



# SQF | International Conference

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# Leveraging The Power of Your SQF Assessment Database





# Today's Presenter: Neil Bogart



## Neil Bogart

Assistant Vice President Quality Systems  
SQF Practitioner, PCQI,  
Food Safety Preventive Controls Lead  
Instructor for Human Foods

- ✓ SQF Level 3 Certified
- ✓ Used as an FDA Training Site





## Red Diamond: Coffee, Tea & Foodservice

- Founded in 1906 on Morris Ave in Birmingham, AL
- Fourth Generation Family Owned
- Rich Heritage of Innovation







## Red Diamond: Still Growing Today

- New 60 acre campus in St. Clair County in 2008
- Operates 3 distinct business divisions
- Distribution footprint in 48 states



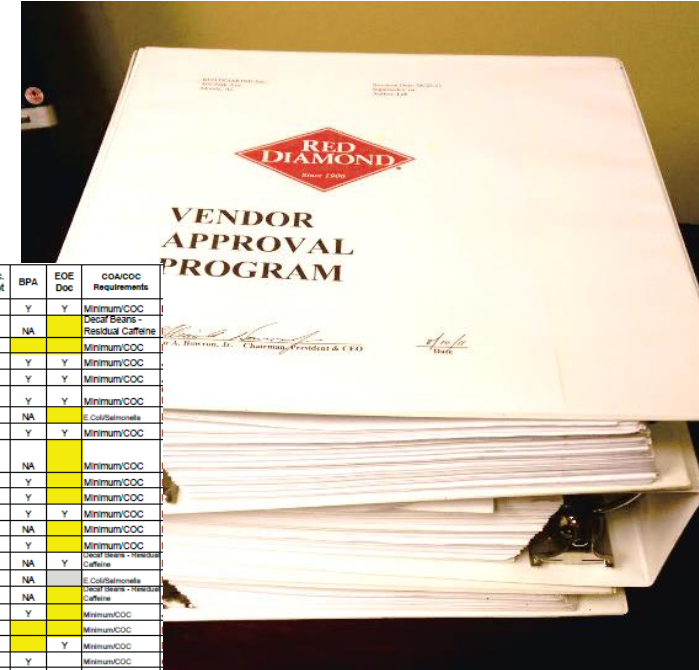


# We Started with Manual Systems

Does this look familiar?

- Binders
- Spreadsheets

Products	3rd Party Audit	Food Safety Agreement	Hold Harmless Agreement	Liability Insurance	Letter of Guarantee	Kosher Certificate	Country of Origin	Allergen statement	Lot Code	Spec. sheet	BPA	EOE Doc	COA/COC Requirements
Cartons	INT 5/12	Y	Y	10/14	Y	NA	Y	NA	Y	Y	Y	Y	Minimum/COC
Decaf Green Beans	IFS 12/12	Y	Y	10/14	Y	Y 3/15	Y	NA	Y	Y	Y	Y	Decaf Beans - Residual Caffeine
Flavors	SQF 7/14	Y	Y	7/14	Y	Y 12/14	Y	Y	Y	Y	Y	Y	Minimum/COC
Film	ASI 3/15	Y	Y	7/15	Y	NA	Y	NA	Y	Y	Y	Y	Minimum/COC
Film	SQF 2/15	Y	n	6/14	Y	NA	Y	Y	Y	Y	Y	Y	Minimum/COC
Filter Paper	BRC 6/14	Y		5/15	Y	Y 4/14	Y	NA	Y	Y	Y	Y	Minimum/COC
Tea	SQF	Y	Y	3/15	Y	NA	Y	Y	Y	Y	NA	Y	E Coliforms
HOPE Bags	SIL 6/14	Y	Y	12/14	Y	NA	Y	Y	Y	Y	Y	Y	Minimum/COC
Tear Tape	BRC 11/13	Y	Y	7/14	Y	NA	Y	Y	Y	Y	NA	Y	Minimum/COC
Cans	FSSC 11/15	Y		10/14	Y	NA	Y	NA	Y	Y	Y	Y	Minimum/COC
Seals for Cans	SQF	Y	Y	4/15	Y	NA	Y	NA	Y	Y	Y	Y	Minimum/COC
Film	SQF 12/14	Y	Y	9/14	Y	NA	Y	NA	Y	Y	Y	Y	Minimum/COC
Cotton Yarn	BRC 12/14	Y	Y	5/14	Y	NA	Y	NA	Y	Y	Y	Y	Minimum/COC
Laminate Envelopes	GMA 11/14	Y	Y	5/15	Y	NA	Y	NA	Y	Y	Y	Y	Minimum/COC
Green Beans	SIL 7/12	Y			Y	NA	NA	NA	Y	NA	NA	Y	Residual Caffeine
Tea	FDA	Y	Y	8/13	Y	NA	Y	NA	Y	Y	Y	Y	E Coliforms
Green Beans		Y	Y	7/14	Y	NA	NA	NA	Y	Y	Y	Y	Residual Caffeine
Coffee Filters	SIL 2/15	Y	Y	11/14	Y	NA	Y	Y	Y	Y	Y	Y	Minimum/COC
Flavors	SQF 7/15	Y	Y	4/15	Y	Y	Y	Y	Y	Y	Y	Y	Minimum/COC
Flex Packaging	SQF 1/15	Y	Y	7/14	Y	NA	Y	Y	Y	Y	Y	Y	Minimum/COC
Coffee Valve							Y		Y	Y	Y	Y	Minimum/COC
Products	3rd Party Audit	Food Safety Agreement	Hold Harmless Agreement	Liability Insurance	Letter of Guarantee	Kosher Certificate	Country of Origin	Allergen statement	Lot Code	Spec. sheet	BPA	EOE Doc	COA/COC Requirements

