

# NURSERY SCHOOL OF CREMONA

## The Service Charter

**The municipal administration from always privileges a particular attention in the comparison of the more little citizens and of their families, sustaining the project 0 - 6 years** across the activity of the infancy schools and of the nursery schools coordinated from the Educational Political Sector. In the last years, it had been possible to amplify wither from a numerical point of view, or for qualitative appearance, the offer of educational services towards the children, to their families, looking for answering even with new proposed to the different express needs from the citizens.

The service charter represents a further tool of development of the quality of the services for the infancy of the Cremona's Commune

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# WHAT IS THE SERVICE CHARTER?

The municipal administration has chosen to compile **the Service Charter** of the nursery school to guarantee to the citizens the knowledge, the transparency and the liabilities of the qualitative level of the distributing educational services. It establishes so a pact among anyone offers and manages a service and anyone takes advantage.

The Service Charter it's a development tool of the quality, of evaluation of the performances, of communication with the citizens.

An important and central moment of our Charter is the definition of the general principles and of the fundamental aspect, that sustain the work and the organization of the services in Cremona individualizing the objectives of quality that are reached and that intend maintain, to offer always a better service.

## The general principles

the general principles

- **EQUALITY**

The parity of the laws is assured to all the consumers.

- **IMPARTIALITY**

All those people that make use of the services are treated with objectivity, justice and impartiality.

- **QUALITY CONTROL**

The Search of the full satisfaction of the consumers across the monitoring of the quality of the distributed service.

- **THE RIGHT OF ACCESS**

The nursery schools operates without discriminations to kind, of race, of religion, of tongue, of psycho-physical condition and socioeconomic, favouring the insertion of the children with disadvantages of psycho-physical and social. The Municipal Administration defines criterions of transparent access and the modality of the users' participation to the cost of the service.

- **THE RIGHT TO THE WELLBEING AND TO THE HEALTH**

The health of the child and of the community of the welcomed children comes in the service welcoming tutelary and integrating the indications received by the families and from the paediatrics of base.

The services are knowledge promoters on the theme of the health, of the prevention and of the safety with the families of the frequently children.

- **THE RIGHT TO THE PRIVACY**

The personal dates and children images are tutelary from the law of the privacy.

All the operators of the services are held to "secret office".

## THE NURSERY SCHOOL

The Municipal Commune of Cremona since, has put on running the "**project 0- 6 years** " in the inner of which are put the nursery schools and the infancy schools of the commune. The project intends to promote a culture of the infancy, a common pedagogical reflection, consenting so experiences of continuous exchange among the educators of the two services.

The nursery school is an educational and social service that welcomes the children from the three months to three years and competes with the families to their growth and formation. it/ is a place where the children are able spend the day, attended by qualified personnel that care their socialization and the process of learning in relationship to the demands of the families.

For the children the nursery predisposes an educational project that accompanies the development of its identity.

The nursery promotes space and time dedicated to the listening and to the communication and to the share of the parents. it is a meeting place and of sharing and of growth among children, educators and parents.

The town council nursery schools of Cremona are

1. nursery schools "**Sacchi**" street Tibaldi, 2 Tel. 0372 27743
2. nursery "**Navaroli**" street Navaroli, 16 Tel. 0372 27347
3. nursery schools "**Lancetti**" street Lancett, 19 Tel. 0372 432765
4. nursery schools **Saint Francesco street S. Antonio del Fuoco** " 8/10 Tel. 0372 28790

## Fundamental aspect

1. They are services with educational and social finality that are dealt of the children from the three months to the three years.
2. They open from the 1° September to on June 30 of every scholastic year; to the parents that both work are guaranteed the summer operation till on July 31.
3. They operate the following day to the Friday with entrance from 7.30 to 9.00 and exit in the followings hours from 12.45 to 13.15, at 15.30 o'clock and after the 16.30 till the 18.30 f or both parents that work (long time).
4. The access is regulated from an established classification in accordance with the ISEE (lindicative Equivalent Economic Situation) family and from the Commune's Regulations nursery schools
5. the fee-paying is calculated on the basis of the family income in accordance with the ISEE criterions.
6. The educational and didactic planning lends particular attention to the reception and to the comfort of the children and of their families, across a detailed bill educational and didactic planning.
7. The quality of the feeding is much taken care of; in every nursery school work a cook in collaboration with a specialized nutritionist
8. The attention to the safety of the children directs the pieces of furniture choices, equipments and game, the carrying out of the daily activity and the formation of the personnel.
9. The structures are functional and pleasant, dimension to the number of the children that entertain and are in possession of the anticipated requisite from the current normative.
10. The personnel (educators, scholastic operating and cooks), are in possession of the title of study applied for the actual normative and they participate periodically to initiatives of the updating and formations.

