Active Managerial Control:

Where to go for more information and resources to get started:

- **Food and Drug Administration (FDA)**
  [http://www.fda.gov/food/foodsafety/RetailFoodProtection/FoodCode/FoodCode2009/ucm188363.html#a4-1](http://www.fda.gov/food/foodsafety/RetailFoodProtection/FoodCode/FoodCode2009/ucm188363.html#a4-1)
  - 2005 FDA Food code
  - Description of Active Managerial Control: Annex 4 & 5

- **Michigan Department of Agriculture (MDA)**
  [www.michigan.gov/mda](http://www.michigan.gov/mda)
  - Active Managerial Control description.
  - Standard Operating Procedures writing guide

- **Ottawa County Health Department**
  [www.miottawa.org/HealthComm/health/enviro.htm](http://www.miottawa.org/HealthComm/health/enviro.htm)
  - Self inspections forms
  - Monitoring logs
  - Standard operating procedure writing guide
  - Contact information

Links to other states:
- Alaska: [http://www.dec.state.ak.us/eh/fss/amc/amcbroch.htm](http://www.dec.state.ak.us/eh/fss/amc/amcbroch.htm)
- Idaho: [http://www.cdhd.idaho.gov/eh/food/active.htm](http://www.cdhd.idaho.gov/eh/food/active.htm)
- Minnesota: [http://www.co.washington.mn.us/infoforresidents/environment/food/safety/active managerial control/Active Managerial Control Self Assessment:](http://www.co.washington.mn.us/infoforresidents/environment/food/safety/active managerial control/Active Managerial Control Self Assessment:)

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**Does Your Establishment Practice Active Managerial Control?**

If you can answer YES to these questions, you are practicing AMC.

1. Are managers certified food safety managers?
2. Do all staff receive formal food safety training?
3. Does your establishment conduct and document daily food safety inspections?
4. Does your establishment have private/corporate self-inspections?
5. Does your establishment document handwashing and glove use?
6. Does your establishment provide sanitizer concentrations and usage by logging in concentrations on a log sheet?
7. Does your establishment record on a log sheet dishwasher sanitizer concentrations or sanitizer temperatures on a daily basis?
8. Does your establishment have a written employee illness policy?
9. What types of thermometers are available in your operation?
   - Thermocouple
   - Digital
   - Dial
10. Does your establishment have a thermocouple with a thin probe?
11. Does your establishment have written Standard Operating Procedures that are utilized?
12. Does your establishment document food temperatures every 2-3 hours, including the following temperatures: receiving, initial cook, cooling, reheating, hot and cold holding?
13. Does your establishment calibrate its thermometers daily?
14. Does your establishment document corrective actions?
15. Does your facility have preventative maintenance contracts for:
   - Pest Control
   - Refrigeration Maintenance
   - Dishmachine Maintenance
Active Managerial Control: Why and How

Do you feel sick to your stomach when you hear the words “The health inspector is here”? Would you like to feel confident your establishment is controlling the risk factors for food borne illness and not have to worry about the inspections? Is your staff well trained and knowledgeable enough to be able to answer the inspector’s questions? Use Active Managerial Control! This isn’t a new wonder cure but it is an effective way to rid yourself of the sinking feeling of not knowing what problems might be found during an inspection.

What is Active Managerial Control (AMC)?

AMC is when management builds into the operation of their business procedures and actions to control the risk factors known to cause food borne illness. AMC is about being proactive instead of reactive - prepared instead of surprised. It is YOU catching problems and correcting them without having to be told by the inspector. AMC involves:

- Good practices and familiar utilized procedures
- Managers who actively participate in the establishment’s operations
- If an owner is not on-site, a Person in Charge who ensures Active Managerial Control
- A Person in Charge who is willing to lead

If going through an inspection can be made so easy, why do I dread the inspection report?

There are various reasons why inspections can be nerve wracking:

- Lack of accountability
- Lack of training
- Failure to anticipate hazards before they occur
- Violations never being written up before
- No standard operating procedures or failing to implement existing ones
- Poorly maintained records or lack thereof - no temperature monitoring logs and/or cleaning schedules
- Complacency with status quo
- Poor personal hygiene

Okay, so I have bought into Active Managerial Control, how do I get started and get the whole team on board?

- Have standard operating procedures, use them and follow them
- Perform daily self inspections
- Have cooling procedures and test them to ensure they work
- Monitor hot and cold holding temperatures and record them on logs
- Take internal temperatures of food
- Schedule basic cleaning, deep cleaning and maintenance throughout your facility and follow the schedule
- Discuss with employees illnesses and symptoms reportable to management
- Focus on good hygiene practices, 20 second hand washing and the proper use of gloves
- Train new employees to take personal responsibility for your establishment’s high standards
- Have high standards
- Create a food safety culture
- Establish corrective actions if standards are not met
- Corrective actions should not only be an immediate action but a two prong approach that also addresses future incidents with training and review of procedures
- Follow up on training, monitoring temperatures, schedules. People perform better if they know someone is watching.

An example of AMC:
The inspector walks into a facility on a routine inspection. As the manager and the inspector are going through the facility and taking temperatures of the refrigerated prep tables; the inspector sees there aren’t any foods needing refrigeration in one of the prep tables. The inspector asks with a raised eyebrow, “Don’t you usually store potentially hazardous foods in this prep table?” The manager responds, “Yes, but when we did our second temp check of the day the temperatures were reading around 44°F so we moved the food to the walk-in cooler until the repairman comes and we know the make table is working properly.” The inspector asks to look at the monitoring log for the make table. When the inspector reviews the log she sees that the temperature was slowly climbing over the past 3 days but never went over 41°F until the most recent temp check which indicated food temperatures at 44°F. It was also noted on the log what corrective action was taken for the food in the cooler. Management found the problem because of their routine monitoring of internal food temperatures every 3 hours. Their temperature logs were proof the temperatures had previously been correct and temperatures were being monitored. There was documentation that the problem was identified and that corrective actions were taken. Management knew how to remedy the problem without being instructed by the inspector. THIS IS AMC.

Active Managerial Control may require some additional work in the beginning, but knowing your establishment provides safe food, is clean, and makes a profit, along with no surprise findings during an inspection can feel like a wonder cure.

How do we get started and where can I find materials to help accomplish Active Managerial Control?

Get started today by visiting the Ottawa County Environmental Health website at: www.miottawa.org/HealthComm/health/enviro.htm. There you will find material to help you write standard operating procedures (SOP’s), self-inspection forms, temperature monitoring logs, links to other training, the FDA Food Code adopted by the State of Michigan, and many other training aids.