

DGAL

IN BRIEF

2015



THE FRENCH GENERAL DIRECTORATE FOR FOOD



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.DGAL IN BRIEF

KEY WORDS

FOOD SAFETY, FOOD QUALITY, FOOD WASTE, ANIMAL HEALTH AND WELFARE, PLANT HEALTH AND PROTECTION, CONTROLS, INSPECTIONS, REGULATIONS, VETERINARIANS, HEALTH CRISES, INTERNATIONAL TRADE, AGRICULTURE, CROPS, LIVESTOCK PRODUCTION, FISHERIES, SEEDS, INPUTS, PESTICIDES, MEDICINES, FORESTS, ETC.

DGAL REPRESENTS ALMOST **4,600** OFFICERS
IN CENTRAL ADMINISTRATION AND DECENTRALISED SERVICES
SUPPORTED BY **14,000** PUBLIC HEALTH VETERINARIANS
CERTIFIED BY THE STATE, **30** NATIONAL REFERENCE LABORATORIES
AND ABOUT **150** SPECIALIZED LABORATORIES, MAINLY
IN THE "DÉPARTEMENTS". EACH YEAR, IT PROVIDES NEARLY
30,000 INSPECTIONS ON LIVESTOCK, NEARLY
80,000 INSPECTIONS IN FACILITIES WORKING IN THE FOOD
CHAIN, WITH MORE THAN **80,000** BATCHES
INSPECTED ON IMPORT.

A GOVERNMENT BODY SERVING CITIZENS

DGAL monitors the safety and quality of food at all stages of the food chain, as well as the health of animals and plants, and animal welfare in coordination with the State services in French "départements" and regions and the different stakeholders: professionals in the farming sector, associations, consumers, etc.

It establishes the legal provisions corresponding to its missions and controls their application with the support of the decentralised services.

On the European and international levels, it promotes French models as regards food, public health and plant health. ■



Dairy farm

.01

OUR MAIN MISSIONS

To guarantee the health of consumers, animals, plants and the environment by defining and controlling the sanitary conditions in which animals, animal products, plants and plant products are produced and introduced into the market or imported into the country.

DGAL is a State service dedicated to public health and the quality of the environment. As such, it contributes to the development of economic sectors.

It conducts its missions on the basis of:

- the national and European legislation in force, which it contributes to establishing and implementing;
- animal health and plant-health inspection services, which it coordinates across French départements and regions.

Its missions also include coordinating French food policy through the management of the inter-ministerial French National Programme for Food (PNA).

DGAL's missions are conducted as part of an integrated approach which requires anticipating risks, assessing them and forecasting their development.





This is why the monitoring systems managed by DGAL, and which make it possible to take preventive measures, are particularly useful. Ensuring food safety requires constantly adjusting the organisation of the systems in place and their operation, on a national, european and international level. This involves frequent consultations with other national administrations responsible for those missions.

The significant increase of international trade, the emergence of new pathogens that affect humans, animals or plants, the emergence of harmful organisms and climate changes make it vital to adopt a more international view of sanitary risks linked to the trading of animals, plants, and, particularly, food.

The issues raised are complex and require **integrated, cross-functional risk management**, drawing on different organisational, scientific and technical skills.

The guarantees provided to consumers must be based on a relationship of trust, which supposes that communication about risks must be structured and transparent, in accordance with international principles for risk analysis. ■



Cheese production in the Gers





Catering 100% local



Pig breeding

DGAL monitors the quality and safety of food at each stage of the food chain, from the raw materials necessary for growing plants and breeding of livestock to the moment the food is sold to the consumer.

The scope of DGAL's activities is vast:

- the health and protection of animals and plants;
- the safety and quality of food;
- the drafting of regulations and monitoring of their application;
- nation-wide surveillance;
- the management of food-related safety alerts;
- certification for exportation;
- the promotion of practices that are more respectful of public health and the environment;
- the control of imports.

