

## SOPHISTICATED SYSTEM CHALLENGE TO INCREASE THE EFFECTIVENESS OF INSPECTION SERVICES

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### ABSTRACT

The establishment of the WTO gives opportunities to all countries to benefit from greater access to world markets. The global trade is expanding rapidly and significantly due to increase in consumer demands linked to growing education and awareness of consumers, internationalization of tastes and habits, developments in science and technology, and improvement in communications and transportation. Coupled with the breaking down of tariff barriers and quantitative restrictions, quality and safety have become very important in international trade. Not only have consumers all over the world become conscious of quality, but at the same time governments have realized their role in protecting the health and safety of their populations by imposing stringent regulations based on health, safety and environmental considerations.

*Keywords:* system, inspection services, quality, safety, control, analysis.

### INTRODUCTION

Inspection services should design control programmes based on precise objective and appropriate risk analysis. HACCP or a similar quality and safety assurance and management system based approach should be encouraged with responsibility for meeting the food quality and safety regulatory requirements of importing country resting with the food industry with all segments of the food chain having responsibility for establishing food safety and quality controls. The responsibility of food control regulators is to ensure, through a surveillance system of industry and other components of the food chain that they meet the requirements specified by the importing country.

Elements of a control programme should include the following:

- Inspection;
- Sampling and analysis;
- Checks on hygiene, including personal cleanliness and clothing;
- Examination of routine and other records;
- Examination of the results of any verification systems operated by the establishment;
- Audit of establishments by the national competent authority responsible for export control;
- National audit and verification of the control programme.

An administrative procedure should ensure that controls by the inspection systems are carried out regularly proportionate to the degree of risk, where non-compliance is suspected and in a coordinated manner between different authorities (if several exist).

Control should also cover, as appropriate, the establishment, installations, means of transport, equipment and material; raw materials and ingredients for preparation and production of food stuffs; semi-finished and finished products; cleaning and maintenance products; processes for manufacture or processing of foodstuffs; preservation methods; labelling integrity and claims etc. Formal documentation of the export control programmes is also necessary.

**Problem.** Ministry of Agriculture, which is responsible for implementing the agricultural policy and food safety is also responsible for providing effective supervision and control in agriculture, veterinary and fisheries. As legislation in these areas is very complex, the basic problem was to choose the way in which it can increase the effectiveness and efficiency of inspection services. When someone is individual inspector appointed difficult task specifically knowledge of

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regulations and market conditions. It is important to clarify that the main purpose of inspection is not a punishment for violating regulations and laws, but to support the formal advisory body that strongly affect the regulation of the market (the inspector as consultant). Before the introduction of knowledge management system inspection services of the Ministry met with the following problems:

- Informing, insufficient equipment and inspectors on the ground;
- Lack of computer literacy inspectors;
- Inspector inexperience and insufficient knowledge of legal regulations;
- Lack of insight into the operation of remote inspection services in real time;
- Lack of organizational learning, knowledge sharing and learning from the experiences of other investigators;
- Lack of performance measurement with enforcement;
- Standardization of inspection services;
- Lack of insight in the previous inspection are subject to supervision;
- Bulky list.

**Legislative framework.** Food legislation includes acts, regulations, and requirements or procedures prescribed by the government relating to export of foodstuffs to meet requirements of the importing country while ensuring conditions of fair trade. Food control needs to be simple, complete, covering various aspects of the food chain as needed and address requirements of importing country - both issues of safety and quality. It should provide authority to carry out controls at all stages of the food chain. Furthermore, it should be flexible to allow taking into account new technologies, developments and changing trade needs. It also needs to be WTO compatible and as far as possible based on Codex standards, guidelines and recommendations, but depending on importing country's requirements. Legislation may also include provisions for registration of establishments or listing of certified processing plants, establishment approval, licensing or registration of traders or agents, equipment design approval, penalties, coding requirements and charging of fees. Necessary provisions need to be included for ensuring integrity, impartiality and independence of the official and officially recognized inspection and certification systems.

**Business situation** in the long run to increase the security market and consumer protection is a strategic objective of the Ministry intensified inspections in the areas of food safety, animal husbandry, agriculture, fisheries and veterinary medicine. In order to achieve the goals, the Ministry decided to build and implement a system for managing knowledge.

**Decision criteria and action.** Control programmes should target the appropriate stages of operation depending on specific objectives. The frequency and intensity of controls should be designed to take into account the risk as well as the reliability of controls already carried out by those handling the products at various other stages i.e. production, manufacturing, etc. In case of rejected products, information should be sought by the export food control authority from the importing country for the Exchange of information between countries on rejections of imported foods. Such information on rejections should be provided at the earliest opportunity, by the export control authority, to the exporter, the manufacturer, producer and any related department depending on the situation.

**Facilities, equipment, transportation and communication.** Adequate facilities including equipment, transportation and communication facilities should be available to ensure delivery of export inspection and certification services.

### Use

- Increased security market and consumer protection,
- Reduce the cost of inspection,
- Increased effectiveness of inspectors,

- Inspect the work of all inspection services in real time.

„Before the introduction of an inspector, we were able to track systematically review studies, conducted surveillance of not showing the effectiveness of inspections, scope and quality of supervision was not equal to all locations. Today we can perform a number of targeted inspections equal efficiency, regardless of site supervision“.