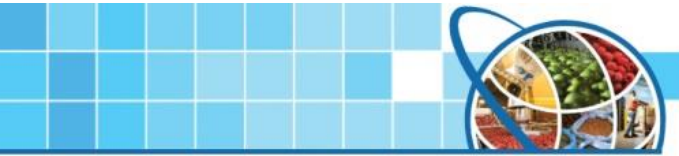




# The Process was Tedious and Time Consuming

- Documents delivered either by email or snail-mail
- Printed, sorted, and stored in 3-ring binders
- Kept compliance records on Excel spreadsheets
- Monthly reviews of documents to keep them up-to-date
- **4 people staffed to maintain compliance with customers and suppliers**





# The Needs from Our Staff Expected to Increase

- FSMA documentation requirements
- Increased # of unannounced audits
  - GFSI (SQF), Third-Party Audits, and Customer Audits
- ~600 suppliers
  - Domestic, International, and Broker represented
- Expected increase in recalls due to new regulations
- Need for supply chain visibility and 24/7/365 access







# Introduction to ReposiTrak

We were asked by three of our customers to join ReposiTrak to share documentation. Our learnings:

- It was easy to use
  - Email alerts of documents about to expire
  - Uploading documents similar to attaching in email
- Fast & friendly customer service
  - Dedicated in-house team to help suppliers comply with requirements
- Cost effective
- Thought... maybe it's an option for us?

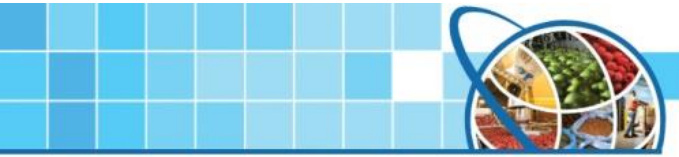




# ReposiTrak Now Manages Our Supplier Documents

- Review of compliance easier
  - Dashboards and exception alerts
- New vendors approved faster
  - E-sign negates need to print, sign, scan and send back
- Auto review verifies document contents vs. supplier submissions
  - For example, minimum level of insurance coverage
- Categorization of vendors and their document requirements
  - By risk level (High, Medium, Low) and if a co-packer
- Staff required to maintain vendor records down from 4 to 2

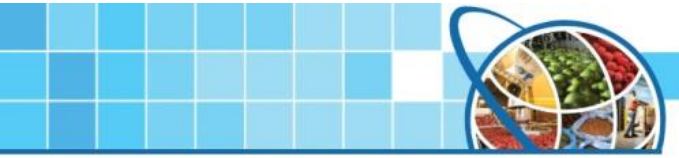




## Advantages for SQF Re-certification

- Put the auditor at your desk and just login to ReposiTrak
  - Helps complete Desk Audit for new registrants
  - Verifies Vendor Paperwork portion of audit for re-certification
- **New!** ReposiTrak can now automate the execution and management of Food Safety Plans
  - Automated form collection and corrective action tracking
  - Highly flexible. Automate a few or all current food safety procedures





# Let's Take A Look At How ReposiTrak Works





## My Supplier Compliance is Easily Viewed

### Add Document

Not Selected

☐ Show All

Overall Compliance Rating

92.11%

[View Scorecard](#)