On a national level, DGAL drafts the legal provisions corresponding to its missions; it contributes to the establishment of European Union regulations and is responsible for their implementation on a national level. It is supported by decentralised services in French départements and regions.

On the international level, it promotes French food, public health and plant health models. Around 4,600 full-time equivalent are involved in implementing this programme; they are responsible for

inspecting more than 400,000 facilities where foodstuffs are handled (distribution, food service sector) and more than 500,000 farms.

They are supported by 30 national reference laboratories and about 150 specialised analytical laboratories, in collaboration with other State services. ■

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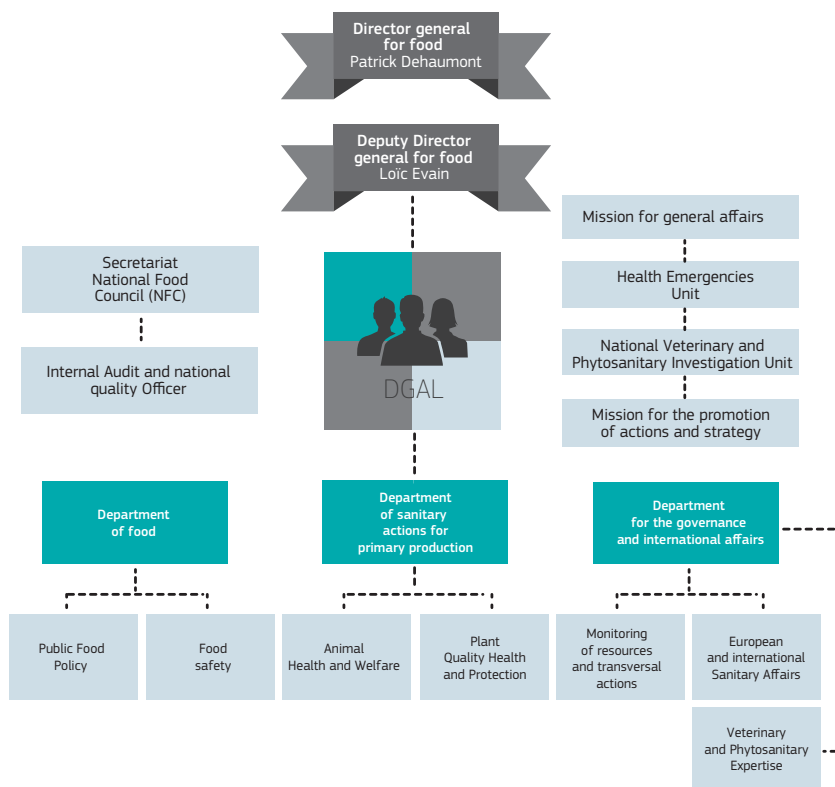
OUR ORGANISATION

DGAL HAS 3 DEPARTMENTS WHICH CARRY OUT TECHNICAL FUNCTIONS:

- **The first department is responsible for primary production,** animal health and welfare, plant health, including forests and agricultural inputs (veterinary drugs, pesticides, seeds, GMOs, animal feed): this is the Department of sanitary actions for primary production;
- **The second department is responsible for food:** the Department of food is in charge of French national food policy and the safety of food of animal origin;
- **The third department is responsible for international affairs, imports and exports** of animals, plants, products of animal origin

and animal feed. It also coordinates cross-functional activities for the other technical departments (budget, human resources, laboratory operations, organisation of the information systems, etc.): it is called the Department for governance and international affairs in the food and sanitary sector. ■

SIMPLIFIED ORGANISATIONAL STRUCTURE



DGAL ALSO CARRIES OUT OTHER CROSS-FUNCTIONAL MISSIONS AS REGARDS:

- the **management of sanitary emergencies on a national level or concerning import/export** (outbreaks of diseases, non-compliance of food of animal origin, animal feed);
- the **fight against organised crime** in the sanitary area, through the DGAL's investigation unit;
- the **quality management of the inspection organisation**, made up of the DGAL and its services in the field;
- performance **optimisation**;
- the promotion of actions and strategy. ■

To consult the complete organisational chart: <http://agriculture.gouv.fr/administration-centrale>

FUNCTIONAL AUTHORITY OVER DEVOLVED SERVICES



In order to perform its assigned tasks, the DGAL relies on government services working under the authority of the Prefects of the French départements and regions. The DGAL exercises functional authority over these services and interacts with them constantly.



