VI. CONCLUSION AND RECOMMENDATION

6.1 Conclusion

This study has been identified and mapped Nestlé internal instructions in the quality management department which consist of instructions on Supplier Quality Assurance, Food Safety, Competitive Quality & Consumer, and Nestlé Quality Management System & Quality Training. These internal instructions include the instruction from the upstream until the distribution of the finished products to the consumers. These Nestlé internal instructions comply with and have already met regulations and standard (both international and national) and it can be used as a good practice for excellence in compliance for achieving quality objective.

6.2 Recommendation

It needs further study about the related documents in every stage of food safety management system to make the compliance management system sustainable. Nestlé should provide training programs and effective communications among related departments about their compliance to the given standards and procedures. Nestlé should also implement monitoring and auditing systems. In addition, regularly updated document of Nestlé internal instructions is needed to make sure that these comply with the recent and available regulations, either with national or international regulations and other standards. This regularly updating is also used to fit gap between Nestlé internal instructions and the standards and/or regulations. Nestlé internal instructions which were converted into assessment sheet on compliance status in the forms of Excel checklist and module development in the forms of Power Point Presentation are also needed to be updated regularly and used in training management.