

Content of an Operating Manual

1.) Use and update of the manual

- Objectives, how to use, distribution
- Revision and up-dating of the manual

2.) The organic production and fairtrade system

- The organic farming system, production methods
- The fairtrade system, handling of minimum price and premiums

3.) Organisational set-up

- Organigramme, roles and responsibilities
- Selecting and organizing the producers

4.) The extension system

- Roles, processes and tools
- Training of staff
- Training of farmers
- Extension visits
- Facilitating farmer-to-farmer exchange
- Supply of inputs

5.) The Internal Control System (ICS)

- Roles, processes and tools
- Training of staff
- Risk management
- Documentation
- Internal inspection visits
- Internal approval procedure

6.) Post-harvest operations

- Storage, bulking, transport
- Processing
- Marketing, payments

7.) Quality management and monitoring

- Data management
- Sampling, cross-checking
- Product quality management
- Impact monitoring

Annexes

- Reference documents
- Forms and templates