

FREQUENTLY ASKED QUESTIONS (FAQ)
ON MS ISO 22000 FOOD SAFETY MANAGEMENT SYSTEM (FSMS)

1. What is FSMS/ ISO22000?

FSMS refers to Food Safety Management System which is a set of requirements that provides an approach to control, prevent and eliminate food-safety hazard in order to ensure that the food is safe by the time of human consumption. ISO 22000 is comprehensive of food safety management system with the incorporation of Good Manufacturing Practice (GMP) on food and Hazard Analysis Critical Control Points (HACCP) as well as PDCA (Plan-Do-Check-Act) along with risk-based assessment process approach.

2. Why do you choose FSMS?

- a) Prove organization's management capabilities in food quality and safety
- b) Provide awareness in managing food safety hazard and capability to implement hazard mitigation/ control
- c) Able to penetrate domestic and international markets while in compliant with the laws and other requirements
- d) Protect business and company from food hazard problems
- e) Provide customers, suppliers and stakeholders with confidence in food management
- f) Reduce the expenditure in mitigating food hazard incidents/ problems
- g) Enable employees to develop morale and commitment in safety food hazard
- h) The systems promote continuous improvement which improve businesses in the long run
- i) Reduce hazard risk in food quality and safety

3. Which Malaysian Standard should be referred to when it comes to FSMS?

MS ISO 22000:2018

MS ISO 22000:2012

4. Who is eligible to apply for FSMS?

Food manufacturer, retailers and service operations or any other organization involved in the food chain

5. Who are the stakeholders involved in FSMS?

Food Industry, Government (Ministry of Health), Ministry of International Trade and Industry (MITI), Consumers

6. Where can I apply FSMS?

Kindly visit <https://www.jsm.gov.my/> for FSMS application.

7. How is the application process for FSMS certification?

Kindly refer to Figure 1.

**FLOW CHART FOR ISO 22000 (FSMS) CERTIFICATION SCHEME
NEW APPLICATION**

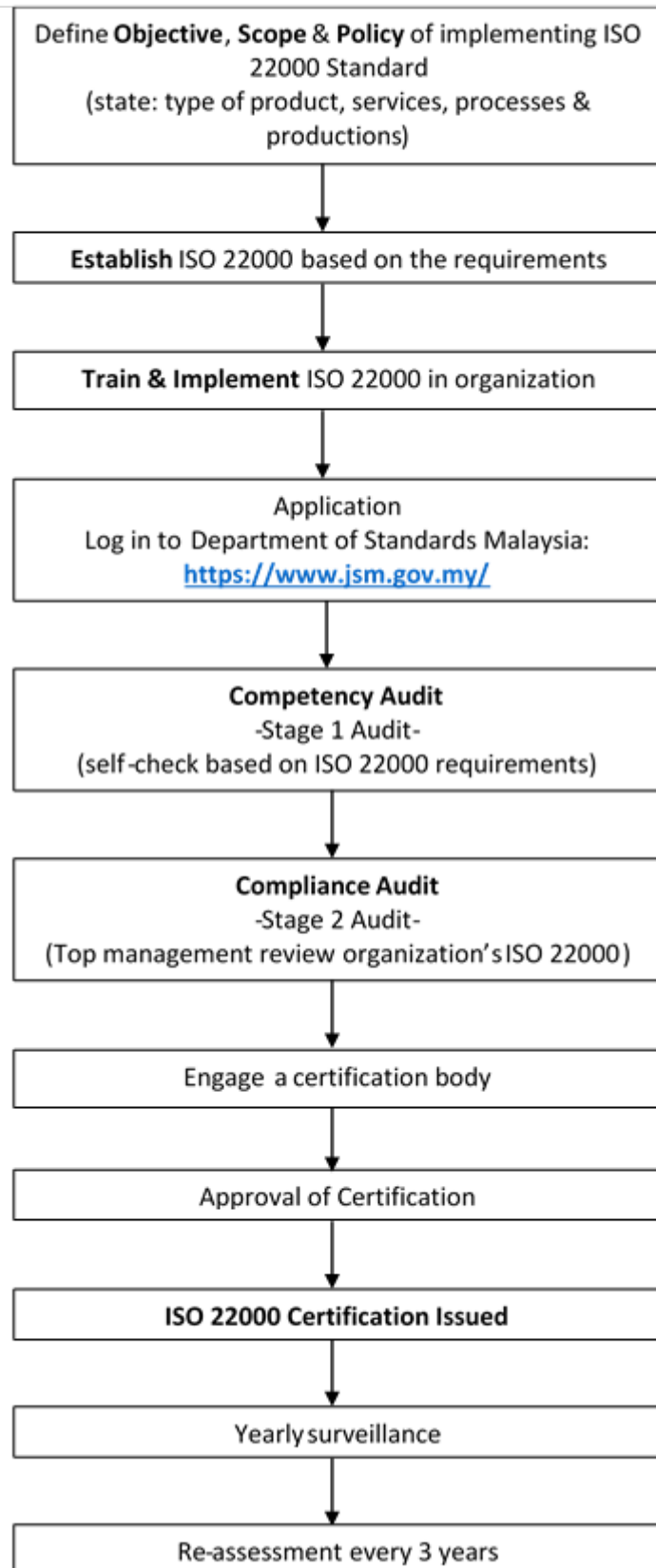


Figure 1. Flow chart for FSMS certification
(new application)

8. How long does the process of FSMS application take?

It takes around three (3) to six (6) months, but it is subjected to the current workload of the certification department of the Ministry of International Trade and Industry (MITI).