THE DGAL'S MAIN CHANNELS IN THE REGIONS AND DÉPARTEMENTS

At the regional level, those channels are the DRAAFs (Regional Directorates for Food, Agriculture and Forestry) acting as its “correspondents”.

The SRALs (regional food departments) in the DRAAFs are responsible for policies and financial resources for budget programme no. 206 – “Food Sanitary Safety and Quality” in each region.

At département level, because they are responsible for sanitary safety the preferred channels for the DGAL are either the 42 DDPPs (Departmental Directorates for the Protection of the Population) or the 46 DD(CS)PPs (Departmental Directorates for Social Cohesion and Protection of the Population) according to the département concerned.. ■

THEIR TECHNICAL DUTIES HAVE REMAINED UNCHANGED SINCE THE 2010 REORGANISATION:

Protection of public health:

DD(CS)PPs verify the application of regulations to combat diseases of animal origin communicable to human beings. They monitor product safety for health and hygiene control and conduct programmes for the prevention of food contamination risks. They perform inspections and monitor self-inspections by companies, as well as implementing plans for surveillance and control of contamination in foodstuffs every year.

Protection of animal health:

DD(CS)PPs ensure constant surveillance of animal diseases. Suspicion or declaration of the animal diseases concerned will trigger a predetermined set of operational control measures (emergency plans). This was the case in autumn 2015 for bluetongue and avian influenza.

Protection of plant health:

The DRAAFs also perform a number of core tasks for sanitary protection relating to plants and control of phytosanitary products. ■



The Ecoantibio Plan: combating parasites

.03

OUR INSTITUTIONAL
AND PROFESSIONAL
ENVIRONMENT

A CONSTANTLY EVOLVING LEGISLATIVE FRAMEWORK

DGAL operates within a legislative framework that takes into account national, European and international regulations.

The national legislative and regulatory framework includes the French Rural and Maritime Fishing Code, the Public health Code, the Environmental Code and the Consumer Code, whose provisions are largely derived from European and international legal texts. It particularly draws on the International Plant Protection Convention (IPPC), the Codex Alimentarius, and the World Organisation for Animal Health (OIE).

The regulatory texts governing the DGAL's operations are regularly reviewed and amended to take into account advances in technical and scientific understanding in the field of health, as well as society's and people's expectations.

Certain actions are part of a European-wide programme and are co-funded by the European Union: in particular, operations concerning the fight against the main animal diseases. ■



AN INTER-MINISTERIAL AND EUROPEAN COLLABORATION TO ENSURE FOOD QUALITY AND SAFETY

Sanitary inspection missions are carried out in collaboration with the different central and decentralised services of the French Ministry of Economy (fraud prevention) and of the Ministry of Health.

Each year, DGAL implements a series of **targeted surveillance programmes (with random or oriented sampling)** concerning food of animal and/or plant origin and animal feed. These are an **essential indicator regarding food safety** and also contribute to **promoting French food and agricultural products** in the export market.

This control policy is harmonised at European level to ensure a **high level of food safety within the single European market**.

The technical expertise for drawing up these plans (knowledge of contaminants and/or products that may be subject to contaminations) is provided by the different sub-directorates of DGAL.

As early as the design stage, these targeted surveillance programmes are established in coordination with **the other ministries** involved in food safety (DGCCRF [French Directorate General for Competition, Consumption and Fraud Prevention], DGS [French Directorate General

for Health]) and with the French **risk assessment organisations** (ANSES - the French Agency for Food, Environmental and Occupational Health and Safety and InVS - the French Institute for Public Health Surveillance).

