



Cumberland Culinary Center Customer Approval Policy

Cumberland University (CU) does not discriminate on the basis of race, sex, color, religion, sexual orientation, national origin, age, disability, or veteran status in provision of services provided at the Cumberland Culinary Center (CCC).

While Tennessee based companies will be given first priority for kitchen utilization, every effort will be made to accommodate other small out of state companies as time and schedule permits.

The following process steps define the criteria which are followed when an evaluation is performed on each customer who is applying for eligibility and utilization of the CCC facility. The prospective user's information will be reviewed by the CCC board of directors before membership is approved or denied. CU has the right to approve or deny any customer applications that do not comply with this policy. In the event of a denial CU is responsible to document and provide input on why a customer has been declined. This will be accomplished via email.

1. Process documentation will be reviewed and approved by the CCC board. The data sheets used to collect the required customer information have been defined by the Tennessee Department of Agriculture (TDA), the Food and Drug Administration (FDA), and Cumberland University (CU).
2. All proposed products must be defined by one of the following categories:
 1. Non hazardous (jams & jellies)
 2. Formulated Acid
 3. Acidified products which require FDA Form 2541a to be filed and approved by the FDA before applying for membership at the CCC.To obtain this categorization requires that a valid "Process Authority" has reviewed and tested the product formulation and provided documentation in support of the definition.
3. A copy of the TDA request for permitting is currently on file or pending approval; the approved questionnaire and the enclosures have been sent to CU.
4. The customer demonstrates a willingness to receive guidance and accepts feedback.

5. The proposed product can be manufactured in the CCC (i.e. CCC has the available equipment, processing stations, etc. needed to produce the customer's products). This information is collected via the customer registration form on the web site.
6. The customer application request defines the forecasted quantities and time requirements to utilize the facility. No one customer can dominate the facility. Production requirements are reviewed on a quarterly schedule by the board of directors and are subject to change with a 60 day notice. There are no guarantees on production date availability.
7. The CCC board of directors must achieve 100% approval by the members to accept a new customer. All identified process steps (7) must be completed and approved.
8. Once approved, the customer is required to submit the membership application and annual payment to Judy Beavers.
9. Attached is a copy of the review process and results.

**Cumberland Culinary Center
Application Review**

Company Name: _____ **Customer Contact:** _____
Customer Email: _____

Step	Requirement Description	Y/N
1	Process documentation has been received and meets requirements.	
2	Product Categorization and Supporting Documentation have been provided	
3	Customer Registration has been provided with supporting documentation. This includes: TN Sales Tax ID and liability insurance.	
4	TDA permit is currently on file or pending approval, the approved questionnaire and enclosures are available.	
5	The customer demonstrates a willingness to receive guidance and accepts feedback.	
6	The proposed product can be produced (example available equipment, processing stations, etc.) in the CCC.	
7	Forecasted quantities and frequency for production can be fulfilled.	

Review Results

Date

Board Review request distributed via email	
Approval from each board member received	

Yes or No

Was the application approved?	
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Date

Approved customer application email sent Customer can now submit for membership.	
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Date

Board has denied application, explain why and distribute results to the customer.	
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