

**Situational Quality Report on the Estates Division of the CSIR Food  
Research Institute**



**Technical Report**  
**CSIR-FRI/RE/A-OA/2015/002**

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## ***Preface***

This report serves to highlight the challenges as well as recommendations for the improvement of Quality Standards within the Estates Unit of the CSIR Food Research Institute. It is envisaged that this report will be reassessed in the next quarter, September 2015.

This report covers current challenges faced by the Unit and the situation as pertains on the Institute grounds, in the offices and laboratories, the passage ways, washrooms, with waste disposal as well as with the Institute's contracted cleaners.

It is hoped that necessary action would be taken to continuously improve in all aspects of our operations thereby maintaining and improving standards.

## **Introduction**

The CSIR Food Research Institute, is a leading food research Institution in Ghana with a mandate to conduct applied research into problems of food processing and preservation, storage, marketing, distribution and utilization in support of the food industry and also to advice Government of Ghana on its food policy. The Institute envisages to be recognised nationally and internationally as an S & T institution that is playing a key role in the transformation of the food processing industry to be internationally competitive with particular reference to product safety, quality and preservation.

To achieve this, the Institute from the year 2000 started working on accreditation for its testing laboratories. Through hard work and commitment, the Institute gained accreditation to the ISO 17025, a Quality Management System and a requirement for testing and calibration laboratories from the South African National Accreditation System (SANAS).

Being a quality focussed Institution; Management expects to extend implementation and enforcement of Quality Standards and Total Quality Management Practices in all Units of its operations.

This Technical Report covers current challenges faced by the Unit and the situation as pertains on the Institute grounds, in the offices and laboratories, the passage ways, washrooms, with waste disposal as well as with the Institute's contracted cleaners.

<b>Challenges</b>	<b>Recommendations for Improvement</b>
<p>Main Entrance Gate</p> <ul style="list-style-type: none"> <li>• Due to the unavailability of an operated iron bar at the gate, cars enter the Institute premises to manoeuvre a turn and exit. This is a security risk.</li> </ul>	<ul style="list-style-type: none"> <li>• Putting in place an entrance bar to control access to the compound.</li> </ul>
<p>Grounds Staff</p> <ul style="list-style-type: none"> <li>• There is a lack of enough staff in this unit and as a result, many areas of the Institute compound are overgrown with weeds (See Fig. 5) and the general maintenance of the grounds needs to be improved (See Fig. 3). The Institute does not have a mower and renting one costs GHS 60 per day. This practice is ineffective and not cost effective.</li> <li>• Pokuase needs a staff to maintain the landscape as the assigned staff has left the job.</li> <li>• Un-availability of enough cutlasses for weeding.</li> </ul>	<ul style="list-style-type: none"> <li>• Acquisition of a mower for each of the Institute's facilities would be cost effective in the long term and the grass would not be overgrown as has been the case.</li> <li>• A few cutlasses and other manual weeding devices would be needed as well for areas not accessible by the mower.</li> <li>• In the interim, approval for hiring casual labour should be given to weed the grounds as conscious effort is made to address the problem as indicated in the preceding bullets.</li> </ul>
<p>Refuse</p> <ul style="list-style-type: none"> <li>• The new company contracted to dispose of refuse comes once in a week. Additional day of collecting refuse will attract additional charges.</li> </ul>	<ul style="list-style-type: none"> <li>• The refuse should be collected at least twice a week. Also effort should be made at providing bigger bins so that refuse can be sorted into plastics, paper or cardboard and domestic waste. Paper and cardboard waste are collected free of charge by some paper processing companies and that would save the Institute some money on waste disposal.</li> <li>• A permanent preferably half walled Refuse Storage Area, to keep the grounds tidy as the current point for collection is an eye sore and could allow pests to easily access the processing area (See Fig. 4).</li> </ul>
<p>Washrooms</p> <ul style="list-style-type: none"> <li>• Packaging cards / boxes and newspaper are used as toilet paper in some toilets.</li> <li>• Unavailability of soap for handwashing.</li> <li>• Sanitary pads not disposed of properly.</li> </ul>	<ul style="list-style-type: none"> <li>• Consistent provision of toilet paper for staff use as a matter of urgency.</li> <li>• Installation of lockable toilet roll dispensers.</li> <li>• Provision of waste bins purposely for</li> </ul>

