

SAFETY AND QUALITY IN MILK PROCESSING COMPANIES IN ALBANIA

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Abstract

The trading market is changing every day. This is why safety and quality in consumer products represent a major issue in designing processes. Thus companies are forced to design management systems keeping in mind product safety and quality.

This paper aims to study the milk processing companies in Albania and their management system, but with a focus on two elements: processes and people. The study is of great interest as the milk processing industry is very important for the Albanian economy. It's an everyday challenge for the dairy companies to stay in the market. This is why it is so important for them to know and employ some important elements in their management system that have a great impact on product safety and quality, two key elements today. The objectives of the study are to:

- ❖ Analyze the importance of product safety and quality in the Albanian economy and milk processing industry
- ❖ Study the realities of practices in the Albanian milk processing companies as those practices impact safety and quality.

Data generation was performed by collected through a face-to-face interview methodology using the questionnaire. The questionnaire was distributed at the milk processing companies that are active in Albania. All questions were measured in the line with 5-point Likert Scale (from 1-never to 5-always). The research data were analyzed by SPSS 20.0 statistical programme.

By the data processing we get some important information. So the practices with employees (especially training) have important relevance on the company performance. By the other hand, infrastructure and methods don't have an important statistically impact on continuous improvement. In fact the data processing tells us that the companies don't implement effective and efficient operations.

According to the results obtained, comments and recommendations will be made. The recommendations can be useful for the companies to improve their activities on processes and people, in order to gain competitive advantage in the market.

Key words: Food Safety and Quality, Dairy, Management system.