

FQR Refresh Training

June 2019

Food Quality Reports (FQR)

- **WHY DO YOU NEED TO FILL IN A FQR?**

- *This information helps Quality Assurance Team respond to Members efficiently, to notify our suppliers of the issue and for trending purposes to determine if further escalation is required .*

- A PDF copy of the updated FQR Form is available on Centre Public/Nutrition Food and Quality/11. Food Safety Program. The latest version is Revision #007, dated 14/06/19. Please ensure that you use the latest version.
- Centres please ensure you type straight into the fields onto the form (instead of hand writing) so that it is easier for the Food Quality Team to read the information.
- All Member, Centre and Home Delivery feedback to be reported on a FQR form and emailed to foodquailtyau@jennycraig.com.au .
- Centres do not need to post FQR once emailed.

Food Quality Reports (FQR)

- Foreign object samples (E.g. rubber, metal, wood, stone, etc.) should be returned to Quality Assurance Team head office without delay via the following methods.
- **AUS CENTRES:**
Reply Paid 61587
Jenny Craig
QA Team
Level 1, 464 St Kilda Rd
Melbourne VIC 3004
- **NZ CENTRES:**
Please return foreign object samples to Joanna Cooper
- All complaints that allege a serious illness or injury associated with a Jenny Craig product should be managed with high priority and Quality Assurance Team must be notified with a FQR.
- Any quality issues that members report relating to Home Delivery of Food in polystyrene eskies must now be reported on the FQR Form.

Questions

If you have any other questions please feel free to contact Quality Team (Anthony Broomhead and Angela Lim) – happy to help and discuss.

Email queries to foodqualityau@jennycraig.com.au