### My Compliance Task List



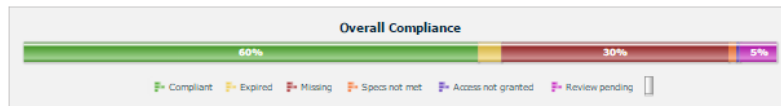
[Become Compliant](#)

[Become Compliant](#)

### Message Center

From	Subject	
SQFI	Action Required by 10/31: Verify Active Users for Your Account	<a href="#">View</a>
SQFI	Action Required by 10/31: Verify SQFI Certified Facility Information	<a href="#">View</a>
SQFI	Welcome SQFI Supplier! View a Quick Tutorial!	<a href="#">View</a>
SQFI	For SQFI Suppliers: How ReposiTrak can Automate Your Food Safety Compliance Management	<a href="#">View</a>

### Partner Compliance



[Show Supplier Details](#)

[Show Customer Details](#)

- Shows current status by overall program and by partner
- Choosing "Show Supplier Details" tells which partner's documents are expired or missing or which partners have failed the minimum requirements review





## View Exceptions by Supplier or By Document

1. View by Supplier or
2. View by Document

Partner Selection

Supplier: Demo RT Vendor 1 (18105)

Document: Please select Document ...

Document Category: All

Status: All

☒ Required Documents Only

Documents

Document	Partner	Status	Effective Period	Action*
Certificate of Liability Insurance	Demo RT Vendor 1 (18105)	Pending Review Specs not met	2/01/2016 1/31/2017	Action*
Certificate of Liability Insurance	Demo RT Vendor 1 (18105)	Missing	/A	Action*
Certificate of Liability Insurance	Demo RT Vendor 1 (18105)	Missing	/A	Action*

ReposiTrak reads inside the documents to flag exceptions:

- Missing
- Expired
- Specs Not Met
- All Exceptions



## Manage Documents Requirement by Group

Search

Document: Not Selected

Attribute: Supplier Category: Manufacturer High Risk

Find

Add Document Requirements

Results

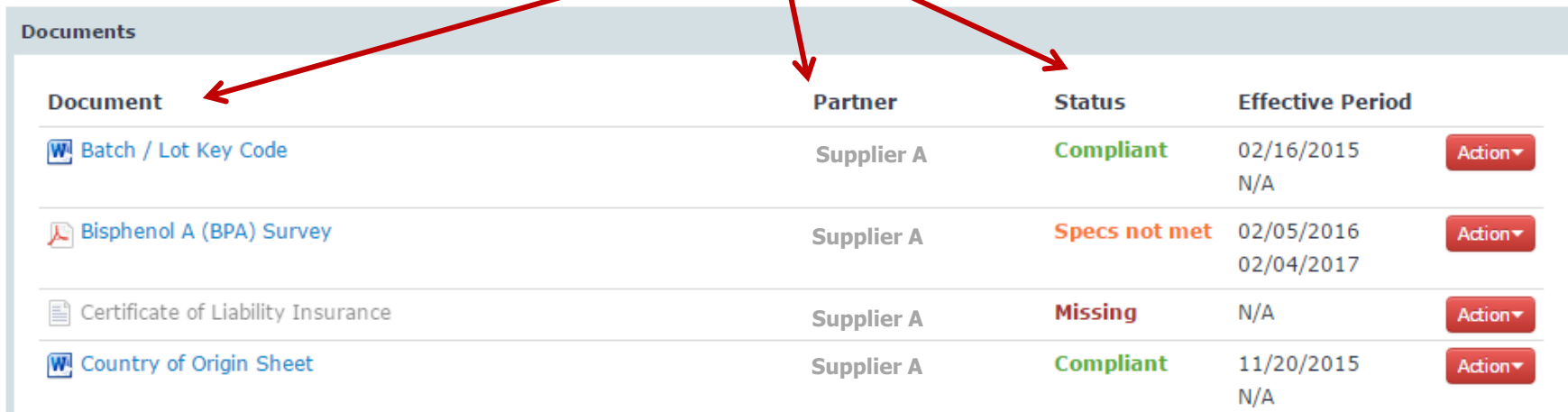
Document	Type	Attributes	Action*
Allergen Statement	Corporate	<b>Immediate Partner:</b> Supplier <b>Product Types:</b> Big 8 Allergens - Milk, Eggs, Fish, Shellfish, Nuts, Wheat, Soy <b>Supplier Category:</b> Manufacturer High Risk OR Co-Packer	Action*
Batch / Lot Key Code	Corporate	<b>Immediate Partner:</b> Supplier <b>Supplier Category:</b> Manufacturer High Risk OR Co-Packer	Action*
Country of Origin Sheet	Corporate	<b>Immediate Partner:</b> Supplier <b>Supplier Category:</b> Manufacturer High Risk OR Co-Packer	Action*
Food Safety and Quality Control Requirements	Corporate	<b>Immediate Partner:</b> Supplier <b>Supplier Category:</b> Manufacturer High Risk OR Co-Packer	Action*
Genetically Modified Organism (GMO) Statement	Corporate	<b>Immediate Partner:</b> Supplier <b>Product Types:</b> Genetically Modified Organism (GMO) <b>Supplier Category:</b> Manufacturer High Risk OR Co-Packer	Action*
Kosher Certification - Facility Specific	Business Location	<b>Business Type:</b> Manufacturer <b>Immediate Partner:</b> Supplier	Action*





