

Outsourced Activities Guide

Guidelines for Selecting Manufacturers and Suppliers

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1 Introduction – Outsourced activities

Certain activities relating to wholesaling of food, supplements, and natural products may be outsourced. However the responsibility for these activities remains with the Brand Owner. A system should be in place to control and review any outsourced activities relating to the procurement and distribution of the brand owner’s products to ensure they are conducted in a manner that is compliant with regulatory requirements.

2 Related Documents

10-165 Outsourced Activity Log

3 Procedure

3.A Qualifying Companies to Conduct Outsourced Activities

All outsourced activities should be clearly defined, agreed and controlled. Examples of outsourced activities may include the preventative pest control program, the maintenance of temperature control in the warehouse and transportation providers.

When a company decides to outsource any activities relating to the wholesaling of their products, it should assess the competence of the company to successfully conduct the outsourced activity. This should include either an on-site audit or a paper based audit, and a verification of the company’s authority if necessary. A contract should be in place with the contracted company to define the duties of each party. The contract should include a commitment from the contracted company to the following;

- Activities will not be subcontracted without prior approval by the Brand Owner’s company.
- It will refrain from any activity which may adversely affect the quality of the food, supplement, or natural products of the Brand Owner.
- It must forward any information that may influence the quality of the food, supplement, or natural products within defined timelines.
- For transportation providers, the requirements listed in the procedure covering transportation need to be included.

The audit of the company and the contract should be approved by the Responsible Person (RP) prior to the commencement of activities. Once a company is approved by the RP it should be added to Appendix 18/01 – Outsourced activity log.

3.B Communication

Where the Brand Owner recommends that the authorized company performs corrective actions to address certain issues, the authorized company should record completion of these corrective actions. The completion of these actions should be signed off by the RP.

3.C Review of Companies Conducting Outsourced Activities

The Brand Owner should maintain a list of all the companies that conduct activities on their behalf. 10-165 Outsourced Activity Log can be used to document this. Each company on this list should be audited on a periodic basis and the contract in place reviewed. The frequency of this review should be determined by the risk the contractor presents to product quality, and should be documented. In addition, audits should be conducted and contracts reviewed whenever there is a change to the activity being conducted.