FOOD SAFETY MANAGEMENT IN AEROFOOD ANGKASA CITRA SARANA (ACS) CATERING SERVICE*

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ABSTRACT

Historically ACS was part of Garuda Indonesia but then it was separated in 1970. The first plant was built in Kemayoran Airport, namely Garuda Airline Flight Kitchen. On 23 December 1974, by the opening Halim Perdana Kusumah, Garuda joined venture with Dairy Farm and form Aero Garuda Dairy Farm Catering Service. Then in 1975, the company moved to International Airport Cengkareng because of fast growing inflight industry and changed the name to Aero Garuda Catering Service on 23 December 1981. Next, on 29 November 1982 it converted the name to PT Angkasa Citra Sarana Catering Service and became one of subsidiary PT Aerowisata. Now ACS has 3 division, namely In-flight Catering, Industrial Catering and In-flight Service Total Solution. The branches of In-flight catering unit are in Jakarta, Surabaya, Denpasar, Medan Balikpapan, Solo, and Jogja. They serve both Domestic and International Flight of Garuda Indonesia and Foreign Airline. Industrial catering has 15 units including town catering and mining catering. Jakarta plant unit are able to produce 20.000 - 25.000 meal per day, while the others are various. ACS has some of chef which provides many type of food such as European food, Asian Food and Indonesia traditional menu.

ACS with a new brand name Aero Food has ISO 9001:2008 and ISO 22000: 2005 certification. In addition ACS adopts the IFSA guideline as its standard. IFSA refers to International Flight Service Association. ACS also considers some standards established by customer such as Medina (JAL Consultant on Food Quality Assurance), Korean Standard, Saudi Arabian standard, Cathay Pacific standard and others.

* This manuscript is prepared by the seminar committee based on the recorded presentation of Mr. Satyagraha.

Aero Garuda Catering **Service** in 1981, and in 1982, the **Angkasa** Citra Sarana Catering Service was **developed** in Cengkareng. Now, **Aerofood ACS has** certifications on food safety (ISO 22000), quality management system (ISO 9001), halal food, HSE implementation, and internal and aviation **security** system. **Aerofood** ACS has around 4000 employees, 4 international **chefs, and** 60 **units** high lift trucks. Total production everyday is around 75,000 meals.

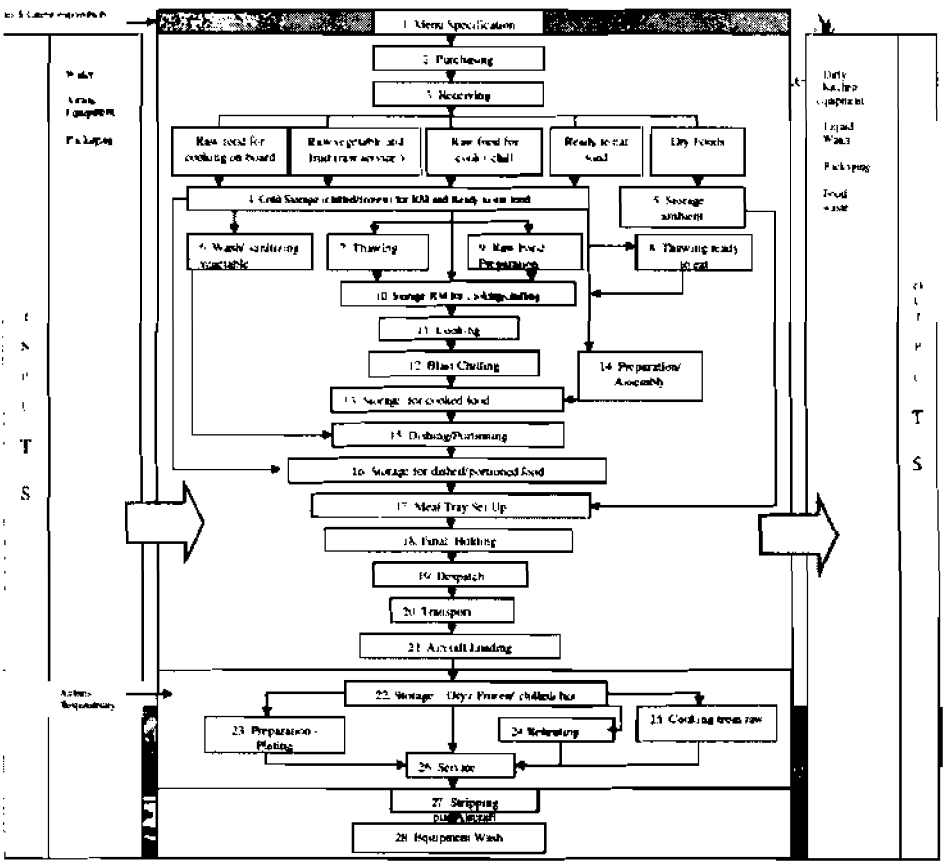
Aerofood ACS business is divided into 3 main businesses. The first one *is* in-flight service. We are the in-flight service total solution [ISTS) for Garuda Indonesia airways. We also provide in-flight catering for 20 other airlines. Our in-flight catering units spread all nver **in** Indonesia and a **new** unit in **Jeddah** will be open in 2010. Some of our **awards and** recognitions **were** from **JAL (Achieving** on time performance target 2008, reducing **above** 10% complaints in 2007, and ramp incident free for 8 year), EVA Air [catering service excellence performance June 2008-June 2009), **Garuda** Indonesia [OTP), and Cathay Pacific (hygiene award). The second business is industrial which includes **town** catering and oil and mining catering. There are five oil and mining companies **and 14** other **town** companies (hospitals **and** companies) which we cater **to** everyday. The last business is the retail business which consists of cafe, executive lounge, restaurant and laundry units. We have 5 cafe and restaurants around Jakarta.