Some of DGAL's actions are coordinated with other public policies, such as those concerning higher education and research in agriculture. ■

HOW THE EXPERTISE IS BROKEN DOWN AS REGARDS THE ORGANISATION OF INSPECTIONS AND THE MANAGEMENT OF ALERTS

Three French ministries are in charge of food inspections:

DGAL (Ministry of Agriculture, Agro-Food and Forestry):

animal products or products of animal origin and food made of plants before harvest, residues of veterinary drugs in all types of food products; control of GM organisms, in particular imported seeds;

DGCCRF (Ministry in charge of the Economy):

products of plant origin; dietary foods; additives, GMOs, allergenic agents, unauthorised substances (e.g. melamine), materials in contact with any type of food (animal or plant origin);

DGS (Ministry in charge of Social Affairs and Health):

all food products, if the population is affected («human cases») or when a significant risk is identified.



ENHANCED GOVERNANCE

Organisational arrangements to optimise governance and the funding of animal and plant health policies.

The issue for sanitary organisation is to make good use of, and to optimise all available skills to ensure coordinated and coherent management of surveillance and methods for controlling the various pests and pathogens.

A new system of classification enabling definition of priorities for action has led to a ranking of diseases according to categories of sanitary hazard. The ways and means used by government and industry organisations are determined in light of the gravity of the risk involved.

- Category 1 hazards: these relate to serious public health impacts, major risks for the environment and French production capacity. They require mandatory prevention, surveillance and control measures in the common interest.

- Category 2 hazards: these have economic impacts in one or more sectors for which it is necessary to introduce collective prevention, surveillance and control programmes.
- Category 3 hazards: these call for measures solely dependent on private initiatives.

Consultation and steering bodies have been set up on animal and plant sanitary policies – CNOPSAV (National Council for Animal and Plant Health Policy) and its regional version, CROPSAV – and the terms have been redefined for recognition of operational entities entrusted with work alongside government to provide surveillance, prevention and control of animal diseases and plant pests.

Surveillance tools involving all actors (a platform for animal health epidemiologi-

cal surveillance, a nationwide network for biological surveillance) enable emerging and re-emerging sanitary risks to be addressed.

Government and industry professionals can rely for prevention, surveillance and control of sanitary hazards on organisations that must meet detailed criteria: OVS' (Sanitary Service Organisations) and OVVTs (Technically-oriented Veterinary Organisations). ASRs (Regional Health Associations) have been set up to propose sanitary programmes requiring collective organisation and training tools to support private initiatives. ■

📄 To find out more, go to: <http://agriculture.gouv.fr/organisation-générale-du-dispositif-cnopsav>

.04

OUR RESPONSE TO SOCIETY'S EXPECTATIONS:

THE MANAGEMENT
OF AMBITIOUS
PROGRAMS

White lupin seeds in the hands
of a farmer



« AGRICULTURE: PRODUCING DIFFERENTLY »

The DGAL helps ensure proper application of agroecology and is a participant in the “Agriculture: producing differently” programme with its three plans: “Ecophyto”, “Ecoantibio” and “Seeds and Sustainable Agriculture”.

📄 To find out more about the “producing differently” programme, go to:
<http://agriculture.gouv.fr/Produisons-autrement>

THE ECOPHYTO II PLAN

Despite its many practical measures, the results of the Ecophyto Plan did not come up to expectations. The targeted reduction in phytopharmaceutical use has not been achieved. Nevertheless, that objective continues to be a major goal for public health, as well as for the environment, society and the economy. What is needed is to reconcile competitiveness with protection of public health and the environment and to meet consumers’ needs.

