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Can a panamanian food chain cut the mustard concerning food safety cultural compliance: A case study of the suvlas restaurant chain

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The food sector is well aware of the importance of food safety in terms of business growth, legislative compliance and its brand image. To add testimony, many organizations have invested in costly food quality and safety assurance systems to ensure their commitment to embedding food safety within their operations. However, despite their efforts there are repeated examples of organizational failures, resulting in serious illnesses and fatalities. This paper addresses food safety cultural compliance in the food service sector and identifies cores and symptomatic issues that corrupt the strategic health and safety value systems through unplanned and evolving non-compliance behaviors. The research adopts a mixed methods approach via a semi-structured questionnaire, one to one interviews and focus groups. The research further focuses on a Panamanian restaurant chain in South America and measures their cultural commitment to food safety standards and assesses the importance attributed to a proactive positive food safety culture. The paper concludes with a series of commercially viable recommendations via a cultural compliance model and provides a clear contribution to the practice of good hygiene standards.

Biography

Derek Watson is a Senior Fellow of the Higher Education Academy. He has extensive experience of innovation and technology transfer and mapping skills requirements in emerging sectors. He has an international portfolio of clients and contacts, such as the British Cabinet Office, Indian Government, Dubai Police, and Canon International. His research focuses on academic-industry collaboration, investigating the impact of knowledge exchange on practice. He is also actively documenting his research and consultancy experience via international academic journals and symposiums on a global scale. Watson has been appointed on the editorial board for various International Journal's. He is also an academic reviewer of several international journals and is currently employed as 'External Examiner' for Staffordshire University DBA programmes, a Visiting Professor at Sias Business School Academy for Open Innovation International University in China and a Senior Research Fellow at Cyprus Centre for Business Research.

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