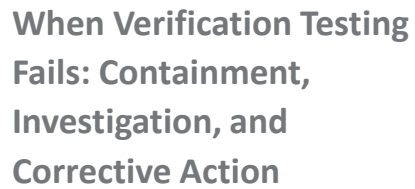


When Verification Testing Fails: Containment, Investigation, and Corrective Action





Webinar

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01 Introduction

03 Site response playbook

04 Case study

05 Q & A

06 Contact BRCGS



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Session objectives

By the end of this webinar, you should be able to:

1. Define “failed verification testing” in practice.
2. Apply a clear first-response playbook to make fast, risk-based decisions on containment, product impact, escalation, and evidence preservation.
3. Prepare an audit-defensible close-out pack that demonstrates effective control.

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Introducing speakers



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About NSF

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40K
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Founded in 1944, NSF is an **independent, nonprofit global organization** dedicated to improving human health. It achieves this by developing public health standards and delivering world-class testing, inspection, certification, advisory services, and digital solutions across the food, nutrition, water, life sciences, and consumer goods industries.



Trusted Global Recognition

NSF-certified products meet international standards, opening doors to global markets



Expert-Led Assurance

80+ years of public health expertise ensuring product safety and compliance.



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Certification prioritizes public health with strict sanitation and contamination controls.



End-to-End Support

NSF offers advisory services, technical staffing, and digital tools for seamless compliance.



Competitive Advantage

Prove product integrity and gain retailer access with trusted NSF certification.

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What counts as a failed verification lab result?

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What Counts as a Verification “Failure”?



Out-of-limit results



Pathogen detection



Trend failures



Unexpected results



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Why it matters

Risk: possible effects on product safety and appropriateness.

Compliance: assurance in the site's food safety management system and adherence to certification standards.

Business: potential operational interruptions, expenses, and impacts on reputation and customer confidence.

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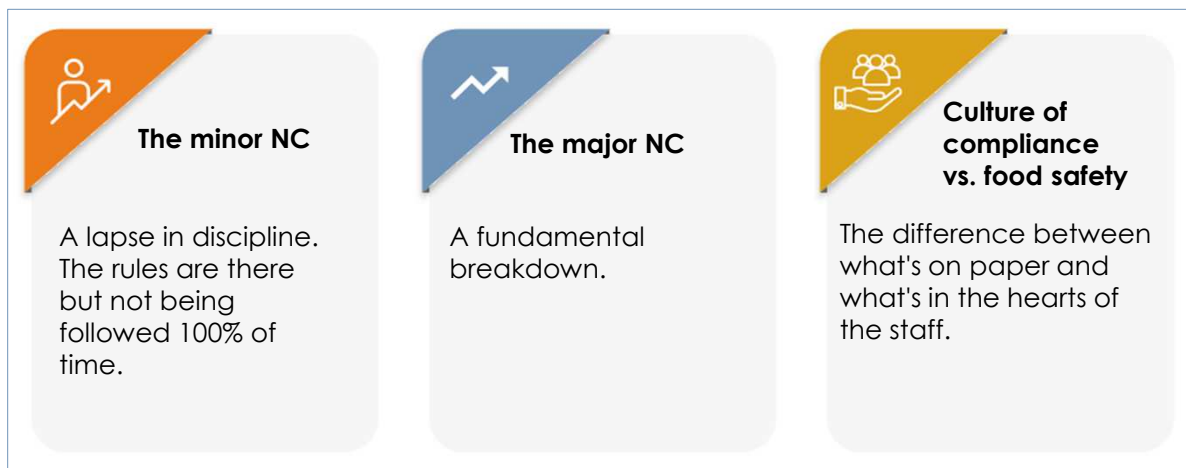
What Is “Verification” vs “Monitoring”?