## QUALITATIVE PRINCIPALS

The principles of individual quality on the basis of the general principles of the **the Charter** and of the fundamental aspect of the service are at a following enunciated and described. In every paragraph are identifiable both the characteristics that allow to fulfil the demands of the consumers, and the standard of quality that the corporate body is proposed to maintain to improve. Each appearance announces the qualitative level that the service expresses in the favour of the children

# THE CARE OF THE CHILD AND OF THE RELATIONSHIP WITH THE FAMILIES

## The relationship with the child

The nursery favours the wellbeing of the children across an aimed planning of the educational and formative activity that assure to all the same learning opportunity. Every child brings the really history, the really family experiences, cultural and social that make it an only subject, active protagonist in the construction of the one's own run of growth.

The educators are worried to strengthen every individuality in the respect for the rhythm and of the specificity of all, even across prevention interventions turn to reduce every form of disadvantage. Particular takes care and attention is given to the insertion of otherwise skilled children or deriving from other cultures.

## the welcome time

The nest lends particular attention to the reception and to the relationship with the families. It is a moment particularly curates from the educators that, with the support of the Pedagogic programs diverged phases, they face and they deepen the opportunity to be adapt of the place of each child.

The first welcome of the new enrolled children is a delicate event, charged with emotions and of expectations. It is built across the relationship and the trust among the educator, the child and the family that accompany him. The first reception of the child is preceded by a meeting with the Direction of the Sector and the parents, subsequently from an interview among the educators and the family. The insertion is developed with gradualness and is organize in little groups of children and parents. The delicacy of this phase requires that the times of every insertion are agreed in collaboration with the parents.

## Relationship with the parents

The nursery is organized to answer the needs of the children and of the families.

It stimulates and promotes the collaboration among the educators and the family; is a place of meeting, converse, growth and interchange on every aspect of the formative run and educational of the child.

There are then anticipated different meetings:

- individual among the single parents and the educators
- of section among all the parents and the educators of a same section
- of an assembly with all the parents to face needs, interests, problematic particularly felt or to face specific matter or organizational thematic and in recurrence occasion.

the family are also involved in other forms of participation

- **Management committee:** formed by the representatives of the parents and of the scholastic personnel, it is the occasion for a comparison on the educational project of the nest
- **Town consultation:** composed by the representatives of the Administration, the Presidents of different Councils of the school, the Management Committees and the Coordinators, represents a comparison moment widened and of the participation of themes or problems relating to the organization of the scholastic services.

the family are held to:

- introduce medical certificate for illness for absences superior to the 5 days;
- to justify the absence for family motive, in when in case of prolonged unjustified absence, for 30 consecutive days, is predicted the loss of the place;
- not delegated to the personnel of the school the administration of the medicines. The parents in specific cases can be admitted in the hours of school to administer to the proper child the medicines of which need;

- to undersign, if of accord, the authorization to go out to the aim of educational- exploratory of the proper child;
- to take back the children, at the end of the schedule for the service. In case of need it can be delegated other persons, undersigning an application to sign in presence of the educators.

## The educational day

Every day the educational experiences understands a time for the reception, the game, the organize activities, personnel takes care, the lunch, the rest and the rejoining with the parents. In this organization a particular attention is dedicated to the respect for the customs of the children, as a reassuring moment when welcome and share the habits of all.

