

Certified Food Managers



Agriculture, Trade and Consumer Protection, Department of

Division of Food and Recreational Safety

Background

Most restaurants licensed by DATCP must have at least one manager or operator certified in food protection practices. Certification involves passing an approved exam through a certified course proctor; sending the exam results, \$10, and a Certified Food Manager application to DATCP; and posting a certificate provided by DATCP at the restaurant or retail facility.



Problem Statement

The multiple step process of paying for and passing an exam and then applying and paying for a certificate from DATCP does not provide any additional assurance of food protection. The DATCP certificate is an extra step for the manager or operator, as well as extra work for DATCP staff to process the applications and mail the certificates.

Outcome

It was determined through staff discussions and legal review that posting a passing certificate for a DATCP-approved exam, taken within the past 5-year period of validity, is adequate proof that the manager is certified in food protection practices. Removing the requirement to apply for a certificate from DATCP has freed up almost one full FTE to work on other duties related to food and recreational licensing. DATCP still must manage applications sent in error and process related refunds, but overall time spent on processing and issuing certificates has decreased greatly.

Results

Metric Name	Before	After	Improvement	% Improved
Annual hours required	2,000	25	1,975	99
Cumulative lead time in days				
Annual cost in dollars				
Number of steps in process				
Average process lead time				
Percentage who are satisfied				
Average stakeholder satisfaction				

Cost to implement: \$0

Revenue gained: \$0

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