

Food Safety and Quality Assurance Feedback Loop

Brief Background

As part of FAQR Phase II, the FAQR team analyzed lessons learned and proposed recommendations to improve the process for introducing and updating U.S. food aid products. This work primarily concentrated on U.S.-based aspects of product rollout and on stakeholder feedback from the U.S.-based portions of the supply chain, yet many issues arise in country. FAQR Phase III focuses on improving the entire supply chain feedback loop/system, including identifying incidents and providing information upstream on issues detected after arrival in country through the “last mile”. As part of this work stream, Tufts will review aspects of FFP’s supply chain oversight, including assessing the existing food safety and quality feedback loop, and review and identify best practices from commercial supply chain oversight, and will inform innovative recommendations for improvements and redesign. Recommendations for the feedback loop system will focus on assuring that feedback reaches USAID USDA, suppliers and other supply chain stakeholders, and that the feedback loop chronicles findings and the resolution of issues in an efficient, timely manner to increase the overall quality of the system.

Overall Objective

- Provide recommendations for the development of a timely, effective feedback system that:
 - provides feedback in a timely manner
 - incorporates best practices in commercial practice that are relevant to the food aid supply chain
 - improves traceability of food aid product incidents
 - identifies incident issues (packaging, ingredients, storage, etc.)
 - includes incident tracking, including data on results/resolution, with data sharable and searchable
 - engages supply chain stakeholders, especially food aid organizations/beneficiaries and suppliers/vendors
 - is a unified feedback loop for U.S., international, and LRP suppliers providing products to USAID