How to Successfully Develop Active Managerial Control

Developing Active Managerial Control (AMC) is an investment in your business and the safety of your customers. Once in place, AMC will provide the procedural foundation that employees can use to flourish and consistently provide safe food to your customers. The templates provided by our Department will assist you in the development of AMC for your business. The templates provide a structure to help you achieve AMC in your business. The objective of the templates are to help you write **Policy**, **Train** staff, and put steps in place to **Verify** the policies are properly followed. The guidance below will help you get the most out of your active managerial control plan.

1. AMC plans are not pieces of paper

An AMC plan is not just a piece of paper to file in a notebook in the kitchen managers office! It is a living process established by all levels of staff in your business and is the foundation for how food safety decisions are made. It is the application of knowledge stemming from business practices, food safety regulations, and efficient use of resources. Any document developed as part of this process, Department templates or your own, are only used to capture the details of the AMC plan and serve as a resource (e.g. training). The AMC plans should be observable in your business every day through the actions of your staff.

2. Use your language

As a business specific process, an AMC plan is not only developed by staff, but it is also used by staff. Therefore, the language used in the development of your AMC plan should make sense to staff. Do not develop a document `for the health department' or use language that you think the Department wants to hear if it does not make sense to your staff. A well developed document with clear instructions will serve as a valuable resource for staff, especially during times when a manager is not available.

3. Get the right people at the table

Active managerial control plans will impact all levels of staff. To ensure you capture correct procedures and provide clear instructions, it is critical to have the key personnel involved in the development of your AMC plan. Key personnel may vary from plan to plan so make sure you are evaluating who should be involved. For example, an AMC plan on cooking temperatures may not need to involve staff who wash dishware but an AMC plan on cross contamination and sanitation may need to include them.

4. Be prepared to fail

A properly developed AMC plan will involve many staff and may include multiple steps in the procedure. With many moving parts comes the possibility that the plan will not work the first time. Be prepared for this. It is okay. Don't give up! Through trial and error you will be able to modify and improve the plan so it is most effective for your business. Once in place and working properly, both your staff and business will reap the rewards of your food safety investment.