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Certification Body Lens: How Auditors Typically Interpret Failures



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Effective Control vs Paper Compliance:

Feature	Paper Compliance (The Mirror)	Effective Control (The Muscle)
Corrective Action	Staff retrained --> The easiest thing to write down ✕	Process redesigned to make the error impossible ✓
Monitoring	Checks are signed off exactly on the hour, every hour ✕	Actual measurement, showing real-time engagement ✓
Internal Audits	A tick box exercise where no NC are ever found ✕	A rigorous report that finds its own failures ✓
Training	A signed attendance sheet from a 10 minute briefing. ✕	Be able to explain why a task is done ✓

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Site response playbook

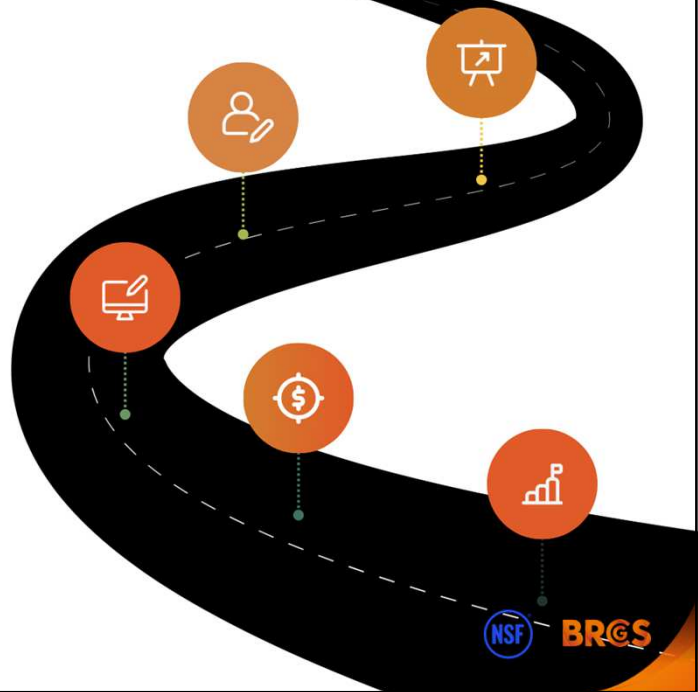
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Site response overview

- 01 Containment
- 02 Escalate & Communicate
- 03 Preserve Evidence
- 04 Confirm the Result
- 05 Close-Out



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Step 1 - Containment

Containment covers the immediate actions to protect consumers and the business by **stopping potentially affected product from moving.**



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Step 2 - Escalate & Communicate

Ensure the right people are informed early and decisions are coordinated

- Internal escalation: site leadership, QA/food safety, production, supply chain.
- Agree who communicates what and when.
- External notifications: customer, certification body, regulator



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Step 3 - Preserve Evidence

- Quickly secure what you'll need to make (and defend) decisions later.
- Confirm traceability records
- Retaining and identifying samples
- Protect chain of custody
- Identify documentation and process records



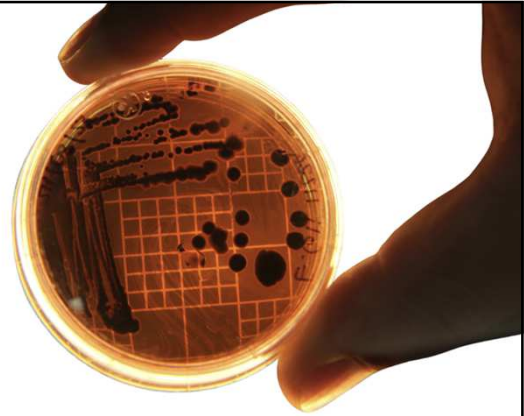
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Step 4 – Confirm the result (properly)

Check that the result is being interpreted correctly and is technically reliable.

