

# **Motives, issues and benefits in implementing the Food safety management system**

**Vaida BERNOTAITĖ**

**Paper for the Master`s degree**

**Quality Management Master`s Program**

Vilnius University, Faculty of Economics, Management Department

Supervisor - lekt. dr. D. Klimas

Vilnius, 2016

## **SUMMARY**

70 pages, 16 charts, 19 pictures, 64 references.

*Keywords:* food safety, food quality, ISO 22000, food safety management systems

The *main purpose* of this master thesis is to identify the essential motives issues and benefits for/of implementing food safety standard.

The paper consists of two main parts: literature analysis, research methodology and findings interpretation.

Section one provides an overview of food safety and quality, food safety guarantee provided by the State, analysis of the measures taken to guarantee food safety, and a choice of one of those measures selected for further study. Studies of the foreign authors were analyzed – installation motives, issues and benefits of ISO 22000 standard were identified.

Section two describes preparation for the study and deals with the findings and interpretation. The survey was sent to companies whose food safety management systems have been certified in accordance with ISO 22000 standard requirements. The results showed that most companies install food safety management systems guided by external motives, which are likely to improve the marketing process. According to the respondents, assessment of food safety as well as management of food risk has been improved. Furthermore, the image of the company has been enhanced, which led to the appearance of new business perspectives. Moreover, the installation of food safety management systems contributes to staff development and motivation strengthening. The analysis of installation problems revealed that successfully installed and operating food safety systems outweigh the problems that companies face while certifying their activity. While the respondents indicated that companies install the standard due to external reasons, it was established that the inner motives produce greater results.

The author believes that the study findings may provide useful information for companies that intend to certify their business activity in accordance with ISO 22000 standard requirements.

Main results of this master thesis were presented in a conference organized by Students Scientific Society. Also scientific article was prepared and submitted for publication in Vilnius University publishing house and printed in the book "Jaunųjų ekonomikos ir vadybos mokslininkų įžvalgos: VU EF SMD [Vilniaus universiteto Ekonomikos fakulteto studentų mokslinės draugijos] straipsnių rinkinys, 2015".