the MSA Standards Manual). Failure to correctly identify MSA product shall incur a MAJOR non-conformance. Retail outlets must identify MSA product on sale and identify the cooking method and grade. This requirement is excepted as long as the product is presented as described on MSA documentation and presented as should be cooked. Where food service operators identify MSA product on menus or to consumers, it is correctly identified and product is prepared in accordance with its recommended cooking method/s
11.2	MSA product is segregated from non-MSA product.	Adequate systems must be in place, in-store and on display, to ensure that non-MSA product is not sold as MSA product. Failure to have an appropriate system in place for segregation of MSA and non-MSA product incurs a CRITICAL non-conformance.
	MSA ageing requirements are met by the outlet.	Where product is sold directly to consumers or ready for use, the outlet must ensure that the required ageing period has been met, as stipulated on the relevant MSA label. MSA product that has not reached its ageing date can be sold to a Licensed MSA outlet as long as the customer receiving the MSA product has been made aware of the ageing requirements for the product purchased and the carton end panel is displaying the required days ageing or release dates, eating quality values and cook methods. Failure to meet these requirements incurs a MAJOR non-conformance.
	All MSA portion controlled products received or processed must have inserts or printing on the packaging identifying the product as MSA.	All MSA product wholesaled must include MSA inserts in the packaging or printing on the packaging as approved by an Authorised Authority. Retailers and foodservice outlets must ensure that portioned product received contains MSA inserts or adequate printing on the packaging. Wholesalers must ensure that packaged portion-cut meats contain inserts. Failure to meet these requirements incurs a MAJOR non-conformance.

	MSA Product is boned out and/or portioned and packaged to the appropriate cook method as described in the suppliers MSA Plant Boning Run(PBR's)	Adequate systems must be in place to ensure that MSA Product is identified, segregated & packed in accordance with the appropriate plant boning runs (PBR's). Failure to have adequate systems in place will incur a MAJOR non-conformance.
	All appropriate staff must understand the requirements for handling MSA Product. All new MSA Licensees must complete MSA End User Training as a minimum requirement prior to becoming Licensed.	Failure to demonstrate correct handling of MSA product will incur a MAJOR non-conformance. Where no staff employed by the enterprise has completed MSA End User Training, and are found to be **Non-Compliant** in other aspects of the audit, the enterprise will incur a MAJOR non-conformance. Where the enterprise has no staff employed that have completed the MSA End User Training, and are found to be compliant (nil major Non Conformances) in other aspects of handling MSA product and the application of the MSA Trademark, the enterprise will incur a Minor Non-Conformance.
	The Enterprise, if using the MSA Trade Mark, must use it in accordance with MSA Trade Mark Usage Guide. The logo must only be used for MSA Certified Product.	Incorrect use of the MSA Trade Mark incurs a MAJOR non-conformance, where are clear breach of Trade Mark usage is identified this non-conformance may be escalated to a CRITICAL. A clear breach of Trade Mark may include but is no limited to: • An outlet displaying the MSA Trade Mark, however no MSA Product onsite • MSA Trade Mark being displayed on products other than Beef and/or Sheepmeat • MSA Trade Mark being used on company website, promotional material and Point of Sale where no MSA Product is sourced.
11.3	Multisite Licensees must have an Approved MSA Quality Manual sighted.	A multi-site enterprise must have an approved Quality Management System in place. The Quality Manual and document control records are managed centrally at the central site (head office). The Central Site is responsible for ensuring the documented procedures are followed at sub sites and that sub sites have access to

		up to date information. A failure found at a sub-site which has not been effectively prevented, detected or dealt with by the Central Site will indicate failure of the central site's system and the entire group. This will incur a non-conformance as per items 11.1 and 11.2 of the Audit Guidance Material.
	Multisite Licensees must have MSA product records documented in an approved Quality Management System.	Records are kept for the required period as outlined in the approved Quality Management System. Failure to keep records for the defined period will incur a MINOR non-conformance.
	Multisite Licensees must ensure MSA Internal audits of the Quality Management System are to be undertaken by MSA trained personnel.	A multi-site enterprise must carry out internal audits at least annually on all sub-sites (minimal annual). Audit reports to be made available to the Authorised Authority during audits. Failure to conduct annual internal audits will result in a MAJOR non-conformance. Staff conducting internal audits must have completed MSA End User training. Failure to have MSA trained internal auditors shall incur a MAJOR non-conformance. Training register to be completed for staff trained in MSA requirements and made available to the Authorised Authority at the central site.

12.10 Auditor requirements

12.10.1 Auditors

All Auditors must be approved in writing by an Authorised Authority and must meet the qualifications set out in this paragraph 12.10.1.

Without limiting the requirements of an Authorised Authority, each Auditor must;

a) Provide evidence of accreditation as a Lead Auditor of Quality Management or Food Safety systems to the ISO 9000 family of standards
b) Provide evidence of the successful completion of a course of instruction on the application and auditing of HACCP methodology; and

They must also satisfactorily demonstrate;

a) A practical understanding of the Australian meat industry and technology and product manufacturing processes;
b) A practical working knowledge of the application of the MSA program and any other standards relating to the MSA program;
c) Capability to carry out the obligations of an Auditor under the MSA program;
d) Satisfy such other requirements notified to the Auditor from time to time; and
e) Undertake and satisfy the requirements of an Authorised Authority.

12.10.2 Documents and instructions

An Authorised Authority will ensure that each Auditor involved in Audits receives, prior to Audit;

a) Copies of all documents which are relevant to the carrying out by that Auditor of their work in connection with the Audit; and
b) Detailed and up-to-date instructions concerning the Auditor's work in connection with the Audit.

12.10.3 Procedure

An Authorised Authority will ensure that the Audit of those matters, which relate to the Enterprise's compliance with MSA program requirements are conducted by the Auditor;

a) Thoroughly and comprehensively; and
b) In a manner;
    a. acceptable to the Authorised Authority; and
    b. which enables the Authorised Authority to determine from a review of the working papers for the Audit whether the Enterprise complies with the relevant requirements.

An Authorised Authority will ensure that the Audit of those matters which relate to the Enterprise's compliance with MSA program requirements includes;

a) Verification of the effectiveness of the Enterprise's Quality Management System;
b) Collection and analysis of evidence to support the conclusions reached with regard to compliance with MSA program requirements; and

c) Review of randomly selected documents dated after the date of the immediately preceding Audit.

An Authorised Authority will ensure that the Auditor identifies separately those parts of the Audit relating to compliance with MSA program requirements and those relating to other audits.