The organization of the day is the following:

- The entry, from the 7.30-9.00, is dedicated to the reception and allows a short exchange of information among parents and educators while the children are find again to play together.
- The day begins to the hours 9.00, is dedicated to the pleasure to find in a group with the educators and the companions of the proper section.
- Among the 9.30 and 11.30 are organize the educational activities both in great that in miniature group.
- The moment of the snacks toward the 9.30 and the time for the lunch toward the 11.30 and 12.00 am are very important, when the child with the help of the educator learns to appreciate the taste of the food.
- The personal takes care is generally a pleasure for the child and facilitates the development of the autonomy in bath and the control of some function of the really body.
- From the hours 12.45 at 13.15 o'clock is anticipated a short exit for those children that frequent the nest only to the mornings.
- The moment of the rest, among the 13.30 and 15.00 happens in the respect for the rituals of the sleep and of the personal habits and that help the child to relax and to fall asleep.
- The exit 15.30-16.00 is the moment of the rejoining with the family and it allows a short exchanges among the educators and the parents on the just pass day.
- The long time (that foresees different exits among the 16.30 and 18.30) is frequented from the children whose parents for work demands need prolong the permanence of their children in the nest. The entrust educator to this service organizes after the afternoon snack, game and amusing and relaxing activities to conclude the day.

## Planning and programming

The planning is a worker tool of the educators that makes possible the educational action, determines the activities of the nursery school that better answer to the pedagogical finality.

The planning directs the activity of the nursery school:

- the organization of the section
- the daily activities of every day life;
- the structuring of the spaces;
- the scanning of the times;
- the specific and individual project.

Every school elaborates every year among September and October the proper educational project that holds account of the characteristics of the children, of the social context and of the opportunity that offers scholasticism structures

A detailed bill planning is annually dedicated to the promotion of the childish expressiveness, to the management of the artistic atelier even in coordination "Cremona demonstration of the children.

A particular attention is dedicated to the continuity among the nursery school and the infancy school with plans-bridge that facilitate the passage of the children among the two services. The nursery school foresees in the inner of proper intervention planning educational individualized that facilitate the insertion and the integration of the children otherwise skilled or with partner-cultural disadvantage.

## Feeding

The feeding is always important in the life of a person, but it is still of more during the early childhood. For this in the nursery schools the feeding comes much taken care of in all his nutritional and educational aspect and is the object of constant comparison among the families and the educators.

The service of school-meal of the Cremona's Commune is proposed therefore, of help the families in the delicate task to address the children toward a regime feed vary and balanced, proposing the feeding as a means of prevention of the illnesses to greater diffusion in our society, promoting the taste of food that to time can have new flavours and tastes (vegetables, fruits, fish, legumes).

## Organization of the kitchens and of the menu

In all the Municipal schools is active an inner kitchen opportunely equipped when the cooks prepare the half snacks morning, the lunch and the afternoon snack of the children that make use of the long time.

The menu, studied from the town council nutritionist of Cremona in collaboration with the cooks, are compiled in accordance with the lines it drives emanate from the Nutrition of National Institute and submit always to the approval of the competent ASL. The menu varies of year in year; they are elaborated on the arc of four weeks and diverge to second of the season (autumn/winter and spring/summer).

The offered menu proposes to the children, both reassuring feeds, notices and then new feeds that with the approach at the beginning results a little more difficulty, but that represent, over to a valid nutritional proposal, an essential stimulus in the learning process of the taste.

A particular takes care is given to the moment of the weaning, introducing the first taste of the most great diet in grant with the families.

All the matters firstly use are selected applying rigorous qualitative standard specified in different specification of supply. The hygiene is guaranteed through the scrupulous application of a Plan of Self-control that covers all the phases: the transport, the maintenance, the culinary preparation, the service. From the January 2005 in the schools will be used even some deriving food from organic farming like rice, bran pasta (once a week) and crackers.

The personnel that operate in the kitchen (cook and help cook) it is submit to constant formation and professional updating and is able to prepare diets for children with problematic certified foodstuffs ex (allergy, intolerances, metabolic illnesses, and swallowing problems ).

## Application formality special diets

In the inner of the town's nurseries is not possible to consume food not furnished from the Municipal Administration and so diverge in comparison with those expectations from the chart dietetics. The specific dietary products applied for the medical individuals paediatricians will come acquired from the Sector.

They have right to make use of a diversified diet all the children that introduce medical problems certificates, or that agree to religions or ideology that implicate restrictions details dietary. It is however always necessary introduce application compiling in the "demanded Module special diets "and delivering to the nutritionist of the Educational Political Sector.

In the case of diets for medical problems (allergy/intolerances, [ex.] need introduce contextually to the form a recent medical certificate to attest the problem and indicating the type of dietary therapy let alone the duration relative clause.

