

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

Plant Practice

HAZEL RUTH L. RAFAEL

College of Agriculture, Food, Environment and Natural Resources

CAVITE STATE UNIVERSITY

Indang, Cavite

Cavite State University (Main Library)



T6740

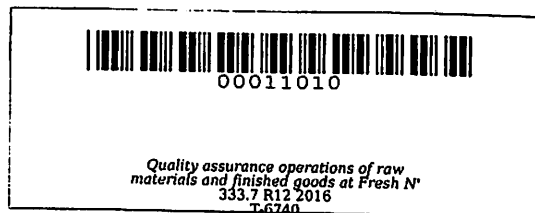
THESIS/SP 333.7 R12 2016

April 2016

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

**A Plant Practice
submitted to the faculty of the
College of Agriculture, Food, Environment and Natural Resources
Cavite State University
Indang, Cavite**

**In partial fulfilment
of the requirements for the degree
Bachelor of Science in Food Technology**



**HAZEL RUTH L. RAFAEL
April 2016**

ABSTRACT

RAFAEL, HAZEL RUTH LIBERATO. Quality Assurance Operations of Raw Materials and Finished Goods at Fresh N' Famous Foods Inc.-Chowking. Plant Practice Report. Bachelor of Science in Food Technology, Cavite State University, Indang, Cavite. April 2016. Adviser: Mrs. Aitee Janelle E. Reterta, MS.

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.

TABLE OF CONTENTS

	Page
BIOGRAPHICAL DATA.	iii
ACKNOWLEDGMENT.	iv
ABSTRACT.	vii
TABLE OF CONTENTS.	ix
LIST OF TABLES.	xv
LIST OF FIGURES.	xvi
LIST OF APPENDIX TABLE.	xvii
LIST OF APPENDIX FIGURES.	xviii
LIST OF APPENDICES.	xix
INTRODUCTION.	1
Objectives of the Plant Practice.	2
Significance of the Plant Practice.	2
Time and Place of the Plant Practice.	2
Scope and Limitation of the Plant Practice.	3
BACKGROUND INFORMATION.	5
Company history.	5
Vision and Mission of the Company.	6
Quality Assurance and Corporate Policies.	6
Plant Layout.	7
Dimsum line.	7

Tunnel steamer.	7
Blast freeze tunnel (Dimsum).	7
Packing area (Dimsum).	7
Meat premix.	8
Footbath.	8
Hand washing area.	8
Water treatment facility.	8
Cold storage.	8
Noodle line.	8
S-roll line.	8
Warehouse.	8
Bubble office.	8
Liquid premix.	8
Dry premix.	8
Buchi.	9
Sweet line.	9
Sauces.	9
Buchi steamer.	9
Siopao steamer.	9
Packing area (Siopao)	9
Blast freeze tunnel.	9
Cooling area.	9
Proofing room.	9

Siopao line.	9
Dough mixing line.	9
Organizational Structure of the Company.	10
Products of the Company.	11
ACTIVITIES UNDERTAKEN.	15
Orientation.	15
Environment, Health, and Safety orientation.	15
Training Area.	15
Raw Materials Receiving.	16
Visual Inspection.	16
Retention of Samples.	16
Grounds for delivery rejection.	16
Encoding of the received items.	17
Physico-chemical analysis of raw materials and finished goods.	17
Moisture Determination.	17
Determination of Percent Salt.	18
Determination of Total Soluble Solids (TSS)	18
Determination of pH.	19
Consistency Determination.	19
Manufacturing In-line Inspection.	20
Dough Mixing Line Monitoring.	20
Siopao Line Monitoring.	21

Dimsum Line Monitoring.	21
S-Roll Line Monitoring.	22
Buchi Line Monitoring.	22
Finished Goods Inspection.	23
Sampling.	23
Visual Inspection.	23
Cook Test.	24
Sensory Evaluation.	24
Microbial Analysis.	24
Preparation of Materials for Microanalysis.	24
Preparation of Media.	26
Preparation of Samples.	26
Microbial analysis of Samples.	27
<i>Escherichia coli</i> Analysis.	27
<i>Staphylococcus aureus</i> Analysis.	27
<i>Salmonella</i>	27
Aerobic Plate Count.	28
Yeast and Molds.	28
Swabbing of Equipments and Production Personnel.	28
Documentation.	28
OBSERVATIONS AND DISCUSSION.	31
Orientation.	31
Environment, Health and Safety (EHS)	
Orientation.	32

Receiving of Raw materials.	32
Visual inspection.	32
Sample retention.	33
Encoding of Received Items.	33
Physico-chemical analysis of raw materials and finished goods.	33
Moisture determination.	33
Percent salt determination.	33
Determination of Total Soluble Solids.	34
pH determination.	34
Consistency Determination.	34
Manufacturing In-line Inspection.	34
Dough mixing line monitoring.	34
Siopao line monitoring.	35
Dimsum line monitoring.	35
S-Roll line monitoring.	36
Buchi line monitoring.	37
Finished Goods Inspection.	37
Sampling.	37
Visual inspection.	37
Cook test.	38
Sensory evaluation.	38
Microbial analysis.	38

Preparation of materials for microanalysis.	38
Preparation of media.	38
Microbial analysis for samples.	39
<i>Escherichia coli</i> Anaysis.	39
<i>Staphylococcus aureus</i> Analysis.	39
<i>Salmonella</i>	39
Aerobic Plate Count (APC)	39
Yeast and Molds.	39
OUTCOME.	40
Knowledge Acquired and Skills Developed.	40
Problems encountered.	40
SUMMARY CONCLUSION AND RECOMMENDATION.	42
Summary.	42
Conclusion.	43
Recommendation.	43
REFERENCES.	45
APPENDICES.	46

LIST OF TABLES

Table		Page
1	Products manufactured at Chowking commissary-Sucat.	14
2	Raw materials inspection and analyses.	20
3	Finished goods tests and analyses.	25
4	Microbial analysis for each finished goods and raw meats.	29

LIST OF FIGURES

Figure		Page
1	Geographical locationof Chowking commissary-Sucat.	4
2	Plant Layout.	12
3	Organizational Structure of Chowking Commissary-Sucat.	13
4	Layout of the Quality Assurance Department.	30

LIST OF APPENDIX TABLE

Appendix Table		Page
1	Timetable of Activities.	53

LIST OF APPENDIX FIGURE

Appendix Figure		Page
1	Recommendation letter.	56
2	Memorandum of Agreement.	57
3	Practicum Contract.	59
4	Daily time record.	60
5	Certificate of Completion.	62

LIST OF APPENDICES

Appendix		Page
1	Moisture determination.	47
2	Determination of Total Soluble Solids (TSS).	48
3	Percent Salt Determination.	49
4	pH determination.	50
5	Consistency Determination.	51

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

HAZEL RUTH L. RAFAEL

A plant practice manuscript presented to the faculty of the Institute of Food Science and Technology, College of Agriculture, Food, Environment, and Natural Resources, Cavite State University, Indang, Cavite in partial fulfilment of the requirements for the degree of Bachelor of Science in Food Technology with the contribution No_____. Prepared under the supervision of Mrs. Aitee Janelle E. Reterta, MS.

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