2015 provided an opportunity look at new ways forward and propose measures for an Ecophyto II Plan, which was launched in October following a public consultation process and several thousand contributions from members of the public, farmers, environmental protection and consumer defence association, among others.

The goal of Ecophyto II is to reduce the use of phytosanitary products by 50% in two stages: 25% by 2020 and 50% by 2025. To achieve that result, it is notably counting on wider dissemination of particularly effective techniques and systems of proven worth that can limit the use of phytosanitary products. The solutions concerned will need to be optimised, generalised and rolled out to the greatest possible number of users.

Existing resources such as the Dephy pilot farms, Certiphyto, plant health bulletins (BSVs) and the EcophytoPic web portal must be strengthened or developed to reach a wider audience. Innovation and research must be more focused on agricultural systems, new varieties, biocontrol, and much more. ■

📄 To find out more, go to: <http://agriculture.gouv.fr/ecophyto>

THE ECOANTIBIO PLAN

Resistance to antibiotics, a phenomenon that has become worrying in recent years, restricts the therapeutic arsenal available for the treatment of a number of conditions. The combat against such resistance is a major challenge for our century in the areas of animal health and public health.


A national plan covering the period 2012-2017 has been drawn up to reduce the risks of resistance to antibiotics used in veterinary medicine. Derived from numerous discussions with representatives of sector organisations and veterinarians,

scientists and representatives of veterinary pharmaceutical companies, the plan is also consistent with the 2011-2016 national alert plan on antibiotics driven by the Ministry of Health and also with the European Commission's Action Plan against the Rising Threats from Antimicrobial Resistance.

The Plan promotes prudent and controlled use. It aims to reduce antibiotic use in veterinary medicine by 25% in five years. **Only appropriate quantities that are strictly necessary must be prescribed.** In addition to the quanti-

tative aspect, the Plan promotes efforts specifically to reduce the use of critically important antibiotics in veterinary medicine in order to preserve their efficacy for human and animal health.

Several measures have already been introduced to strengthen legislative control over the use of antibiotics, raise the awareness of farmers and veterinarians and promote alternatives. ■

 To find out more, go to: <http://agriculture.gouv.fr/ecoantibio-2017-une-seule-sante-une-seule-planete>



A handful of seeds of an old variety of soft wheat: "Rouge de Bordeaux"

THE SEEDS AND SUSTAINABLE AGRICULTURE PLAN

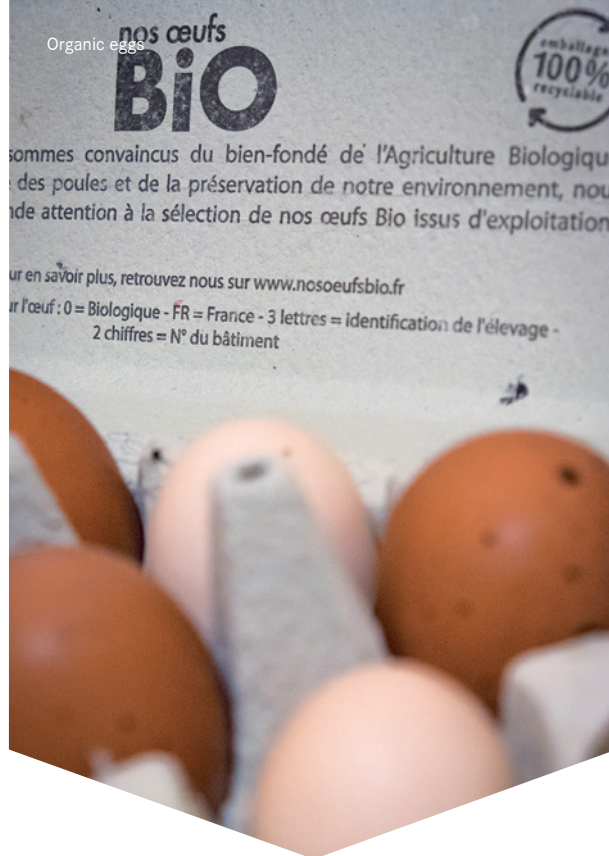
The availability of high-quality seeds of varieties that match the needs of regions and the expectations of farmers and consumers is a fundamental guarantee of food security in our country in terms of both quality and quantity. At the European level, France is the biggest market and the leading producer of seeds. Worldwide, its market is in third place after the USA and China and France ranks second among global seed exporters.

