



## Deloitte Food Quality and Safety Solution

Improving quality, increasing efficiency and reducing risk through better control over information

More stringent regulatory requirements and intense media attention on recalls and food safety incidents have vaulted quality, safety and compliance to the top of executives' priority lists. Yet, it is not uncommon for key quality assurance and compliance processes to be manual, inefficient and challenging to track. Many food and beverage companies lack visibility and the analytics capabilities to trace ingredients at the batch-level throughout the supply chain, which impedes incident response and recall management. Furthermore, there is often no centralized or integrated records management system, which can make it difficult to initiate Corrective and Preventive Actions (CAPA), track compliance with any updated procedures, and respond to audits.

### Introducing the Deloitte Food Quality and Safety Solution

The Deloitte Food Quality and Safety Solution combines Deloitte's deep knowledge of leading practices in the food

and beverage industry with its extensive experience in building solutions based on SAP® and OpenText technologies. It provides a flexible platform for growth and is designed to facilitate compliance with the Food Safety Modernization Act (FSMA) and other regulations, as well as improve operational efficiency.

We started with Deloitte's Consumer Products Food & Beverage solution, which incorporates leading practices for food and beverage enterprises, and then created modular components using OpenText technologies to link relevant content to your SAP business processes. Our solution is flexible and scalable and can be tailored to include corporate guidance and product attributes.

Digital content is stored and tracked in the OpenText repository where it can be securely protected with records management disciplines, and can be easily

accessed by SAP and non-SAP users. The system automatically maintains up-to-date information about the origin of food products and ingredients, tracking of production lots, and shipments of finished goods.

By combining custom-tailored SAP business processes with an integrated digital repository, the solution can help food and beverage companies in their efforts to:

- Reduce risk of non-compliance with FSMA and other regulations
- Improve process efficiency through enhanced records management, traceability and recall capabilities
- Better manage quality issues and CAPA activities
- Expedite audit response
- Access deeper insights for informed decision-making

## Deloitte Food Quality and Safety Solution



### Solution capabilities

The solution is both flexible and robust. It comprises four components that can be deployed in a variety of ways to enhance your capabilities and augment your existing infrastructure.

#### Records Management

Effective document management is central to complying with FSMA and other regulations, but many companies still rely on manual processes and paper-based storage systems. To help companies digitize their operations, and improve their process efficiency, we've put records management capabilities at the core of our solution. These digital capabilities allow users to manage records securely over the course of their lifecycles—across document capture, process integration, classification, contextual access, retention and disposition. And, via the OpenText repository, structured and unstructured content is directly integrated into SAP business processes, which expedites document discovery.

#### Enhanced Traceability and Recall Management

The impact of a recall is significant and far-reaching, ranging from the direct costs of customers notification, inventory write-off and legal costs to the indirect costs of incurring brand damage and loss of company goodwill. Our industry leading OpenText

and SAP solution can improve supply chain visibility and optimize batch management, which are key to minimizing the impact of a recall. Our solution captures batch-related documents such as certificate of analysis (CoA), shipping records and manufacturing details for ingredients and finished products throughout the supply chain and thereby allowing users to trace specific batch information backward and forward.

#### CAPA

An effective CAPA process and system is essential for managing regulatory exposure and risk. This pre-configured solution creates a one-stop-shop for recording incidents, initiating corrective actions, developing prevention plans, and documenting compliance with new procedures going forward. All related data and documents are integrated into the CAPA process via the OpenText repository. Moreover, the CAPA solution helps to achieve compliance adherence and enhance productivity with timely decision-making through searchable access to transaction data and associated documents, images etc.

#### Food Safety Audit Management

Companies today encounter many audit scenarios, such as customer self-audits, regulatory audits, supplier audits and internal facilities audits. By combining pre-configured, industry-standard audit management processes in conjunction with the OpenText repository, this solution component serves as a centralized hub for executing internal and external audits and managing all related documentation, including evidence and records as well as findings and recommendations. It aims to expedite audit processes across the board, helping organizations to demonstrate compliance with external regulations as well as to monitor adherence to internal quality standards.

The components of the Deloitte Food Quality and Safety Solution are designed to integrate with one another, providing a cohesive system for managing quality, safety and compliance in operations. Through this integration, the solution supports the resolution of food safety issues, regardless

of where they originate or which parts of the supply chain they involve.

#### About our SAP practice

When it comes to implementing SAP, the fastest path to value requires dedicated tools, teams, and methods that are ready-to-roll and time-tested. With a worldwide practice of nearly 12,540 SAP practitioners in more than 135 countries, we can deliver SAP business results faster and better than any other vendor in the world. We also hold the highest level of strategic alliance with SAP: Global Partner—Services.

#### Start here

In today's complex regulatory environment, it is hard to know where to begin in enhancing your company's preparedness to respond quickly in the event of an audit, food safety, incident or a recall. We can help you determine where your company stands in terms of compliance readiness and safety effectiveness through our Food Quality and Safety Assessment and Roadmap.

## Learn more

To learn more about the Deloitte Food Quality and Safety Solution or about our services and solutions designed to assist you in improving process efficiency and in reducing the risk of food quality and safety issues, please contact one of the following:

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