- Group your suppliers
- Choose your attributes by document type



## SQF Audits: Easily Verify Vendor Paperwork

- Auditor can randomly select suppliers and instantly see their compliance by document



Documents				
Document	Partner	Status	Effective Period	
 Batch / Lot Key Code	Supplier A	Compliant	02/16/2015 N/A	Action▼
 Bisphenol A (BPA) Survey	Supplier A	Specs not met	02/05/2016 02/04/2017	Action▼
 Certificate of Liability Insurance	Supplier A	Missing	N/A	Action▼
 Country of Origin Sheet	Supplier A	Compliant	11/20/2015 N/A	Action▼



## New: Easy to Access & Share SQF Audit Results

**Audit Information**

Audit Number: 8393  
Company Name: Red Diamond, Inc.  
Company Number: 320  
Company Address:  
400 Park Ave.  
Moody, AL 35004  
United States  
Certifying Body: Marlux NutriSciences Certification  
Certification Body Address:  
111 East Wacker  
Suite 2300  
Chicago, IL 60601  
United States  
CB#: CB-1-Silkier  
Accreditation Body: JAS-ANZ  
Accreditation Number: Z3720906AB  
Audit Duration: 06/02/2015 - 06/04/2015  
Certification Issue Date: 07/13/2015  
Certification #: 113088  
Audit Rating/Score: Excellent / 98  
Certification Decision: Certified  
Food Sector Categories:  
16. Ice, Drink and Beverage Processing  
Products: 16:coffee;coffee roasting;flavored water;fortified coffee;hemp milk  
Scope of Certification:

**Audit Team**

First Name	Last Name	Person #	Role
Harold	Russell	10418	Lead Auditor

**Non-Conformities**

Element	Primary Response	Evidence
11.2.3.2	Minor	Two (2) of the doors in the facility had worn seals: the man door in the truckers room. The roll-up door behind Green Coffee Bean dump station had poor edge seals.
11.6.3.1	Minor	The maintenance areas of the facility had materials and boxes stored on the floor. The equipment and pipe storage area was cluttered. A few of the uncapped pipe were directly on the floor. In some locations the wall ledges were being used for the storage of tools.

Export as PDF

- View online
- Export results in PDF
- Share Certificate

**Certificate Of Registration**

Marlux NutriSciences Certification LLC  
111 E Wacker Dr, Ste 2000  
Chicago, IL 60601  
USA

**Red Diamond, Inc.**  
400 Park Ave.  
Moody, Alabama, UNITED STATES, 35004

is registered as meeting the requirements of the  
**SQF Code Edition 7.2**  
Level 3: Comprehensive Food Safety and Quality Management System

Valid Until: Aug 27, 2017  
Valid From: Jun 13, 2017

Product Categories and Products:  
Beverage Processing: coffee  
Beverage Processing: coffee roasting  
16. Ice, Drink, Beverage Processing: flavored coffee  
16. Ice, Drink, Beverage Processing: flavored tea  
16. Ice, Drink, Beverage Processing: ground coffee  
16. Ice, Drink, Beverage Processing: tea

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Authorized by  
Miranda Miller  
Issuing Officer



## My Supplier Compliance is Easily Viewed

- New feature of ReposiTrak
- Recurring tasks can be set up, tracked and managed
  - Example Sanitation Logs

