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OU's food supplier follows stringent food quality measures

While serious concerns occasionally rise over food quality, such as with the recent recall of some peanut butter products, the Oakland University community can rest assured that stringent and expedient measures are taken to ensure that consumers at the Oakland Center Food Court are protected.

Chartwells Dining Services, a member of Compass Group, reports having a comprehensive product recall procedure in place. Compass Group Quality Assurance closely monitors USDA, FDA and other product safety Web sites daily for product recall and withdrawal announcements.

Additionally, the company's preferred suppliers, manufacturers and distribution partners promptly notify the Compass Group of any recalls. In all cases, reaction by the Compass supplier quality manager is immediate.

At the account level, all managers must follow precise instructions provided, which include removing recalled products from shelves and storage. These products are then either placed in quarantine for collection by the supplier or discarded.

Chartwells' regional office also has a detailed response system in place. In the case of a recall, each manager is contacted immediately and must report whether the recalled product is in their operation. If so, each manager must verify that the precise instructions for product removal were followed.

"Ensuring that the food we distribute at Oakland University is of the highest quality and that our food safety procedures are strictly followed is Chartwells' top priority," said Andrew Willows, Resident District Manager for Chartwells.

SUMMARY

The Oakland University community can rest assured that Chartwells Dining Services acts quickly to ensure that consumers at the Oakland Center Food Court are protected.

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