

POLICY OF STATE OF DELAWARE DEPARTMENT OF CORRECTION	POLICY NUMBER 14.12	PAGE NUMBER 1 of 2
	RELATED STANDARDS:	
CHAPTER: 14 – FOOD SERVICES	SUBJECT: QUALITY CONTROL	
APPROVED BY THE COMMISSIONER AND EFFECTIVE THIS DATE:		
 3/14/2016		
APPROVED FOR PUBLIC RELEASE		

- I. **AUTHORITY:** 29 Del. C. § 8903 (4)(5)(7)
- II. **PURPOSE:** To ensure quality control inspections and disposition of unacceptable products.
- III. **APPLICABILITY:** All Central Supply Warehouse (CSW) and security employees working within CSW.
- IV. **DEFINITION:** Quality control - Inspections and procedures which ensure food products are received, stored and delivered in an acceptable condition according to State, Federal and Food Service industry regulations or standards.
- V. **POLICY:** To establish and enforce warehouse quality control procedures and inspections that will ensure products are received in an acceptable condition, properly handled and stored, and delivered in a manner that preserves quality.
- VI. **PROCEDURES:**
 - A. All products delivered to the CSW shall be visually inspected, weighed, counted, and product temperature checked, if applicable.
 - B. Clothing, uniforms, equipment, tools, and other non-perishable items will be visually checked for obvious damage, counted and secured until delivery to the ordering agency.
 - C. Any damage or count discrepancies will be noted on the Bill of Lading (BOL) or Packing Slip at the point of delivery and a copy provided to the ordering agency.
 - D. All food products will be visually inspected for signs of mishandling and damage. CSW staff will verify that food items do not contain pork products.
 - E. Delivery vehicles will be checked for cleanliness and appropriate temperature. Products will be checked for proper packaging and acceptable temperature. Perishable items will

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be moved to a proper storage location immediately, upon verification of acceptable condition.

- F. Products found unacceptable as a result of condition or temperature will be refused. For those items that are refused, a reason for refusal must be documented on the BOL or packing slip and notification must be made by CSW staff to DOC purchasing and the ordering agency.
- G. Unacceptable products found after the initial delivery or returned to CSW will be documented and secured in a designated location for return to the vendor or other disposition. The vendor will be notified to make arrangements for return, replacement or credit.