Review the:

- Sampling plan
- Sample integrity
- Laboratory method and reporting
- Apply clear retest rules (where justified)



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Step 5 – Close-out



Confirm product disposition with rationale

01



Complete investigation summary and CAPA

02



Compile the evidence pack on what was decided and why

03



Set any follow-up checks to confirm issue is closed

04

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Case study

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Linking to BRCGS expectations



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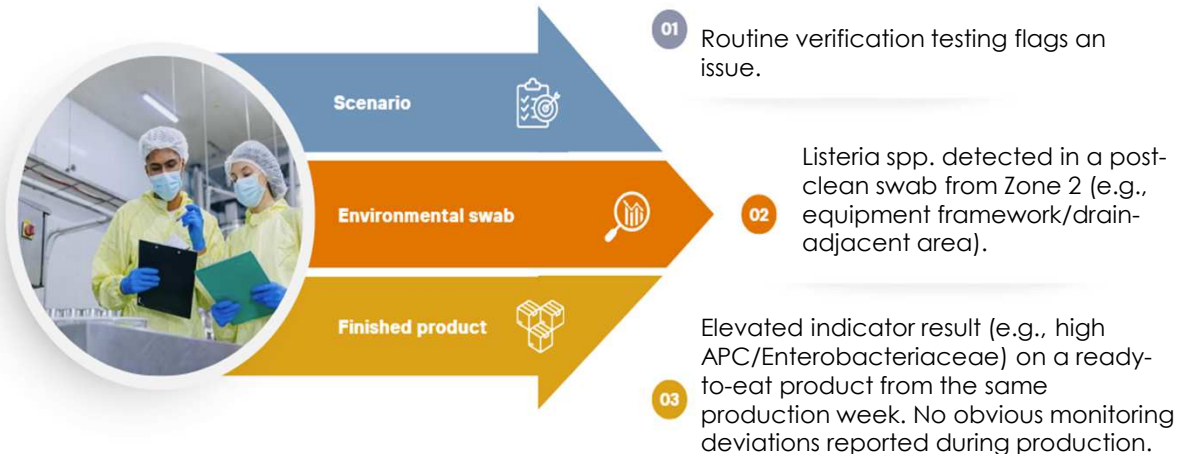
Demonstrate:

- Risk assessment competence
- Control of non-conforming product
- Corrective action effectiveness
- Verification and validation integrity
- Management review and continual improvement



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Case study: Micro failure (Environmental and/or product)



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Immediate decisions (high level)

- **Put affected lots on hold** (define a clear time window: last acceptable result → current result).
- **Expand containment scope** to include WIP/rework and any product produced on the same line after the last verified “clean” break.
- Treat as a **system signal**, not “just a lab anomaly.”



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What the team checked first (to orient the investigation)



- **Sampling & lab basics:** sample integrity / temperature, method used, and whether the swab location and product sample match the intended verification plan.
- **Pattern check:** any recent marginal results, repeat sites, or repeat product family signals.

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Likely contributing factors

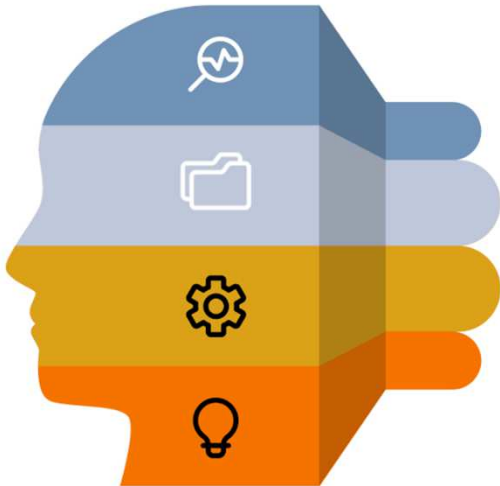


- 01 Hygienic zoning breakdown**
Traffic patterns, tools, or parts moving from low to high hygiene.
- 02 Post-clean contamination**
Wet areas, drains, condensate, compressed air, or poor dry-out time.
- 03 Equipment design/maintenance**
Niches, worn seals, damaged belts, poor access for cleaning.
- 04 Sanitation effectiveness**
Chemical concentration/contact time, mechanical action, verification of cleaning steps.

