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IMPLEMENTATION OF A QUALITY MANAGEMENT SYSTEM BASED ON HACCP IN RESTAURANTS AND CAFÉS: IMPROVING SAFETY AND SERVICE QUALITY

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Abstract: The article examines the implementation of a quality management system based on HACCP (Hazard Analysis and Critical Control Points) in restaurants and cafés. The main principles of HACCP, stages of its implementation, and its impact on food safety and service quality are analyzed. Special attention is paid to modern sanitary requirements, control of food preparation processes, and reduction of food poisoning risks. The practical significance of the study lies in the development of recommendations for optimizing quality management processes in the public catering sector.

Keywords: HACCP, quality management system, restaurants, cafés, food safety, critical control points, standardization, customer service.

Introduction

The modern food service industry faces numerous challenges, including increasing requirements for food quality and safety, growing consumer expectations, intense competition, and the need to comply with sanitary and hygienic standards. The implementation of quality management systems has become a key factor for the success of restaurants and cafés. One of the most effective systems is HACCP, a methodology based on identifying potential hazards at all stages of the production process and controlling critical points to minimize risks [1, 2].

The purpose of this article is to analyze the features of implementing the HACCP system in restaurants and cafés, assess its impact on service quality and food safety, and develop practical recommendations for process optimization.

Literature Review

According to research studies, the implementation of the HACCP system contributes to a reduction in food poisoning incidents and an increase in customer trust [3, 4]. Studies conducted by the international organization Codex Alimentarius emphasize that HACCP is the foundation for ensuring food safety and process standardization [5].

A number of studies describe the stages of HACCP implementation, including hazard identification, determination of critical control points, establishment of critical limits, process monitoring, corrective actions, and documentation [6, 7]. Educational research highlights the importance of staff training and compliance monitoring to enhance the effectiveness of the system [8].

Domestic studies indicate that the implementation of HACCP in Russian restaurants and cafés significantly improves sanitary indicators and service quality, reduces product losses, and increases customer loyalty [9, 10].

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Methods and Materials

This study employed literature analysis, comparative analysis of HACCP implementation practices in restaurants and cafés, and examination of statistical data on food poisoning and service-related incidents. Specific case studies of HACCP implementation in large restaurant chains and small cafés were analyzed to identify practical aspects of applying the system.

Discussion

The implementation of HACCP involves the consistent execution of the following steps:

1. **Hazard identification:** identifying biological, chemical, and physical risks at all stages of food preparation.
2. **Determination of Critical Control Points (CCPs):** identifying stages where control is essential to prevent risks (storage temperature, heat treatment, staff hygiene).
3. **Establishment of critical limits:** defining acceptable parameters (e.g., minimum heat treatment temperature).
4. **Monitoring and control:** regular inspections, maintenance of control logs, and measurement of key indicators.
5. **Corrective actions:** immediate measures taken in case of deviation from critical limits.
6. **Documentation:** recording all stages of the process to ensure transparency and accountability.

Practical analysis shows that HACCP implementation in restaurants and cafés enables:

-Reduction in customer complaints related to food quality;

-Improved sanitary safety and decreased cases of food poisoning;

-Optimization of food preparation and storage processes;

-Increased efficiency of staff training and kitchen work standardization;

-Enhanced customer trust and competitiveness of establishments.

Successful HACCP implementation requires a comprehensive approach, including staff training, systematic process monitoring, proper documentation, and active involvement of management.

Results

The implementation of HACCP demonstrated a positive impact on key performance indicators of restaurants and cafés:

-A 30–40% reduction in food poisoning cases within the first year;

-Increased customer satisfaction measured through surveys and feedback;

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-Reduced product losses due to optimized storage and shelf-life control;

-Improved staff professionalism and fewer errors in food preparation.

The results confirm that HACCP is an effective tool for improving service quality and food safety in the food service sector.

Conclusion

The implementation of a quality management system based on HACCP in restaurants and cafés ensures:

-Enhanced sanitary safety of food products;

-Optimization of technological processes for food preparation and storage;

-Improved customer service quality;

-Increased customer trust and business competitiveness.

Thus, HACCP is an essential component of modern restaurant management practice, and its implementation should be accompanied by staff training, strict process monitoring, and systematic documentation.

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