An initial Plan (2011-2014) was introduced following extensive consultations and led to major changes, especially relating to the inclusion of environmental criteria for registration in the official French seed catalogue. The Plan was evaluated in 2015 and a roadmap was produced for a new and overhauled version more deeply rooted in the Ministry of Agriculture's agroecology project. ■

 To find out more, go to: <http://agriculture.gouv.fr/le-plan-daction-se-mences-et-agriculture-durable>

FOOD POLICY FOR THE FUTURE

The objective of the new policy on food defined by the Law on the Future of Agriculture is to advocate the French food model, one that has largely protected us from the epidemic of obesity affecting all Western countries. It is an important factor in social justice and cohesion. It sets out to provide a better response to consumer expectations and contributes to the maintenance of the competitiveness of the French farming and agrifood sector. The sector provides commercial outlets for 70% of French agricultural production, protecting jobs and contributing to the development of rural areas. It also helps add value to French culinary heritage. It has been translated into action in the National Food Programme (PNA). ■



GUIDING THE NATIONAL FOOD PROGRAMME

The DGAL, in conjunction with the ministries concerned, steers the new National Food Programme (PNA), which develops the food policy the government intends to implement.

The priorities for action are the following:

- Social justice
- Dietary education for young people, a core target for the policy
- Regional roots for policy close to the general public
- Combating food waste.

To find out more, go to: <http://alimentation.gouv.fr/pna-2>



.05

OUR ROLE IN

THE FIGHT

AGAINST CRIME

The fight against illegal activities in the field of public health is a cross-functional mission conducted by DGAL, supporting the sanitary inspection actions conducted by the decentralised services.

THE INVESTIGATION UNIT

The French National Veterinary and Phytosanitary Investigation Unit (BNEVP) is a special body that operates across the country. This strike force can be mobilized for emergencies. It focuses on fighting against organised crime.

The BNEVP conducts investigations as part of the fight against organised crime in the sanitary field and provides the inspection services with technical support, particularly in crisis situations.

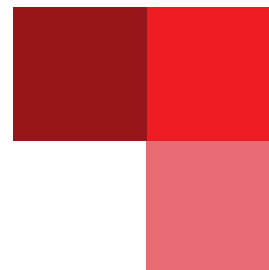
The remit of the BNEVP covers all veterinary and phytosanitary fields. The unit's operations therefore concern the services in charge of public health, animal

health and welfare as well as the services in charge of plant protection.

In operational terms, the BNEVP's missions are divided into three categories:

- fighting against organised crime in the veterinary and phytosanitary fields;
- conducting national investigations on behalf of DGAL;
- providing the sanitary inspection services with technical support.

The BNEVP provides support to judicial, police and customs authorities and to all administrations which participate in fighting against illegal activities in the sanitary field. ■



Intervention Unit in the vegetable field

.06

OUR ROLE IN

CRISIS MANAGEMENT

Crisis management is a cross-functional mission conducted by DGAL, supporting the sanitary inspection actions conducted by the decentralised services.

THE HEALTH EMERGENCIES UNIT

DGAL's Health Emergencies Unit is in charge of managing alerts, emergencies and sanitary crises, particularly concerning food-related issues under the responsibility of the Ministry of Agriculture.

The alerts are triggered by the inspections made by the sanitary authorities, the own-checks controls made by the food business operators, tests carried out by veterinarians (for animal health), or consumer complaints, etc. Other alert situations are triggered by cases of sick people, where the suspected origin of the infection is due to food (food poisoning) or contact with animals.