The diet will be activated within a maximum of 5 working days from the moment of the delivery of the form and of the certificate.

All the applications go renew annually; the applications not renew will annul automatically the anticipated special diet, so as all the applications destitute of non-being medical certificate considered. It is understood that it is possible in every moment to interrupt the special diet previously application.

The special diet will be exposing in the single scholastic kitchens and a copy will be delivered to the families.

Other necessity or in demand advances from the families for their children, will be appraised in a specific interview with the educators and the nutritionist.

For more information it may send an e-mail to:

**[ufficio.ristorazione@comune.cremona.it](mailto:ufficio.ristorazione@comune.cremona.it)**

# THE ATTENTION TO THE ORGANIZATIONAL OPERATION

## Access and usability

The children of inclusive age from the 3 months to the 3 years have the right to the admission in the nursery schools. In the application the consumers can express their preference for more nursery schools pointing out the order of preference. Such indication will be respected in the limit of the capacity of each of them.

1. nursery schools **"Sacchi"** number section 4 number children 64
2. nursery schools **"Navaroli"** number section 4 number children 69
3. nursery schools **"Lancetti"** number section 4 number children 69
4. nursery schools **"San Francesco"** number section 3 number children 48

The nursery schools opens the 1° September of every scholastic year and they close the 30 June. The services remain closed in the Christmas and Easter period. The scholastic calendar will be definite every year. During the month of July it is anticipated the opening of two /on four nursery schools of the summer. The service is only for the children that already frequent the nursery schools during the scholastic year and that I are children of the parents both workers. The registration has to be effected in the month of May.

## Registrations and formality

The insertion application in the classification of the municipal's nursery schools has to be introduced within:

- 30 June (or, if festive, first following weekday) for the insertion request from the month of September till on October 31;
- 31 October (or, if festive, first following weekday) for the insertion request from the month of December till on March 31.

The application has to be introduced in the form of certification, to the senses of the D.P.R. 28/12/2000, n. 445. The necessary modules are in distribution in the Educational Political Sector-street of Vecchio Passeggio, 1 ( officiate schools registrations Infancy and nest kindergartens ) or in the Relationship Office with the Public plaza of the Commune 8, and it is downloadable from the site [www.comune.cremona.it](http://www.comune.cremona.it)

## Criteria for the formulation of the classification

The Commission predicted from the article. 15 of the Regulations of the town nursery schools are composed by:

- Manager of the Sector, in President quality
- Manager of the Entrance Management Service or official from him designated
- Responsible for the Educational Political Sector
- Designate technical figure from the Manager of the Affairs Social Sector

formula two classifications:

- for the resident children in the town council of Cremona
- for the resident children in other communes

The commission in the formulating the classifications hold account of the following criteria of evaluation in suitable priority order:

1. children with psycho - physical disadvantage certified from the public Sanitary Services or deprives or belonging to families that introduce problem list to level [psycho-educative], socioeconomic and environmental and for the whom it may be useful furnish the opportune stimulus and the necessary protection in order

to their psychological condition. To such respect the base of Social Service will furnish special relationship defining with clarity the entity of the problem and the derive advantage from the insertion to the nursery schools:

2. children with an only parent;
3. children with both workers parents;
4. children with a worker parent and a student parent with frequency obligation or with both students parents with frequency obligation;
5. children belonging to families when an only parent is worker.

To condition parity is held account of the affiliation to the band of minor levels determinate economic in accordance with the indicator of Equivalent Economic Situation (I.S.E.E.) released by the C.A.F. Mayoral free agreed with the town council.

If there are not enough places to welcome all the children, the applicants will remain in wait up to the validity of the classification.

## The fee

The monthly fee comes established annually from the Town Committee, on the escort of the approved criterions from the Town Council, in relationship to the indicator of the Equivalent Economic Situation (I.S.E.E.) made a report on the last useful income tax return. In the month of September is calculated the amount of the monthly straight line that the families have to correspond and it is comprehensive of nappies, gag, napkins for the personal hygiene and the sheets of the small beds that come furnished directly from the Sector and daily washed in the inner of the structure.

In case of justified absence with medical certificate,

it is anticipated a discount to depart from the 10° day in month equally to the 25% and from the 21° to the 30° day of t absence equally to the 50%.

The situations in particular status will be appraised by the **Affairs Social Sector**

The notice of payment will envoy to the families about 20 days before the expiration.