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Corrective action examples



Deep clean

Targeted deep clean + corrective sanitation of implicated areas

Swab sites

Review and adjust swab sites/frequency to match risk.

Engineering fixes

Minor engineering fixes (seals, guards, drain controls) and hygiene barrier reinforcement

Retraining

Short, focused retraining only where it links to the evidence

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Close-out evidence (what “good” looks like)

- Clear **hold/release rationale**
- Documented **timeline + scope**
- Summary of findings and actions taken
- **Effectiveness checks** show improvement (repeat swabs/product results return to expected baseline)



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Key takeaways

- Treat failed verification results as a signal, not a lab anomaly.
- Use a simple, repeatable response flow.
- Make decisions using pre-defined rules
- Focus on evidence-based fixes
- Document the process clearly



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Got a question?



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Save the date



Thursday 28th May 2026

12pm – 1pm

Internal auditing that drives improvement

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Our Standards

- Agents and Brokers
- Consumer Products
- Ethical Trade and Responsible Sourcing
- Food Safety
- Gluten Free Certification
- Packaging Materials
- Plant-Based Certification
- Retail
- START Food Safety
- Storage and Distribution

Digital Solutions

- Directory Pro
- Food Safety Culture Excellence

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What does BRCGS Professional mean for you?



Individual

- My product safety management skills are globally recognised.
- My personal achievement can be easily demonstrated and verified.
- I am part of one of the largest product safety communities in the world with over 13,000 members.



Companies

- We can show our customers evidence of our commitment to product safety.
- It helps us to protect our brand.
- Our investment in staff training puts us ahead of our competitors.



Customers

- We can be assured we are working with the best suppliers.
- We can market our proactive approach to product safety to consumers.

BRCGS Professional is a learning programme which will give you international recognition for the key skills and knowledge essential for product safety management.

BRCGS
PROFESSIONAL



Why become a BRCGS Professional?

As a BRCGS Professional you will be well-equipped to manage any Standard in your business – including those recognised by the Global Food Safety Initiative (GFSI) – and able to implement or manage product safety systems.

BRCGS is respected for quality and brand protection assurance, and is the leading provider of GFSI recognised Standards globally.

This training programme has been designed by the BRCGS Technical team in response to demands from industry for training on the skills necessary to implement effective product safety management.

Gaining certification as a BRCGS Professional will:

- enhance your understanding of product safety management;
- enable you to apply skills to reduce risks associated with product safety;
- enable you to contribute as part of the brand protection team your company needs; and
- raise your status as a valuable employee.



What courses are included in the programme?

You must complete and pass ONE of the following courses relevant to a BRCGS:

- Sites training (2 days) OR
- Auditor training (3 days) OR
- Lead auditor (5 days) OR
- Conversion course to the current issue of the Standard.

PLUS ONE of the following from the BRCGS Academy or other training provider:

- HACCP course (2 days)
- Effective Hazard and Risk Analysis course (2 days)
- HARPC course (2 days)
- FSPCA PCQI/FSMA course (2.5 days)

PLUS THREE of the following BRCGS Academy courses:

- Risk assessment (1 day)
- Root cause analysis (1 day)
- Validation and verification (1 day)
- Internal auditor (2 days)
- Vulnerability Assessment for Food Fraud (one day)

All courses completed must be classroom-based.

On completion of the required courses, you will be awarded with a BRCGS Professional certificate and an electronic open badge for use on emails and LinkedIn.



Who is it for?

All technical and product safety personnel who are employed at a BRCGS certificated site.

If you're unsure if you're employed at a certificated site, please contact us and we can help you.

The courses are subject-specific, train the core skills needed for any product safety individual, and will also help with maintaining any GFSI-recognised certification scheme.



Where are the courses run?