**Personnel.** Official inspection and certification services should have access to a sufficient number of qualified personnel in food science, technology, chemistry, biochemistry, microbiology etc. The personnel should be trained in areas of inspection and certification systems, audit techniques, risk analysis techniques, testing, technological aspects etc. and have a status that ensures impartiality and no direct commercial interest in the products or establishments being inspected or certified.

**Transparency.** For decisions relating to food export control systems, both developmental as well as implemental, there is a need to have information as well as data that is scientifically collected, shared with decision makers and implementers as well as processors. This would include information on regulatory requirements of importing countries; data on residues and other parameters which would help in framing regulatory requirements as well as being used for decision making on implementation actions to prevent food-borne hazards, plan food control activities etc. While ensuring transparency, any constraint of professional and commercial confidentiality should be respected.

**Computerization.** All organizations need to be networked so that information can be coordinated and accessed by all organizations. Websites need to be developed to contain information on standards as well as export inspection and certification systems and procedures to enable transparency for internal and outside personnel.

**What is the official control?**<sup>2</sup> „Official control“ is any control that the competent authority shall conduct the verification of compliance with the regulations for food safety and food animal health and animal welfare.

Agency for Food and Veterinary officials implemented control through official veterinarians and state food inspectors with appropriate frequency. Regular checks are carried out in accordance with the plans of the Agency. When planning room are taken into account identified risks and hazards files from previous work on food operators, the objectivity of all checks carried out by operators of food and all information that may indicate noncompliance with regulations food safety. Controls in case of doubt are conducted when there is doubt concerning the safety of food. Reporting controls are implemented at the request of food operators who work continuously in the calendar year in place seasonally. Controls on the submitted complaints and suggestions are implemented in accordance with the allegations in the complaints and suggestions that indicate the applicants.

#### **What are the duties of inspectors in the implementation of official controls?**

For official actions during inspection supervision, the inspector shall compile a report which introduces the finding of factual situation.

The persons participating in the process of inspection. If the representative of the controlled entity refuses to sign the minutes, the inspector shall act under Article 37, paragraph 5 Low of the inspection<sup>3</sup>.

The inspector may temporarily take away food, objects, tools, products, plants, animals and documents. For confiscated food items, tools, products, plants, animals and documents, the inspector shall issue a certificate of seized items.

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<sup>2</sup> Agency for Food and Veterinary

<sup>3</sup> Службен весник на РМ No. 50/2010, 161/2010, и 157/2011.

### **With what intensity apply to official controls on imports?**

Agency shall prepare and update a list of food and animal feed, based on known risk or a risk that appears, to be subject to increased intensity of official controls on border inspection post of entry in the Republic of Macedonia. Why should we start with the implementation of an expert system for management of inspection visits (e-inspector) to increase the overall efficiency of the inspection service of the Ministry and to reduce the number of injuries. One of the main reasons for implementing this is to directly affect the viability and ability to improve national policies on food safety. The system's Inspector fully supports all business processes of inspection:

- ✓ Planning control,
- ✓ Risk management,
- ✓ Keeping a register of objects of surveillance,
- ✓ Prepare for the supervision of inspectors,
- ✓ Field work (editing records, issuing permits, violation of orders),
- ✓ Document Management,
- ✓ Filling and diagnostics using the checklist, automatic linking of registry,
- ✓ Digital archives,
- ✓ Record alert and monitoring the implementation of measures,
- ✓ Management Console (BAM),
- ✓ Data analysis and reporting.

Computerization is inspection in agriculture (agricultural inspection, quality control of food, livestock inspection, inspection of wine) the responsibility of agricultural and phytosanitary inspection.

### **CONCLUSION**

Although the significance of export certification systems have not been fully recognized by many countries, these can play a very important role in the present day scenario of rapidly expanding global trade in food. These would be useful for both importing and exporting countries and would help to utilize pooled resources more effectively while ensuring that the food exported is safe and meets the sanitary requirements of the importing country as well as any voluntary requirements, which can also be built into the system. However care needs to be taken that such export control systems are established based on the Codex Guidelines for the Design, Operation, Assessment and Accreditation of Food Import and Export Inspection and Certification Systems.

This law aims to provide a high level of protection of health of animals and people, to regulate the work and responsibilities of the authority to implement and to establish the policy of the Government of the Republic of Macedonia in terms of improving the procedures for adopting decisions by the competent authority under the amended Law on General Administrative Procedure.

Law is based on the following principles: legality, providing an adequate level animal health and veterinary public health.

Basic solutions to the law introducing a new organizational form of institutional structure in which the Agency inherited the responsibilities of the Veterinary, improved part of the procedures are harmonized with the Law on food safety, and introducing the institute „silence is consent“ for improvement the procedure of issuing solutions by the competent authority in administrative proceedings.

In the U.S.A., two federal agencies have the primary responsibility for regulating the import of food products. All food products imported into the U.S.A. are required to meet the same standards as domestic goods, and the historical development of the two regulatory agencies and their underlying legal authorities has led them to take different approaches to the regulation of imported food products.

Meat and poultry imports, regulated by FSIS, must originate from countries and facilities judged to have equivalent inspection systems to the U.S.A. and, thus, eligible to export to the U.S.A. HHS/FDA, which regulates all other food products, operates with the expectation that the

foreign food producers and manufacturers will comply with U.S. safety requirements. If foods are not in compliance with U.S. requirements and present a public health hazard, both agencies will take swift and firm regulatory action to assure that such foods do not reach the U.S. consumer.

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