STANDARD 4 – UNIFORM INSPECTION PROGRAM INSTRUCTIONS AND WORKSHEET FOR CONDUCTING A VERIFICATION AUDIT

Step 1 – Verify the Elements in the Written Quality Assurance Program

To meet the criteria of Standard 4, the jurisdiction must have an on-going quality assurance program that evaluates inspection uniformity to ensure inspection quality, inspection frequency and uniformity among the regulatory staff. The quality assurance program should be described in a written document and cover all inspection personnel performing food service or retail food inspections. The quality assurance plan should describe corrective actions to be taken whenever quality and consistency problems are identified. The written program should also include the twenty quality elements listed in Standard 4. The verification AUDITOR should review the written quality assurance program to ensure that there is clear guidance for staff.
Standard 4 does not dictate a required procedure for the quality assurance program, only that it must be ongoing and monitored regularly as described in the written document. The jurisdiction is free to determine any actions to be taken to address quality and consistency problems as they arise. The jurisdiction may add additional quality elements beyond the twenty listed in the Standard.

Step 2 – Verify the Demonstration of Program Effectiveness.

Part I – Verify the number of inspection staff and confirm that a minimum of three field and file reviews have been conducted for each employee performing foodservice or retail food inspection work during the five-year self-assessment period and verify that the jurisdiction has a minimum of twelve total reviews.

Table 4-2 of the *Standard 4: Self-Assessment Worksheet* is used to document the field and file reviews for each inspector who conducts food service or retail food inspections during each five-year SELF-ASSESSMENT period.
Table 4-2 must be completed with at least twelve field inspections. Jurisdictions with less than four inspectors must complete additional field and file reviews with each inspector in order to reach a total of twelve inspections. For example, a jurisdiction with three inspectors would need to complete four inspections with each inspector.

***NOTE**: Staff members who are within their initial 24 months of training and have not completed all prerequisite courses, 25 joint inspections and 25 independent inspections as required in Standard 2, are exempt from the joint on-site inspections and file reviews used in the performance measurement rating calculation in the Standard 4 Self-Assessment Worksheet.*

Part II – Verify the Program Effectiveness calculation based on program size.

The completed Table 4-2 should be used to calculate Program Effectiveness based on one of two options:

- **Option 1: Jurisdictions with ten or more (10+) inspectors**

  Verify the calculations completed on Table 4-3 meet the requirements of the Standard. Each of the twenty columns in Table 4-3 must show at least a 75% achievement in order for the program to meet the effectiveness measure.

- **Option 2: Jurisdictions with less than ten (1-9) inspectors**

  Verify the calculations completed on Table 4-1 meet the requirements of the Standard. Use Chart 4-1 to verify that minimum number of items to meet the effectiveness measure for Standard 4 have been met.