The conditions of payment is in cash with any counter of the popular bank of Cremona, or it is possible effect the payment connecting to [www.comune.cremona.it](http://www.comune.cremona.it) or [www.e-cremona.it](http://www.e-cremona.it) with VISA credit card or MASTERCARD (With protect errand to 1, 50% of the amount of the invoice).

The payment has to be effected respecting the expiration based on the invoice.

The communication of the cessation of fruition of the service has to be introduced in forms writing and with a warning of 15 days and the fee doesn't have to be paid beginning from the sixteenth following day to the communication. In absence of writing communication the fee is issued regularly.

## Organizational operations

The educational personnel of the kindergarten dispose of hourly turn's systems that foresee thirty presence of hours with the children and of further 4 weekly hours that they come use from the educators to meet with the parents, updating and formation, management of the nursery school.

In every nest the Educator/child relationship is:

Babies (from 3 to 12 months): 1 every educator 5 children

Mediate (from 12 to 24 months): 1 every educator 8 children

Big (from 24 to 36 months): 1 every educator 8 children

Mixed (from 12 to 36 months): 1 every educator 8 children

In every section is anticipated the contemporary presence of at least 2 educators for about 4 hours and half.

In frequency case of disabled smaller in the section it may be the presence of a further educator.

In every nursery operate:

. the **College of the Operators**, the group of work that welcomes all the figures of the school and, across periodicals meets, realizes the integration between the diverged tasks and the diverged professional roles (scholastic operators, educator, coordinator);

. the **College of the Educators** is the tool that plans, realizes and verifies the turned educational experience to the children and to the families. Is constituted from the educators that are gathered weekly to think over on the educational choices and translate in coherent

interventions, in continuity with the objectify generals of the Educational Political Sector;

. the **Coordinator** is even section educator, and has the duty to facilitate the educational experience of the group of work; it is a reference figure of the direction and does part of the Pedagogical Coordination of the infancy schools and of the nursery schools town;

. the **Educator of Support** has the duty to formulate, with the collaboration of the colleagues, of the parents and of the operators of the private Public Services, a personalized educational program, to individualize the potentiality and the ability of the child. The Educator guarantees the base assistance and the personal cares;

. the **Cooker** ( assisted from a help cook ), in collaboration with the nutritionist of the sector, is the accountable for the packing of the meals and of the choice of the menu and the special diets. The reference to sanitary character is the ASL of Cremona;

• the **scholastic operator** is taken care of the cleaning and of the hygiene of the environment and of the daily used objects from the children, and it is present in the measure of n. 1 every operator 15 children that is expected from the regional parameters.

The Educational Political Sector coordinates the activity of all the nest kindergartens and the infancy schools through an organizational technical staff:

. a Manager, responsible for the Sector and of the generals choice of the service's formulation;

. a directive instructor that has the duty and management responsibility of the schools and of the nest kindergartens;

. a directive instructor that coordinates the activity of the laboratories relating to "Cremona of the children ";

. a pedagogic that collaborates with the educators and defines the pedagogical orientations;

. a dietician that coordinates the activity of scholastic restoration;

. an instructor that is deals of the fee;

. an instructor that is deals of the economical management of the schools;

. an instructor of support to the coordination of the nest kindergartens and infancy schools;

. an instructor that coordinates the auxiliary personnel;

an instructor that take the necessary steps to the substitutions of the educational personnel and manages the daily presences;

. an instructor that welcomes the registrations of the infancy schools and of the nursery schools.

## Survey of the quality perceived by the citizens

The Educational Political Sector effects periodically investigations to notice the degree of satisfaction of the consumers, across the distribution of an anonymous questionnaire to the parents of the children.

The percentage of general answer of the parents is surely suggestive of their attention toward the service and of their desire to contribute to his amelioration.

The level of express pleasure becomes then a remarkable indicator for the planning of the offer of the services.

The indications that emerge from the questionnaires are the object of reflection and of deepening on the part of the Direction of the service and of the pedagogical coordination and they are able to re-enter in the formative program of the personnel.

## Management of the claim and of the suggestions

To remove possible poor service that limits the possibility to enjoy of the service or what violate the proposition principals presented in the Service Charter of the services, the consumers are able to introduce claim.

