Halal Quality Management System

Module 3

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Version 3

Table of Contents (I)

I.	Learning Objectives	**3**
II.	Halal Quality Management System	**6**
III.	10 Principles of HalMQ	**7**
IV.	Establish the Halal Team	**8**
V.	Define the Product / Nature of Business	**11**
VI.	Construct a Flow Chart	**13**
VII.	Identify Halal Threats & Control Measures	**15**
VIII.	Determine Halal Assurance Points, their Allowable Limits & Prescribed Practices	**16**
IX.	Establish Monitoring System for each HAP	**17**
X.	Establish Corrective Actions for each HAP	**18**

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Table of Contents (II)

XI. Establish Documentation & Record Keeping System ... **20**

XII. Verify the Halal System **21**

XIII. Review the Halal System **22**

XIV. Practice Time **23**

XV. Conclusion **24**

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Learning Objectives

At the end of this module, you should be able to:

- ✓ Understand the importance of Halal Quality Management System
- ✓ Comply with the Halal Quality Management System

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Categorisation of Content

The content in this module has been categorised based on how important it is:

Awareness Level (A) & **Proficiency Level (P)**

Awareness Level (A)	-	To understand the information/concepts
Proficiency Level (P)	-	To understand, remember and apply the information/concepts

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Halal Quality Management System (P)

Muis introduced a Halal Quality Management System (HalMQ) in 2008 to enhance compliance within the Halal industry through a more structured and systematic approach in making the Singapore Halal mark and certification credible and widely recognised. HalMQ is a set of systems-based Halal certification requirements benchmarked against internationally-recognised standards. The establishment of HalMQ increase competitive advantage of certified companies while meet rising expectation of Muslim consumers and widen international recognition especially upon trading overseas.

As of September 2022, Eating Establishment Category 1 is exempted from the implementation of the HalMQ plan and the establishment of Halal Team but still require owner representative who does not need to be Muslim and one Muslim representative.

10 Principles of HalMQ (P)

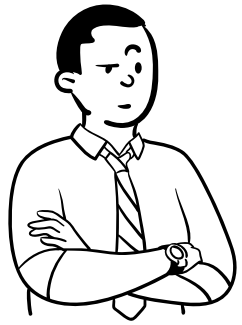
1. Establish the Halal Team
2. Define the Product/Nature of Business
3. Construct a Flow Chart
4. Identify Halal Threats & their Control Measures
5. Determine Halal Assurance Points (HAPs), their Allowable Limits & Prescribed Practices
6. Establish Monitoring System for each HAP
7. Establish Corrective Actions for each HAP
8. Establish Documentation & Record Keeping System
9. Verify the Halal System
10. Review the Halal System

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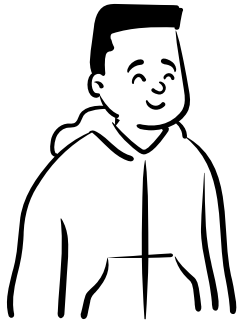
1

Establish the Halal Team (P)

The Halal Team shall comprise the Halal Team Leader, the Halal Assurance Officer, procurement or sourcing personnel and any other personnel that plays an integral roles.



Halal Team Leader, who need not be a Muslim, shall pass the mandatory Halal Competency Assessment (HCA)* before holding a supervisory role supported by an appointment letter stating their roles and responsibilities signed by the Halal Team Leader and the management.



Halal Assurance Officer, who must be a Muslim, shall pass the mandatory Halal Competency Assessment (HCA)* supported by an appointment letter signed by the Halal Team member and the management stating the roles and responsibilities including advising on Halal food matters, complying with the HCC, and endorsing original invoices and delivery orders (with his/her name, signature and date of verification).

**The HCA certificate, awarded to those who passed the HCA, is only valid for 5 years.*

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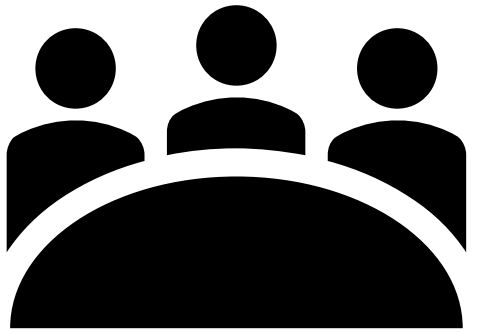
Expectations	Observations
Appointment letters of the Halal team including the specific roles and responsibilities of each member	The Appointment Letters are too generic and the roles and responsibilities of all team members are the same
Halal team members to be aware of their roles and responsibilities	Halal team members did not know they were appointed
Halal team members are able to effectively demonstrate the monitoring of the Halal Assurance Points (HAPs)	Unable to demonstrate how he/she monitor the HAPs (i.e. during the receiving of raw materials, etc.)