Courses are run by the BRCGS Academy and via the BRCGS Approved Training Partners (ATPs) global network. They can be attended either virtually or in face to face classroom environments. All courses and ATPs are listed at www.brcgs.com/training

When registering for your course, it is essential to ensure your trainer is a BRCGS ATP, as only BRCGS Academy courses will be accepted for this programme (with the exception of HACCP, HARA, HARPC, and FSPCA PCQI/FSMA courses).



What is included in my membership?

Membership of the programme includes access to our learning management system BRCGS Educate where you can register for, and keep track of, your chosen courses, and access certificates of any completed courses.

Upon completion of the BRCGS Professional programme, you will gain verifiable BRCGS Professional credentials through our external badging platform Diplomasafe, as well as access a listing on the BRCGS Professional Directory. Other exclusive benefits include webinars, BRCGS Professional Microlearning, a regular BRCGS Professional newsletter, and discounts on BRCGS Academy training and BRCGS events.

Please note that course fees are additional and will vary depending on your provider.



How long does it take?

The total programme would take 8–9 days to complete, however courses can be completed in any order, and at times and dates to suit over the course of the year.



How do i join the programme?

Email the BRCGS Academy team at brcgs.professional@lgcgroup.com to enrol today.

Exclusive Benefits for BRCGS Professionals

BRCGS 
PROFESSIONAL

The BRCGS Professional scheme is a global learning and development that teaches you to implement, maintain and embed BRCGS Standards. Upon graduation, you have access to a number of exclusive benefits to help you remain at the forefront of the industry.



VERIFIABLE CREDENTIALS

You will be issued a BRCGS Professional certificate that is verifiable via a QR code and URL, along with a badge that can be downloaded and used on your social media, or email signature.



MICROLEARNING ACCESS

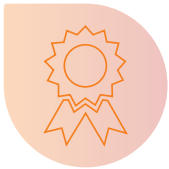
You will have free access to micro learning courses on BRCGS Educate. Full of bite-sized courses, you can choose from a wide range of topics related to technical and soft skills.



GLOBAL COMMUNITY FOR PROFESSIONAL NETWORKING

Being part of our ever-growing network of worldwide BRCGS Professionals, you will be invited to join our BRCGS Professional networking events. These events are a great opportunity to meet likeminded individuals from different companies across the industry, to both widen your professional network and expand your knowledge.

“Stay up to date with the industry and ensure your professional development continues after graduation”.



ELIGIBILITY FOR 'PROFESSIONAL OF THE YEAR' AWARD

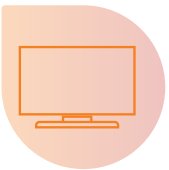
You can nominate either yourself or a BRCGS Professional colleague for the 'Professional of the Year' award at both BRCGS Connect Europe and BRCGS Connect Americas.



OPPORTUNITY TO SHOWCASE ACHIEVEMENT

The BRCGS Professional Directory showcases all graduated BRCGS Professionals to celebrate your success. It also provides a further point of verification of your credentials for greater assurance, and increases visibility of graduated professionals for further opportunities to grow your professional network.

Upon graduating, you will be offered the opportunity to publish a Success Story about your experience of becoming a BRCGS Professional. This will be showcased on the BRCGS website and across our social media.



ACCESS TO EXCLUSIVE CONTENT SUCH AS WEBINARS, NEWSLETTERS

Every quarter you will be sent a quarterly newsletter containing all the latest and relevant news, along with exclusive webinars hosted by range of subject specialists.



DISCOUNTS ON EVENTS AND TRAINING

You're eligible to receive discounts on BRCGS courses and events, with up to 20% off of event tickets.

You will also receive a 20% off annual membership from the Ontario Food Protection Association (OFPA). The OFPA is proudly affiliated with the International Association of Food Protection (IAFP) and their mission is to "represent industry, government and academia by bringing professionals together in a forum to promote, educate and communicate innovation in food safety." Some of the benefits include access to events, awards, and scholarship opportunities.

For further questions, please email:

brcgs.professional@lgcgroup.com