FOOD SAFETY MANAGEMENT SYSTEM

Aerofood **ACS takes** the food **safety** seriously. We have a Senior Manager Of Quality Management And Health, Safety **And** Environment (QM&HSE) who report directly to the Finance and Human Capital Director. First **step** to maintain the food safety of the meals that **Aerofood** ACS produces, we ensure the visitor health by filling our health questionnaire and ensure employee health **by** doing medical checkup for **the** first employment and for existing employes. There are mandatory trainings **for** all our employees on food safety, HACCP, personal hygiene, K3/HSE, and service excellence once a year.

To ensure that the raw materials we use are of good quality, we evaluate and classify our **suppliers** into 2 categories which are

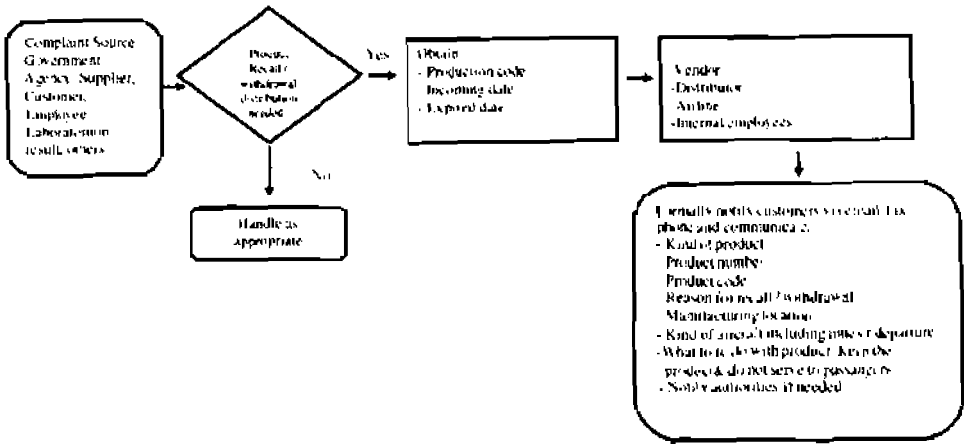
approved and rejected suppliers through screening **by** price, audit **result,** performance (quality, **quantity,** late **delivery),** responsiveness, and administration criteria. Our workplace **is** free of pests and rodents because we use certified third **company** to conduct pest control and sanitation programs which can identify potential pest/ rodent, use the appropriate method and approved chemical, employ qualified staff and **work** with certain **frequency/ schedule.** Some **preventive maintenance is** put in **place** by **making** sure of the availability of **maintenance** officer, scheduled maintenance, the preventive **methods and** the **record of** the **preventive** maintenance itself. Our food process is shown below.



Our verification program **is** divided into **four.** The first one **is** microbiological **tests** on raw **material, cooked** food, **equipment** and utensils, **employers** hand **swab, water** and **air in our** preparation **area,**

The tests are for **TPC,** Coliform, *E.coli, Staphylococcus aureus,* ***Bacillus*** cereus, *Salmonella* and *Shigella.* **The second** verification **is** internal audit with certified auditor with flexible frequency based on complexity, complain or other criteria which needs us to do verification. The third one is by customer satisfaction survey. The last one is the calibration of thermometers, scales, chillers and freezers that we use in Aerofood ACS area.

The product recall simulation **is conducted** one per year to ensure that our employees **know** how **to** react when there are contaminated products released to our clients. The simulation can be traced **forward** and backward. **The** speed of the product reall **effectiveness** is monitored and measured. The information **can** come from supplier, customer, and our employees. Every steps of product recall is recorded. The product recall flow chart **is** shown below.