WORK ORDER				Page 1 of 2
Red Diamond, Inc.		Sorted By: Work Order ID		9/12/2016
WOR: 51479	Code: CLEANING	Date Created: 9/12/16	Date Completed: _____	
Asset ID: CUSTODIAN #1	Model: _____	Serial#: _____	Date Due: 9/12/16	
Description: Daily House Keeping	Schedule: MONDAY	Budget ID: C&T BUILD&CLEAN	Last Meter: _____	
Type: DAILY CLEANING	Group: HOUSE KEEPING	Last Completed: 9/12/2016		Last WO #: 51479
Master Asset: PLANT CLEANING	Assigned To: Alesce, Mike		Current Miles: _____0	
Priority: 2-Standard	Purpose: _____		Current Hours: _____0	
Description Of Work				
DAILY				
<input type="checkbox"/> Check flavored room and can room.				
<input type="checkbox"/> Sweep and mop both bathrooms including cleaning toilets.				
<input type="checkbox"/> Sweep and mop break room.				
<input type="checkbox"/> Sweep and mop hallway.				
CARDBOARD AREA				
<input type="checkbox"/> Pick up trash and broken pallets from area.				
<input type="checkbox"/> Sweep with dust mop.				
<input type="checkbox"/> Blow trash and debris out from under pallets				
FINISHED GOODS AREA				
<input type="checkbox"/> Pick up trash.				
<input type="checkbox"/> Dust mop.				
<input type="checkbox"/> Clean break room and bathroom.				
RAW STORAGE AREA				
<input type="checkbox"/> Clean around chaff compactor.				
<input type="checkbox"/> Check and clean hopper area.				
<input type="checkbox"/> Clean tea pit.				
<input type="checkbox"/> Dust mop.				
<input type="checkbox"/> Scrub floor				
CONTROL ROOM				
<input type="checkbox"/> Sweep floor				
END OF DAY				
<input type="checkbox"/> Empty trash cans. ( Bathroom, Control room, and Break room.)				
<input type="checkbox"/> Sweep in break room and clean off tables and microwaves.				
<input type="checkbox"/> Clean bathroom if necessary.				
HELP REMOVE TRASH FROM PRODUCTION ROOM IF NEEDED.				





## Recurring Tasks are Easy to Set Up

- Create Task
- Location
- Task Details

Task: Sanitation

Facility: 1 - Main Facility

Name: Weekly Maint - 3 Lane Dairy Tea

Description: This is going to happen weekly

Effective Date: 09/29/2016

End Date:

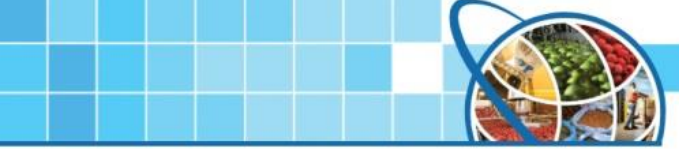
[Change Schedule](#) Next Scheduled Time: 10/03/2016 06:00:00 AM

[Add Section](#)

Sections

Name	Repeatable	Available Attributes	Action
Action Taken	No	<ul style="list-style-type: none"><li>Check knives</li><li>Check suction cups</li><li>Clean rolles and jaws</li><li>Reset Level 1 counter</li></ul>	<a href="#">Action</a>

[Save](#)



## Once Scheduled, Tasks are Tracked for Completion

Task:

Facility:

**Schedule** ✕

Time: 10:00 AM ☐ Use Secondary Time

☒ Days Of Week ☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

☐ Days Of Month  

<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
<input type="checkbox"/> 8	<input type="checkbox"/> 9	<input type="checkbox"/> 10	<input type="checkbox"/> 11	<input type="checkbox"/> 12	<input type="checkbox"/> 13	<input type="checkbox"/> 14
<input type="checkbox"/> 15	<input type="checkbox"/> 16	<input type="checkbox"/> 17	<input type="checkbox"/> 18	<input type="checkbox"/> 19	<input type="checkbox"/> 20	<input type="checkbox"/> 21
<input type="checkbox"/> 22	<input type="checkbox"/> 23	<input type="checkbox"/> 24	<input type="checkbox"/> 25	<input type="checkbox"/> 26	<input type="checkbox"/> 27	<input type="checkbox"/> 28
<input type="checkbox"/> 29	<input type="checkbox"/> 30	<input type="checkbox"/> 31	<input type="checkbox"/> Last			

Ok

Save

Sections

Name

Add Section



# Employees Complete Tasks In ReposiTrak

- Time and actions taken are input
- Data/info can be collected via tablet, mobile or laptop