When an alert is triggered, it results in different types of investigations and measures regarding the products and/or the animals.

DGAL manages food-related alerts concerning products of animal origin and foodstuffs containing animal ingredients (whether leading to human health problems such as food poisoning or not), **concerning plants which have not yet been harvested and concerning animal feed containing ingredients of animal origin.** It also manages alerts concerning **animal and plant health.** Food-related alerts concerning plant foodstuffs after harvest, products

in contact with food and dietary foods are managed by DGCCRF (the French Directorate General for Competition, Consumption and Repression of Fraud). The management of alerts is conducted in liaison with national, European and international alert networks. DGAL (Health Emergencies Unit) is one of the two national contact points for the European RASFF (Rapid Alert System for Food and Feed) network, and the national contact point for its international equivalent INFOSAN Emergency (International Food Safety Authorities Network).

The Health Emergencies Unit is also responsible for developing and monitoring the **operational tools and documents** required to manage the alerts and sanitary crises.

In particular, it is in charge of monitoring national emergency plans and the training exercises conducted in this field. ■

WHAT IS AN ALERT?

An alert is **any non-compliance detected or reported concerning a food product that may pose a risk to human health** (for example, the presence of dangerous bacteria), the outbreak of illnesses with a possible link to food or contact with animals, the outbreak of an animal disease (such as anthrax, foot and mouth disease,

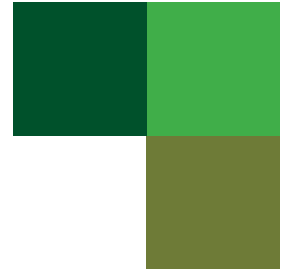
avian influenza, Newcastle disease, etc.), whether transmissible to humans or not, or **the outbreak of organisms harmful to plants** (pine wood nematode, Asian longhorned beetle, etc.).

For more information: <http://alimentation.gouv.fr/alimentation/alerte-alimentation>



.07

OUR EUROPEAN
AND INTERNATIONAL
RELATIONS



TIES WITH EUROPEAN AND INTERNATIONAL BODIES

The DGAL contributes to the work done by EU bodies in the sanitary and phytosanitary fields. It is an active participant in negotiations and promotes France's positions in these areas. In 2015 this was notably the case for negotiations on neonicotinoids, on the plant health law and the regulation on official controls. Its representatives are regular visitors to Brussels for meetings of CVOs (Chief Veterinary Officers) and COPHS (Chief Officers of Plant Health Services), as well as the various PAFF committees (Standing Committee on Plants, Animals, Food and Feed).

Internationally, the DGAL tracks the negotiations for the agreement on the application of sanitary and phytosanitary measures (SPS) at the WTO. The

purpose of this international agreement is to facilitate trade by limiting unjustified sanitary and phytosanitary barriers, while acknowledging at the same time a country's right to adopt necessary protective measures.

The DGAL is France's representative to the World Organisation for Animal Health (OIE), observing its work on standards and regulations relating to animal health and protection. It is also a regular participant in the proceedings of other international organisations (FAO, Codex Alimentarius, EPPO, IPPC, etc.). The DGAL also tracks the agreements between the European Union and third countries on sanitary and phytosanitary topics. It is particularly vigilant with regard to developments in the negotiations

still ongoing for the Transatlantic Trade and Investment Partnership (TTIP), or EU-USA agreement.

