SQF International Conference
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Loews Royal Pacific Resort at Universal Orlando™ Resort

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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
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

- 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
2. View by Document

ReposiTrak reads inside the documents to flag exceptions:
- Missing
- Expired
- Specs Not Met
- All Exceptions
Manage Documents Requirement by Group

- 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

<table>
<thead>
<tr>
<th>Document</th>
<th>Partner</th>
<th>Status</th>
<th>Effective Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Batch / Lot Key Code</td>
<td>Supplier A</td>
<td>Compliant</td>
<td>02/16/2015 N/A</td>
</tr>
<tr>
<td>Bisphenol A (BPA) Survey</td>
<td>Supplier A</td>
<td>Specs not met</td>
<td>02/05/2016 02/04/2017</td>
</tr>
<tr>
<td>Certificate of Liability Insurance</td>
<td>Supplier A</td>
<td>Missing</td>
<td>N/A</td>
</tr>
<tr>
<td>Country of Origin Sheet</td>
<td>Supplier A</td>
<td>Compliant</td>
<td>11/20/2015 N/A</td>
</tr>
</tbody>
</table>
New: Easy to Access & Share SQF Audit Results

- View online
- Export results in PDF
- Share Certificate
My Supplier Compliance is Easily Viewed

- New feature of ReposiTrak
- Recurring tasks can be set up, tracked and managed
  - Example Sanitation Logs
Recurring Tasks are Easy to Set Up

- Create Task
- Location
- Task Details
Once Scheduled, Tasks are Tracked for Completion
Employees Complete Tasks In ReposiTrak

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

• For questions on leveraging ReposiTrak for your compliance management
  – Leigh Feitelson at lfeitelson@parkcitygroup.com
  – Or stop by the ReposiTrak table during the conference