**Record Information**

Record Requirement: Daily Cleaning - Cardboard Area for facility 1 - Main Facility

Start Time: 5:30 PM 09/30/2016

End Time: 5:45 PM 09/30/2016

**Details**

**Actions Taken (1)**

Mop up:	<span>Yes</span>	<span>?</span>
Pick up Damages:	<span>Yes</span>	<span>?</span>
Pickup Trash:	<span>Yes</span>	<span>?</span>
Sweep Between Pallets:	<span>Yes</span>	<span>?</span>
Sweep Trash:	<span>Yes</span>	<span>?</span>

Save



## But We Are Not Stopping There...

Automate QA  
Lab Data  
Collection

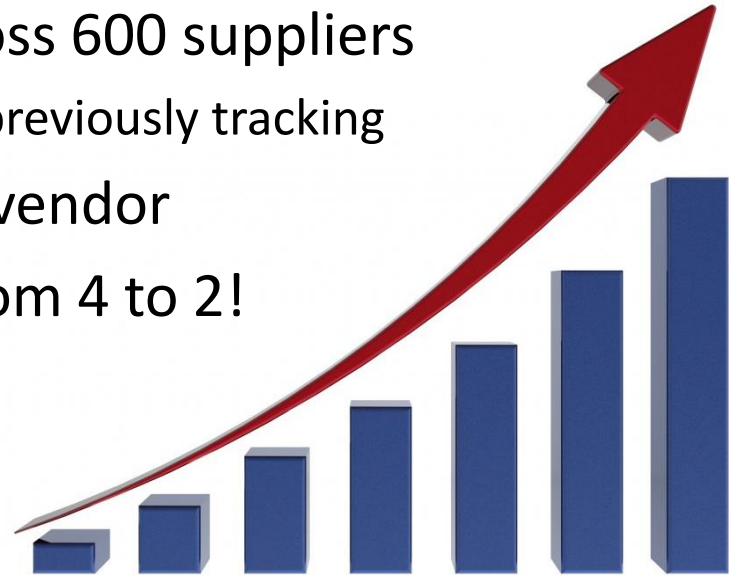
Report vs.  
Specifications

Tie to  
Production  
Runs



## Our Compliance Results

- Supplier compliance significantly improved!
- 70% compliance on all documents across 600 suppliers
  - Double the number of suppliers we were previously tracking
- We now require more documents per vendor
- Staffing needed to manage reduced from 4 to 2!

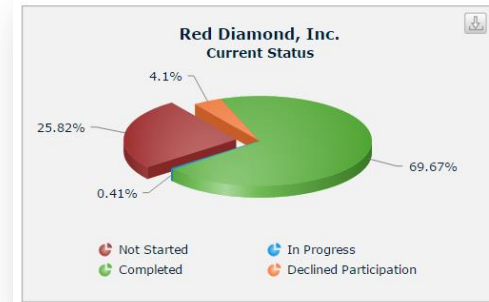






# What We Attribute To Our Success

- Executive support
- Cross-functional executive leadership to drive adoption
  - Eliminated departmental barriers
- Ongoing communication
  - Progress reporting distributed to leadership
- Expansion to all suppliers
  - Manufacturing, Foodservice, and Broker-represented suppliers
- ReposiTrak is easy to use for both ourselves and our vendors

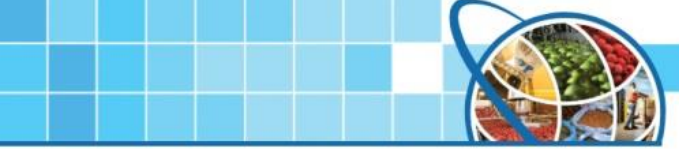




## Key Takeaways



- If you haven't already, ditch the binders and automate the management of your vendor documentation.  
*(You have more important things to spend time on!)*
- Make sure you have an accurate list of your suppliers, and work with them directly to reduce risk.
- Ensure you have executive support to prioritize and support your company's food safety goals.
- Leverage your company's safe food practices and compliance to win new business



## Who to Contact with Questions

- For questions on the Red Diamond Case Study
  - Neil Bogart at [neilbogart@reddiamond.com](mailto:neilbogart@reddiamond.com)
- For questions on leveraging ReposiTrak for your compliance management
  - Leigh Feitelson at [lfeitelson@parkcitygroup.com](mailto:lfeitelson@parkcitygroup.com)
  - Or stop by the ReposiTrak table during the conference