The DGAL is also responsible for bilateral negotiations with third countries on sanitary and phytosanitary barriers. With a view to opening up markets, it welcomes numerous delegations from third countries coming to inspect our facilities or audit our sanitary or phytosanitary system. In the context of cooperation programmes, the DGAL shares its experience and promotes its technical expertise by acting as host to foreign delegations. Most notably, it supports the Summer School of the National Veterinary Training College (ENSV) which provides training for veterinary officers from many different countries. ■

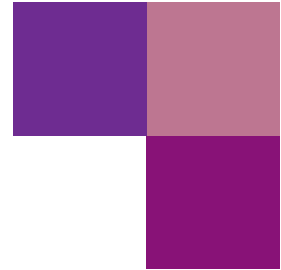
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OUR RESOURCES

HUMAN RESOURCES

The DGAL has had its staffing increased for the second year running by 60 additional FTEs. Its headcount (almost 4,800 annual full time work equivalents) is split between the central administration and the Regional Directorates for Agriculture, Agrifood and Forestry (DRAAFs), the Departmental Directorates for the Pro-

tection of the Population (DDPPs and DD(CS)PPs) in metropolitan France and the Directorates for Agriculture, Agrifood and Forestry (DAAF) in the French overseas départements. The DGAL works in close conjunction with the network of general inspectors for personnel and organisational support (IGAPS). ■



IN-JOB TRAINING: A KEY TOOL FOR MAINTAINING SKILLS

The training policy adopted by the DGAL is intentionally proactive in order to meet the skill needs expressed by officers and

necessary for the ongoing development of control activities. ■

HIGH-VALUE EXPERTISE

The DGAL is also reliant on a national system of veterinary and phytosanitary expertise comprising experts of reference and resource-persons in the regions and départements who place their

specific expertise and technical skills at the service of the DGAL for the purposes of informed public action. ■

BUDGET

The head of the DGAL is responsible for programme no. 206 “Food Sanitary Safety and Quality” within the overall ministerial remit “Agriculture, Fisheries, Food, Forestry and Rural Affairs”. Programme no. 206, organised around seven actions, essentially comprises funding for staffing and funding for activities. ■

| Action number and title | Action Objective | Budget * |
|--|--|--------------|
| Action 1: Prevention and management of the risks intrinsic to plant production | To ensure conditions for plant production guaranteeing public health and plant protection . | 21 |
| Action 2: Controlling animal diseases and protection of animals | To control animal diseases hazardous to human beings and/or livestock farming economics; to monitor proper use of substances administered to animals and ensure that living conditions and treatment respect welfare rules for farm livestock and pets. | 106,8 |
| Action 3: Prevention and management of sanitary risks linked to foodstuffs | Covers all measures for official control of sanitary conditions relating to production, imports and commercialisation of foodstuffs of animal origin and early detection of food sanitary risks . | 17 |
| Action 4: Horizontal actions | These largely correspond to the subsidy allocated to ANSES and new core tasks : the contractual plan between central government and the regions on the nutritional and sanitary quality of products. | 65,1 |
| Action 5: Disposal of carcasses and animal co-products | Supports expenditure relating to public rendering services . | 1,6 |
| Action 6: Implementation of public policy on food sanitary safety and quality | Covers funding for staff and the operation of devolved services . Action 6 also covers payroll for officers in DD(CS)PPs, DRAAF/SRALs and DAAF/SALIMs. | 284,9 |
| Action 8: Food quality and market offering | Contributes to the implementation of policy on food and the National Food Programme (PNA) . | 4,3 |
| TOTAL | | 500,7 |



QUALITY-BASED MANAGEMENT

On the basis of the acquired accreditation from COFRAC over the period 2010 to 2014, the DGAL has been committed since 2013 to a programme of quality-based management founded on a process-oriented approach (ISO 9001).

That approach, which is shared with the DGCCRF (General Directorate for Competition Policy, Consumer Affairs and Fraud Control), covers the entire range of activities conducted by DGAL as an organisation. It enables capitalisation, for

the purposes of inspection activities, on procedures that demonstrate the competence of its staff and the reliability of its inspections, as well as extending their scope.

This approach is aimed at the decompartmentalisation over time of organisational departments, the optimisation of resource management and the promotion of measures for simplification and improvement for the benefit of users and the entire work community. ■



Inspecting an oyster bed

PUBLICATION DIRECTOR

Patrick Dehaumont

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