Aerofood **ACS has** emergency response and preparedness in case of flood, earthquake **or** fire. During flood, all food and raw materials will be discarded. While during earthquake or fire, **if** the food can be **saved,** the employees need to **check** the quality and food **safety,** if the food temperature **is** accepted, move to other chiller, otherwise (contaminated with **foreign** objects, food temperature exceed critical limit), discard the food.

Management review is conducted every six months. The attendance list **includes** the **Director,** Vice President, General Manager, Management Representative, Quality **Assurance,** and

Department Head/Manager. The discussion includes evaluation of follow up of previous meeting, audit result (certificatory, customer, and internal audit), customer feedback or complain, quality target and other inputs. To ensure that all information about quality and food safety is socialized to all stakeholders, the management are required to conduct management tneeting twice per week and internal department meeting once a week. Managers can use this communication to request suggestions from their subordinates. All meetings and the attendance list must be recorded for complete filing.

To monitor and evaluate the food safety management system, the quality assurance must ensure that all procedures are in place in the field, updated and correct. Quality assurance team needs to control the documents (which include approval, revision and prevention of the use of old version documents) and the records (identification, record keeping, access to and the retention of the records). Non conformance must be documented which includes at least problem identification, problem investigation, corrective and preventive action, time frame to solve the problem, and verification by Quality Assurance. The sources of non conformance can be from customer complain, audit, QC inspection, microbiology test, and government.

The supporting facilities to ensure the personal hygiene of all the employees are hairnet, hand glove, laundry to wash the uniform especially the production staff uniform, lockers for all personal properties (jewelry, watch, etc.). Other infrastructures are hot water, dishwashing machine, thermometer gun, thermotneter probe, scale, pallet for store, plastic cover, **insect** killer, master scale for calibration, stainless steel equipment, **garbage** bin with foot pedal, hand sanitizer (quaternary ammonium) in every area, **and dry** ice.

HACCP PROGRAM

The first critical control point (CCP) that we identified is the **receiving** point. The ready-to-eat chilled item has to be less than or equal to 5°C. If receiving temperature is higher than 8°C, the item is rejected. The ready-to-eat frozen item has to be less than or equal to -

8°C. If receiving temperature is higher than -8°C or showing thqing sign, the item is rejected.

The second CCP is storage. The critical limits for chiller temperature are passable for 0-5°C, for 5-8°C, the chiller needs to be fixed, and if the temperature rises to more than 8°C, the chiller needs to be fixed and the product temperature needs to be checked. If the product temperature is less than or equal to 8°C, it is still passable. If the product temperature is more than 8°C, move the product ta other chiller. The critical limits for freezer temperature are less than or equal to -18°C, it is okay and more than °C, the freezer needs to be fixed and product needs to be checked. If there is no sign of thawing, the product is okay. If there is thawing sign, move the product to other freezer.

The third CCP is cooking process. The critical limit for cooking temperature (core temperature) for beef and chicken is at least 74°C, for shell fish, fish and prawn is at least 65°C, for egg is at least 70°C and the surface temperature of beef steak is at least 63°C. If the critical limit is not met, re-cook the product until limit is met.

The forth CCP is blast chilling. The critical limit is the blast chiller can decrease the food core temperature from 60°C to 5°C in maximum 6 hours. If critical temperature is not met, discard the food.

The fifth CCP is portioning. The critical limits are the portioning is at room temperature (15-21°C), the portioning duration is 45 minutes at maximum, and the food temperature is 15°C at maximum. The corrective action for more than 45 minutes portioning duration, the food temperature needs to be checked. If it is more than 15°C, discard the food. If it is less than or equal to 15°C, keep it into the chiller.

The operational prerequisite programs [OPRP) are established for 4 different processes. The dishwashing process needs to use dishwashing machine with 71°C far the rinsing temperature and 82°C for final rinse. The chemical used is quaternary ammonium (200-300ppm). The second process is thawing. Use chiller with room temperature maximum 10°C and final product surface maximum 8°C. Washing vegetable process uses chlorine (50-100 ppm) for 1 to 5 minutes. Dispatch process maintains the food temperature at 8°C maximum.

CONCLUSION

Aerofood ACS with its **I-FRESH culture will** strive to give the customers **Integrity,** Fast, Reliable, Effective **And** Efficient, Service **Excellent and** Hygiene services. By implementing food safety **management system and HACCP, the** Food from **Aerofood ACS is** safe to **eat. The certifications we** get ensure that all food is **safe and tasty. Aerofood ACS, one** team one **spirit** one **goal!**