<ul style="list-style-type: none"> <li>• Spoilt soap dispenser at Apesiwa toilets causes leakage of soap when filled.</li> <li>• Broken toilet door locks, broken water closet systems and wash basins.</li> </ul>	<p>sanitary pad disposal and placing of notices in toilets for proper disposal of sanitary pads.</p> <ul style="list-style-type: none"> <li>• Replacement of spoilt soap dispensers.</li> <li>• The spoilt door locks leading to the washrooms and the spoilt cubicle locks must be replaced. As well as broken / spoilt water closet systems and wash basins.</li> </ul>
<p>Hygeena</p> <ul style="list-style-type: none"> <li>• The Company does not inform the Head of Estate's Unit when new staff are to work at the Institute's facilities.</li> <li>• Cobwebs and windows not done because it is not part of their contract.</li> <li>• Non-usage of bin layers.</li> <li>• Lack of extra bins at vantage points (See Fig. 6).</li> </ul>	<ul style="list-style-type: none"> <li>• Hygeena should inform Head of Estates when new staff are assigned to work at any of the Institute's facilities.</li> <li>• The terms of the Hygeena contract should be revisited to include the cleaning of windows and cobwebs.</li> <li>• Use of bin liners needs to be enforced as it keeps the containers neat and prevents potential breeding of bacteria.</li> <li>• Additional bins should be provided at vantage points to prevent littering of the compound.</li> <li>• The Administration Office should discuss with Hygeena Management within the next two weeks on these pertinent issues so as to improve their services to the Institute.</li> </ul>
<p>Allocation of Visitor Toilet</p> <ul style="list-style-type: none"> <li>• Head of Estate's Unit, proposes that one of the ground floor toilet's is permanently allocated to Visitors. This would be stocked with enough toilet paper, adequate soap, air re-fresher and well maintained. The place would be locked and a copy of the key kept with the Receptionist.</li> </ul>	<ul style="list-style-type: none"> <li>• This laudable idea should be implemented to maintain standards.</li> <li>• A copy of the key to the other toilet that has been permanently locked but used by a few female staff members should be made available to other female staff on the floor.</li> </ul>
<p>Institute's Grounds</p> <ul style="list-style-type: none"> <li>• Weeds still on pavement although weedicide has been applied.</li> <li>• Clearing of area behind the Mushroom Unit and Engineering (See Fig. 3).</li> <li>• Leaking of Water Tank serving the Main Building (see Fig. 2)</li> </ul>	<ul style="list-style-type: none"> <li>• Weeds should be plucked out in addition to the application of weedicides as the weedicide treatment does not seem effective.</li> <li>• Leaking Water Tank must be repaired.</li> </ul>

<p>Disinfectants</p> <ul style="list-style-type: none"> <li>Usage of IZAL to sanitize the floor.</li> </ul>	<ul style="list-style-type: none"> <li>Head of Estates recommends the purchase of Zoflora instead of the IZAL used to sanitize the floor as the Zoflora has a more appealing fragrance and is an equally effective sanitizer.</li> </ul>
<p>Tree Behind the Main Building</p> <ul style="list-style-type: none"> <li>A tree located behind the main building has overgrown and needs to be cut. Staff are unwilling to cut it.</li> </ul>	<ul style="list-style-type: none"> <li>Permission should be granted to the Head of Estate's Unit to take some decisions pertaining to the maintenance of the grounds.</li> </ul>
<p>Slabs on Gutters</p> <ul style="list-style-type: none"> <li>Some gutters do not have slabs covering them and are a potential danger to vehicles, clients and staff. They could also be breeding grounds for pests including snakes.</li> </ul>	<ul style="list-style-type: none"> <li>Slabs should be placed on gutters and choked gutters de-silted on a constant basis.</li> </ul>
<p>Cupboards and Equipment</p> <ul style="list-style-type: none"> <li>Cupboards and equipment underneath and or by the staircases and in the passage ways need to be removed (See Fig. 1).</li> <li>Blocking of emergency exits with boxes (See Fig. 9).</li> </ul>	<ul style="list-style-type: none"> <li>These are obstructions to movement of staff, visitors and equipment and need to be removed.</li> <li>In case of an emergency, obstructions at the doorways would make evacuation difficult.</li> </ul>
<p>Key to Main Electrical Switch</p> <ul style="list-style-type: none"> <li>Main Electrical Switch on ground floor cannot be accessed because key cannot be found.</li> <li>Electrical Switch cupboards are used as storage for other materials. These could be inflammable in case of accidental electrical sparks (See Fig. 7 &amp; 8).</li> </ul>	<ul style="list-style-type: none"> <li>Key should be replaced.</li> <li>The Electrical Switch Cupboards should be emptied of all materials.</li> </ul>
<p>Lightening</p> <ul style="list-style-type: none"> <li>Faulty light bulbs in labs and Offices</li> </ul>	<ul style="list-style-type: none"> <li>International Labour Laws insists that offices should be well lit. In light of this, faulty light bulbs should be fixed as a matter of urgency.</li> </ul>
<p>Training on Fire Safety</p> <ul style="list-style-type: none"> <li>Staff have not been trained on Fire Safety.</li> </ul>	<ul style="list-style-type: none"> <li>All staff should be trained on fire safety.</li> <li>Fire Drills should be held at least twice a year to assess staff preparedness.</li> <li>Point location maps should be placed at designated points on the Institute – on all the floors and building Units.</li> <li>An assembly point must be designated for use as such, in case of fire and fire safety drills.</li> </ul>

## **Conclusion**

As a leading food research institution in Ghana, that provides science and technology for the growth of the food and agricultural sectors of the national economy, the Institute must be seen to uphold and continuously improve upon the quality of its services and practices. Although some of the issues raised here in this report may seem minor, these little things speak volumes of our reputation.

This report had touched on various quality and safety issues within the Institute that must be looked at critically and the recommendations implemented to ensure that Quality Standards are adhered to in all the undertakings of the Institute.



APPENDIX: Some Pictures Showing the Situation Highlighted In This Report



Fig. 1. A Picture Showing Cupboards Left Near Back Entrance Door To The Main Building



Fig. 2. Leaking Water Tank Behind the Main Building



Fig. 3 Refuse dumped on grounds behind Mushroom Unit



Fig. 4. Refuse Awaiting Collection from Institute Grounds



Fig. 5. Overgrown Grass on Institute Lawns



Fig. 6 Picture Showing Litter on Green Grass / Lawns



Fig. 7 . Electrical Switch Cupboards Being Used As Storage of Potentially Flammable Material



**Fig. 8. Another Picture Showing Electrical Switch Cupboards Being Used As Storage of Potentially Flammable Material**





Fig. 8 A Picture Showing One Of The Fire Exits Blocked With Cardboard Boxes