



## Spotlight on Corrective and Preventive Action

### As an integral component of the Deloitte Food Quality and Safety Solution

#### Optimizing both the compliance and effectiveness of CAPA processes

When state and federal auditors visit food processing facilities, typically one of the first things they want to examine is the Corrective and Preventive Action (CAPA) logs. Accordingly, an effective CAPA process and system is an important element in managing regulatory exposure and risk. Understanding what caused the problem and defining an effective remediation strategy can also be very useful in improving business performance. Yet, many companies do not have effective processes for recording and documenting quality incidents. Nor do they have a consistent approach for initiating corrective actions and tracking compliance with those actions as well as with any updated procedures. This can elevate the

financial risks associated with regulatory non-compliance as well as the operational and reputational risk associated with failing to respond to quality or safety issues in a manner that satisfies customers.

The CAPA component of the Deloitte Food Quality and Safety Solution integrates SAP Quality Issue Management (QIM) and OpenText. Our pre-configured solution incorporates industry knowledge and leading practices from Deloitte to create a “one-stop-shop” for recording incidents, initiating corrective actions, developing prevention plans, and documenting compliance with new procedures going forward—and it leverages OpenText to integrate all related documentation into the process.

Key capabilities include:

- **Capture:** The system captures issues along with corresponding documentation, including unstructured content such as photos and images.
- **Analyze:** Users can perform comprehensive risk-based analysis based on leading practices.
- **Administer:** Automated workflows enable efficient administration of CAPA processes, with clear allocation of roles and responsibilities and consistent activity tracking.
- **Assess:** Users can analyze preventative controls and monitor their effectiveness.
- **Adapt:** The system can flexibly accommodate a wide range of scenarios and corrective actions, allowing organizations to continuously adapt and improve.

## Deloitte Food Quality and Safety Solution



By bringing a common, industry-standard process to disparate plant environments, the solution can help companies in their efforts to manage food safety incidents. Potential benefits include:

- Reduced risk of non-compliance with the Food Safety Modernization Act (FSMA) and other regulations
- Improved process efficiency through automated workflows and elimination of manual processes
- Better productivity and decision-making through searchable access to associated documents, images, and transaction data
- Decreased costs throughout all stages of planning, initiating and tracking corrective and preventative actions

- Enhanced visibility into CAPA incidents and documentation across the enterprise

The components of the Food Quality and Safety Solution are designed to integrate seamlessly with one another, providing a cohesive system for managing quality, safety and compliance in operations. With full integration to other processes, such as records management, food safety audit management, and enhanced traceability and recall management, the solution supports the resolution of food safety issues, regardless of where they originate or which parts of the supply chain they involve.

### Learn more

To learn more information on CAPA, or other components of the Deloitte Food Quality and Safety Solution, please contact:

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