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Establish the Halal Team (P)

All members of the Halal Team shall be **physically present** during the site audit and ensure that all documentations required for the purpose of Halal Certification are made available.

It is especially important for Halal Team Leader and Halal Assurance Officer to be present for the audit. If these representatives are unable to attend, the site audit should be rescheduled to a more suitable time.



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Define the Product / Nature of Business (P)



The Halal Team shall maintain a list of all products as well as details of the raw materials, processing aids and additives stored within the scope of certification such as the names of their manufacturers, suppliers and agencies that certify the items as Halal.

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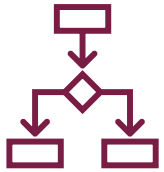
2

Define the Product / Nature of Business (A)

Expectations	Observations
Accurate declaration of the location address in the GoBusiness Licensing	The address declared is the head office and not the premises to be certified
Accurate declaration of the menu/products – as reflected on the menu board/card, product label	• Under-declaration of menu • The name of the product on label is not consistent with the name applied for certification
All raw materials to be declared including the brand name and Halal certification body of all meat items	• Under-declaration of raw materials • The brand name and Halal certification body is not declared for the meat ingredients
Accurate selection of the Halal certification scheme	Applied under the wrong scheme, resulting in rejection of the application

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Construct a Flow Chart (A)



The Halal Team shall clearly identify every step involved in the relevant operations.



The Halal Team should incorporate all these steps in a flow chart and confirm it against the actual operation by conducting on-site inspections.

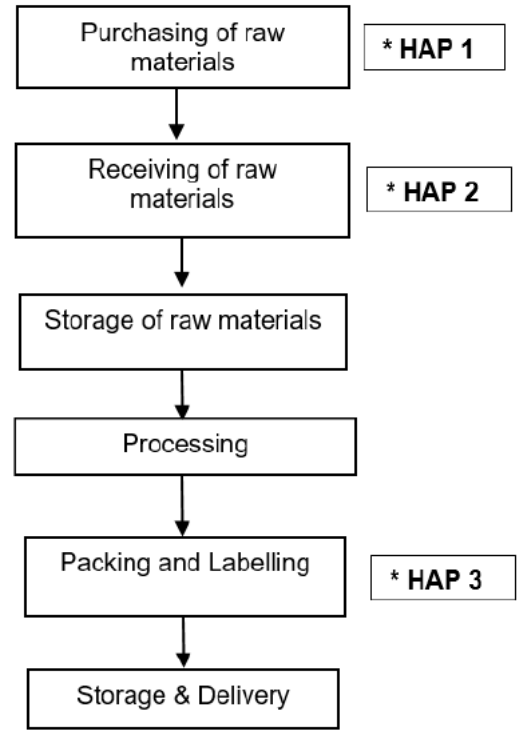
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Construct a Flow Chart (A)

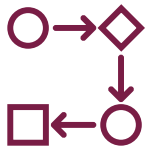
Expectations	Observations
The flowchart should accurately show the actual operations flow *(i.e. if items are sourced from the central kitchen, it must be clearly mentioned in the flow chart)*	• The flowchart is too generic, does not reflect the actual operations flow of the company. • HACCP flowchart can be used. However, it should be amended to incorporate the Halal perspective *(i.e. step on Purchasing of raw materials etc.)*

Process Flow Chart for ABC Pte Ltd

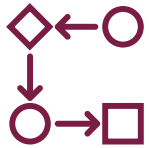


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Identify Halal Threats & Control Measures (A)



Using the flow chart, the Halal Team shall identify and list all possible Halal threats at every step in the relevant operations



The Halal Team shall also identify and list the necessary control measures to eliminate these Halal threats.

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5

Determine Halal Assurance Points, their Allowable Limits & Prescribed Practices (A)

Halal Assurance Points (HAPs) are important steps in your operation that guarantee that your products or menu items are Halal. These steps are critical to ensuring that your food is prepared and served in accordance with Halal standards.



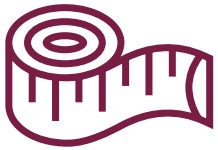
The Halal team shall identify the HAPs in operations that are vital for ensuring the Halal status of the products. Allowable limits and prescribed practices shall be established for all HAPs.

