QUALITY ASSURANCE OPERATIONS OF RAW MATERIALS AND FINISHED GOODS AT FRESH N' FAMOUS FOODS INC. CHOWKING

Plant Practice

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QUALITY ASSURANCE OPERATIONS OF RAW MATERIALS AND FINISHED GOODS AT FRESH N' FAMOUS FOODS INC. –CHOWKING

A Plant Practice
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ABSTRACT

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A plant practice was conducted from November 9, 2015 to January 15, 2016 for 300 hours at Fresh N' Famous Foods Inc.-Chowking at 8004 West Service Road Corner Samson Road, Sucat, Muntinlupa City. During the plant practice, the student was oriented with the company policies and in Environment, Health and Safety (EHS).

The plant practice generally aimed to expose the students to actual processes in assuring the quality of raw materials and finished goods. Specifically it aimed to perform physico-chemical analysis of raw materials and finished goods; acquire hands-on experience in visual inspection, sensory evaluation and microbiological analysis of finished goods; develop skills in quality assurance operations; and develop the right attitude and good social relations with co-workers.

Hands-on activities in Quality Assurance including receiving of raw materials, physico-chemical analysis of raw materials and finished goods such as total soluble solids, pH, salt, moisture and consistency, in-line monitoring inspection and verification for dimsum line, siopao line, s-roll line, and buchi, finished goods inspection and microbial analysis.

The student trainee was able to obtain skills in physico-chemical analysis of raw materials and finished goods by hands-on experience in conducting physico-chemical analysis like percent moisture content, percent salt, TSS, pH and consistency

determination. This enhanced the skills of the student trainee which are learned in school because of the exposure and day to day training.

The student also acquired experience in visual inspection, sensory evaluation and microbial analysis of finished by actual conduct. This helped the student trainee to handle situations which happens in an actual job environment, like presence of foreign matters in finished goods.

The plant practice also helped the student trainee to develop skills in quality assurance operations by listening, following the QA staff and by hands-on experience on the QA operations.

The training developed the student trainee's proper working attitude with the company employees by respecting, associating and following instructions.

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INTRODUCTION

Chowking is one of the largest "Quick Service" restaurant chains in the Philippines that serve affordable and great tasting Chinese foods. Dim sums like siomai, siopao, dumplings, and wanton balls are the major products of Chowking. Because of the present consumer demands for safe and high quality foods, heightened quality monitoring requirements are implemented throughout the company (Chowking Company Orientation Outline, 2014).

Chowking commissary has a laboratory wherein all raw materials and finished goods are being inspected, evaluated and tested for microbial count. Inspection and evaluation of the product were done to ensure that all products meet the existing mandatory standards as well as the customer demands (Chowking Quality Assurance Manual, 2013).

The company is very committed to bringing the best Chinese food to the customers, and goes for extra mile to surpass the highest standards expected by the