The offices of the Educational Political Sector are in disposition of the citizens that want to introduce claim or propose suggestions.

The claim, in particular, has to be formulated with clarity, written and with all the necessary information to individualize the problem and facilitate the ascertainment once indicated.

The writing claim can be send through e-mail or fax

**to the Educational Political Sector**

way of : Vecchio Passeggio, 1-26100 Cremona

e-mail: [politiche.educative@comune.cremona.it](mailto:politiche.educative@comune.cremona.it)

fax 0372 407921

or to the **URP ( officiate relationship with the public )**

place.theCommune, 8-26100 Cremona

e-mail: [urp@comune.cremona.it](mailto:urp@comune.cremona.it)

fax 0372 407290

The anonymous claim will be not taken in consideration.

Besides, the suggestions and the notifications will be submitted to the attention of the management committee or in other meetings with families and educators.

# THE ATTENTION TO THE ENVIRONMENT AND TO THE SAFETY

## Environment

In every nursery school spaces are planned, as reception place, of the comfort and of the safety of the children, of the parents and of the personnel that operates in every structure.

The ambient are functional, pleasant, sure, measured to diverged necessity and fortified of all the materials and suitable equipments.

## Space for the children

Every nursery school is divided in sections, meeting places of every children of group of the same age and of different age (sections mixed).

The sections are in "angles" that favour the learning, the autonomy, the exploration, the game, the familiarity sense and of affiliation.

Every infancy school disposes of laboratories, of equipped space to promote diverged experiences; of gardens and of structured courtyards as meeting places, exchange among groups of diverged age and contact with the environment and the nature.

## Space for the parents

The nursery school is a thought space to welcome even the parents.

Every nursery school disposes of information space and of communication for all the parents that come up-to-date periodically.

## Space for the personnel

Every infancy school disposes of space for the personnel adequately equipped for the carrying out of the respective offices

## Hygiene and safety

The structures result functional and pleasant; there are measured for the number of children that entertain, they offer regulated endowments

from the index and anticipated standard from the safety regulations and current hygiene.

In the school it is important play and amuse in safety. To guardianship of this fundamental requisite it had been activated formation course,

for the personnel of the schools, for the emergency

" emergency squares "( as it foresees the I 626/94 for the guardianship and safety of the work place ).

These squares have been formed from the personnel employed to the First Help and to the Fireproof measures and, together to a suitable evacuation plan, they allow to react in the face of emergency

situations In the course of the scholastic year the plan foresees at least two evacuation tests to which they announce always all the children and the introduce personnel in that moment.

# **THE MAINTENANCE AND THE DEVELOPMENT OF THE PROFESSIONAL COMPETENCES**

## **Professional competences**

Il personnel that works in the nursery schools is integrated in the project 0-6 years and, for choice of the Municipal Administration, is in possession of the title of study scheduled for the access to the infancy school.

The Educational Political Sector adopts annually an evaluation system and evaluations of the personnel across the use of a card at the end to monitor professional organizational competences reached and face the possible necessity emergent across special formative interventions.

## **Formation and updating**

The Direction of the Sector welcomes the request for the personnel and promotes courses of annual formation.

The formation and the updating is a central aspect of every nest for the general growth of the service and of the diverged professionalism.

The elements that spring from the evaluation system of the personnel and from the questionnaires submits to the parents are able to point out the criticality and/or the fields on that intervene across a formation aimed at of all the involved personnel in the service.

## NORMATIVE REFERENCES

**the Service Charter**, guardianship tool of the citizens, it has been formulated in the respect of the reference provisions and in particular of:

- Municipal's Regulations of the nursery schools of the Cremona's Commune
- D.P.C.M. 27 January 1994 "Principals on the disbursement of the public services"
- Italian Constitution: [art]. 3, 33 and 34
- D.Lgs 31 July 1999 n. 286 Head III [art]. 11, relating to the evaluation of the services publics
- D.P.C.M. 21 July 1995, n. 254 (the Scholastic Service Charter)
- D.Lgs 19 September 1994, n. 626 - "Amelioration of the Safety and of the Health of the workers on the spot of work"
- D.Lgs n. 196 of 30 June, 2003 "Code in securities subject of personal data "
- D.Lgs 26 May 1997 n. 155 - Hygiene of the HACCP foodstuffs-Hazard Analysis and Critical Control Points.