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Establish Monitoring System for each HAP (A)



The Halal Team shall establish monitoring systems for each HAP, including who should act, when, how and what corrective actions shall be taken should there be a deviation from the specified allowable limits and prescribed practices.

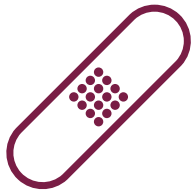


The monitoring system shall be able to detect any sign of loss of control at the HAP. Some HAPs may be monitored by quantitative measurements (e.g. voltage of stunning) or observation approach (e.g. Halal certification mark on packaging of raw material).

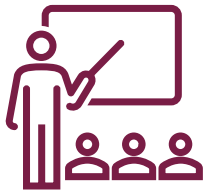
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7

Establish Corrective Actions for each HAP (P)



Corrective action for each HAP has to be developed whenever monitoring indicates that a deviation from the allowable limit and prescribed practices has occurred to control the HAP within its specified allowable limits and prescribed practices.



A specific action plan shall also be developed to restore control and dispose of the affected product. Under such circumstances, it is essential that the Halal team is informed so that a clear chain of command can be issued.

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HalMQ Plan (HalMQ 4 to 7) (A)

HalMQ 5 | HalMQ 4 | HalMQ 6 | HalMQ 7

	HAP	Process Step	Halal Threat	Control Measure(s)	Allowable Limit / Prescribed Practice	Monitoring System				Corrective Action		Preventive Action
						What?	How?	When?	Who?	Immediate Correction	To prevent recurrence	To prevent occurrence
EXAMPLE	1	Procurement of raw materials (Step 1)	Procurement of non-Halal raw materials / processing aids (e.g. non-Halal chicken)	▪ Obtain Halal certificates for meat / poultry items ▪ Obtain Halal certificates, product specifications, detailed Halal questionnaire and/or laboratory analysis report for non-meat and poultry raw materials ▪ Attain Muis' approval prior to procurement of ALL raw materials	Zero tolerance	Halal status of raw materials	▪ Check Halal certificates for meat / poultry items ▪ Check Halal certificates, product specifications, detailed Halal questionnaire and/or laboratory analysis report for non-meat and poultry raw materials ▪ Attain Muis' approval prior to procurement of ALL raw materials	Procurement of raw materials	Purchasing Executive	▪ Cancel order ▪ Call supplier ▪ Inform Purchasing Manager; Halal Team member) ▪ Fill up Halal Incident report form	▪ Retrain officer involved in the procurement step ▪ Establish approved supplier list	▪ Periodically audit suppliers ▪ Consider use of technology to prevent human error during order placement

8

Establish Documentation & Record Keeping System (P)



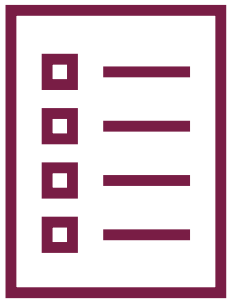
The Halal team shall establish and maintain the proper documentations and records for purpose of audit. Refer to HCC for the list of documents required for audit.

Halal documents and records should be reviewed and updated in the system **at least twice a year** or when there are changes to the menu, ingredients, Halal Team, etc.

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9

Verify the Halal System (A)



Verification shall include checking records such as:

i. audit reports
ii. operational compliance of the monitoring systems
iii. personnel compliance to the HAPs operations
iv. deviations and effectiveness of corrective actions taken
v. performing random sampling for internal audit.

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10

Review the Halal System (P)



The Halal system shall be reviewed periodically. However, an immediate review of the system is necessary when control measures are ineffective, flagged through internal audit findings, change in the Halal Team, monitoring schedules, operations, allowable limits or prescribed practices within the HAPs.

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Practice Time! (P)

Both the Halal Team Leader and the Halal Assurance Officer must _____.

Fill in the blank with the correct answer.

a. be Muslim
b. be Malay persons
c. have passed Halal Competency Assessment within the last 5 years

Answer: c. have passed halal Competency Assessment within the last 5 years

The Halal Team Leader need not be a Muslim or Malay. For Halal Assurance Officer, the individual appointed can be of ANY race, as long as he or she is a Muslim.

Both Halal Team Leader and Halal Assurance Officer must have valid Halal Competency Assessment (HCA) certificates.

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Conclusion

Upholding a high-quality standard and maintaining compliance to the HalMQ will build a strong reputation, reliability and trust in which the Muslim community whether locally and internationally would be able to appreciate and support. Once we uphold a high-quality standard and maintaining compliance to the HalMQ, we would be able to satisfy the system requirements of the certification and endorsement process.

In the next module, we shall look into how an establishment can meet with the Halal requirements.



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