9. What are the elements involved in FSMS?

- a) FSMS requirements
- b) Management Responsibility
- c) Resource Management
- d) Planning and realization of safe products
- e) Support
- f) Operation
- g) Performance Evaluation
- h) Validation, verification and improvement of FSMS

10. What are the documents needed for FSMS application?

- a) ISO 22000 Manual
- b) FSMS Procedures
- c) Exhibits (Implements & Improvements on Quality Requirements for Food Industry to Employees)
- d) Standard Operating Procedures (SOPs) in accordance with ISO 22000
- e) Example Format for all Departments (forms for records)
- f) HACCP Documents
- g) ISO 22000 Audit Checklist (audit questionnaire based on ISO 22000 requirements)

** Documents needed for ISO 22000 application might be just a few since most companies already have GMP/ HACCP certificates as supporting documents prior to applying for ISO22000

11. How much do I need to pay for application?

(the cost of the application of the ISO 22000 certificate might be depended on the certification bodies that the organization applied to)

COST	LARGE INDUSTRIES*	SMALL MEDIUM ENTERPRISE**	MICRO ENTERPRISE***
PROCESSING FEE	RM -	RM -	RM -
NEW APPLICATION PAYMENT	RM	RM	RM
RENEWAL APPLICATION PAYMENT	RM	RM	RM
SURVEILLANCE APPLICATION PAYMENT	RM	RM	RM

* With > 150 permanent workers and an annual turnover of \geq RM 25,000,000

** With < 150 permanent workers and an annual turnover of between RM 250,000 and RM 25,000,000

*** With < 5 permanent workers and an annual turnover of < RM 250,000

12. What are the general requirements to apply FSMS?

- a) Establish Food Safety Policy for the organization by the Top Management;
- b) Establish objectives, scope and policy of implementing ISO 22000 at the organization;
- c) Plan and design the management system and document it;
- d) Maintain records of system performance;
- e) Establish a qualified Food Safety Team;
- f) Define communication procedures for effective internal communication;
- g) Establish Emergency Plan in mitigating food hazard;
- h) Conduct and engage management review meetings on evaluation of FSMS performance;
- i) Prepare and plan resources of FSMS operation to ensure food safety on personnel, infrastructure and work environment;
- j) Adhere to HACCP principles;
- k) Establish product identification traceability system;
- l) Establish non-conforming product control and corrective action system;
- m) Retain documented product withdrawal handling procedure;
- n) Supervision on measuring and monitoring devices;
- o) Maintain and establish internal audit program; and
- p) Update and improve organization's FSMS continually.

13. How long does the validity of the FSMS certificate last?

The validity of FSMS Certification is three (3) years. It will vary when it comes to additional products and under certain conditions.

14. When is the suitable time to renew the FSMS certificate? And where to renew?

Renewal of FSMS certificate can be done as early as six (6) months before the certificate's expiry date and the renewal process can be done via <https://www.jsm.gov.my/>

15. If I am a restaurant owner, am I eligible for FSMS application for my restaurant?

Yes, you are eligible to apply FSMS for the restaurant as FSMS applies to all food chain/premises.

16. I have a FSMS certified fruit juice factory based in Kajang and I would like to establish another similar factory at Skudai, can the current FSMS certification applies to the new factory as well?

No, you have to undergo the application process again for the new factory although both factories are similar.

17. Under which situation(s) can cause termination of the FSMS certification?

- a) The premise is found not operating more than six (6) months consecutively or shut down;
- b) The location of the premise is changed to another location;
- c) The applicant has failed to obligate the requirements and regulations under the FSMS certification scheme of the Jabatan Standard Malaysia;
- d) Causing confusion or misusing the FSMS logo on the product or advertisement or anyprinting materials; and
- e) The applicant has failed to comply with the relevant laws and regulations in Malaysia and/or export countries.

18. Can I put the FSMS logo on my product during the FSMS application?

No, the logo can be used on websites, stationery, for advertising and corporate literature purposes only (for ISO 22000 logo from certification body with Malaysian Standard logo). It is considered as an act of misusing the FSMS logo if the logo is used otherwise and putting the logo on the said platforms **during** the FSMS application.

19. Can I make my own FSMS logo once I've gotten the FSMS certification from MOH?

No, you must follow the logo specifications (Figure 2) as set by the FSMS certification scheme by JSM (Jabatan Standard Malaysia).

Logo 1: FSMS Logo under Sirim Certification Body



Logo 2: FSMS Logo under Intertek Certification Body



Logo 3: FSMS Logo under SGS Certification Body



Figure 2. Logo specifications of FSMS logo

please be noted that the type/ specifications of the logo is based on certification body applied

20. If I apply for FSMS, can I get a HACCP certificate?

No, you are not entitled to get HACCP certificate if you apply for ISO 22000 (FSMS) since it is a framework that comprises of pre-requisite programs like HACCP and GMP principles. So, you need to apply for HACCP first before applying for FSMS.