CBDM® | **Certifying Board for Dietary Managers**®

The credentialing agency for
Association of Nutrition **&** Foodservice Professionals **ANFP**

CDM, CFPP
CBDM
PRACTICE
STANDARDS

FOODSERVICE

Standard 3: Establish Continuous Quality Improvement

A CDM, CFPP is responsible for establishing continuous quality improvement by:

Establishing Continuous Quality Improvement Procedures for Foodservice Department (e.g., QAPI)
- Defining foodservice objectives, implementing necessary procedures, and monitoring quality indicators
- Using auditing tools and analyzing data to improve performance

PERFORMANCE INDICATORS	KEY ACTIONS
1.0 Define objectives and standards	
1.1 Understand the objectives and standards of a quality management system to ensure client's needs are continually met.	• Establish clear objectives and standards based on regulatory requirements and client expectations. • Implement Continuous Quality Improvement (CQI) and Quality Assurance and Performance Improvement (QAPI) Processes to continuously study and improve processes. • Engage every staff member in the QAPI process to ensure a comprehensive and data-driven approach to maintaining and improving safety and quality. • Report QAPI results as needed to the Interdisciplinary Team.

1.0 RESOURCES
Foodservice Management by Design, 4th Edition
    Cultural Influences on Food Intake in the U.S.
    Analyzing and Interpreting QAPI Data
 	
Online Resources
    ANFP *Nutrition & Foodservice Edge* Magazine
    Enhancing Your Food Safety Culture: A Framework for Continual Improvement and Standardization	

Other Online Resources
[Code of Federal Regulations - Food and Nutrition Services](#)
[California Culinary Centers Standardized Recipes](#)
[Food Data Central | USDA](#)
[Food Allergies: What You Need to Know | FDA](#)
[State Operations Manual - Appendix PP | CMS](#)
[ACFSA | Association of Correctional Food Service Affiliates](#)
[The Five Elements of QAPI | CMS](#)
[Plan-Do-Study-Act (PDSA) Worksheet | Institute for Healthcare Improvement](#)
[Quality Improvement Project Change Concepts Worksheet | Institute for Healthcare Improvement](#)

2.0 Implement auditing tools and determine effectiveness

2.1 Implement process to gather information related to quality standards being met, analyze data and determine process changes.	• Use auditing tools to gather information related to quality standards being met such as food acceptance/satisfaction surveys, taste panels, test trays, plate waste studies, checklists, and self-audits. • Collect and analyze data from various auditing tools to evaluate the effectiveness of quality improvement efforts. • Continuously monitor the changes implemented through the QAPI process and adjust as necessary to ensure ongoing compliance with quality standards

2.0 RESOURCES
[Foodservice Management by Design, 4th Edition](#)
   Methods to Assess Client Satisfaction
   Plate Waste Information
   Criteria for Individual Health Care Menu Review
   Survey Using a Likert Scale

[Foodservice Management by Design, 4th Edition, Supplemental Materials](#)
   Taste Panel Score Sheet
   Food Leftover Usage
   Meal Service Self-Audit Tool

Online Resources
   ANFP
   Overall Tray Accuracy - Focus on Formulas
   Trays per Minute - Focus on Formulas
   Tray Accuracy Percentage - Focus on Formulas
   Calculate as Purchased and Edible Yield - Focus on Formulas
   Scaling a Recipe - Focus on Formulas

   Other Online Resources
   [Common Product Yields | US Foods](#)
   [The Five Elements of QAPI | CMS](#)
   [Plan-Do-Study-Act (PDSA) Worksheet | Institute for Healthcare Improvement](#)
   [Quality Improvement Change Concepts Worksheet | Institute for Healthcare Improvement](#)