



# Product Check Case Study



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## Product Checks before Foods Connected

Prior to using Foods Connected, Pilgrim's Food Masters carried out product checks using pre-printed product check templates to capture data. This outdated method meant the customer was later required to manually transfer data to excel spreadsheets where a log of each non-conformance was maintained, **duplicating the data entry process.**

Although excel sheets provided a good register of non-conformances raised, it proved inefficient for tracking corrective actions and closing out issues. Photographs of non-conformances were taken by camera or phone and transferred to a laptop to be manually attached to the digital product check document. The report would then be sent to the supplier to close out non-conformances and detail corrective actions via email. This resulted in large amount of NCN evidence being copied from email threads into a separate non-conformance database file. This also caused issues when team members left the company as data could often be lost within email threads resulting in conformance status not being accurately updated or chased up.

The supplier often responded to non-conformances using their own methodology which resulted in more **lost time trying to standardise reports.** If a supplier didn't respond, the customer had to chase up the required information several times. Finally, to create management reports, large amounts of data and charts had to be copied into another document.

This fragmented process caused delays in centralised systems being updated with new data, making it difficult to keep track of product check progress, non-conformances and supplier resolution.





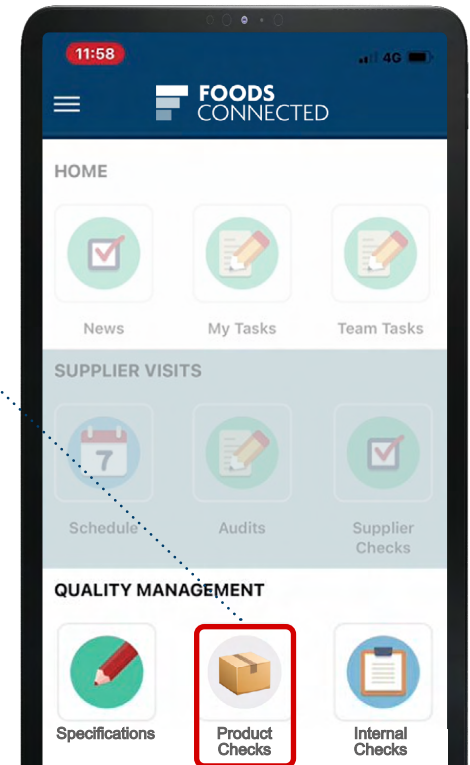
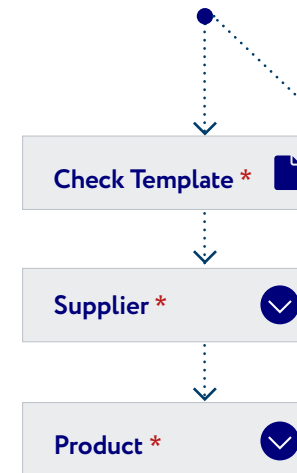


## The Solution

The Foods Connected product checking platform has been developed with mobile compatibility, providing **a solution that enables a variety of product checks to be carried out using a mobile device**. Customers can create new templates on desktop and simply download the relevant check template to the Foods Connected app to complete efficiently with no duplication of data entry.

**With both online and offline functionality, product checks can be completed regardless of Wi-Fi coverage** and updated on the live system once an internet connection is established and share the non-conformances in real-time, saving time.

**Photographs are uploaded to the product check tool along with the check details** and a system of alerts including investigation deadlines can be set to prompt the supplier to close out nonconformances within the platform – Ensuring all data is captured in a convenient, timely and consistent manner



**When non-conformance arises, pre-populated dropdowns become available and photos can be uploaded directly into an audit by clicking on the camera icon**

Product Check Case Study

FOODS CONNECTED | Product Check Manager - Good Intake Checks - Democo (Group)

Form [View] [Cancel] [Previous] [2 of 4] [Next] [Save]

**Issues Found**

Complete product & quality inspection against the part 3 specification

Issue type: Too much fat

Issue comment: [Text Area]

Issue quantity: 10

Slaughter Plant: Plant 1

Pack Trace Code: [Text Field]

Use by date: [Text Field]

**Images**

Choose file No file chosen Enter image description

Choose file No file chosen Enter image description



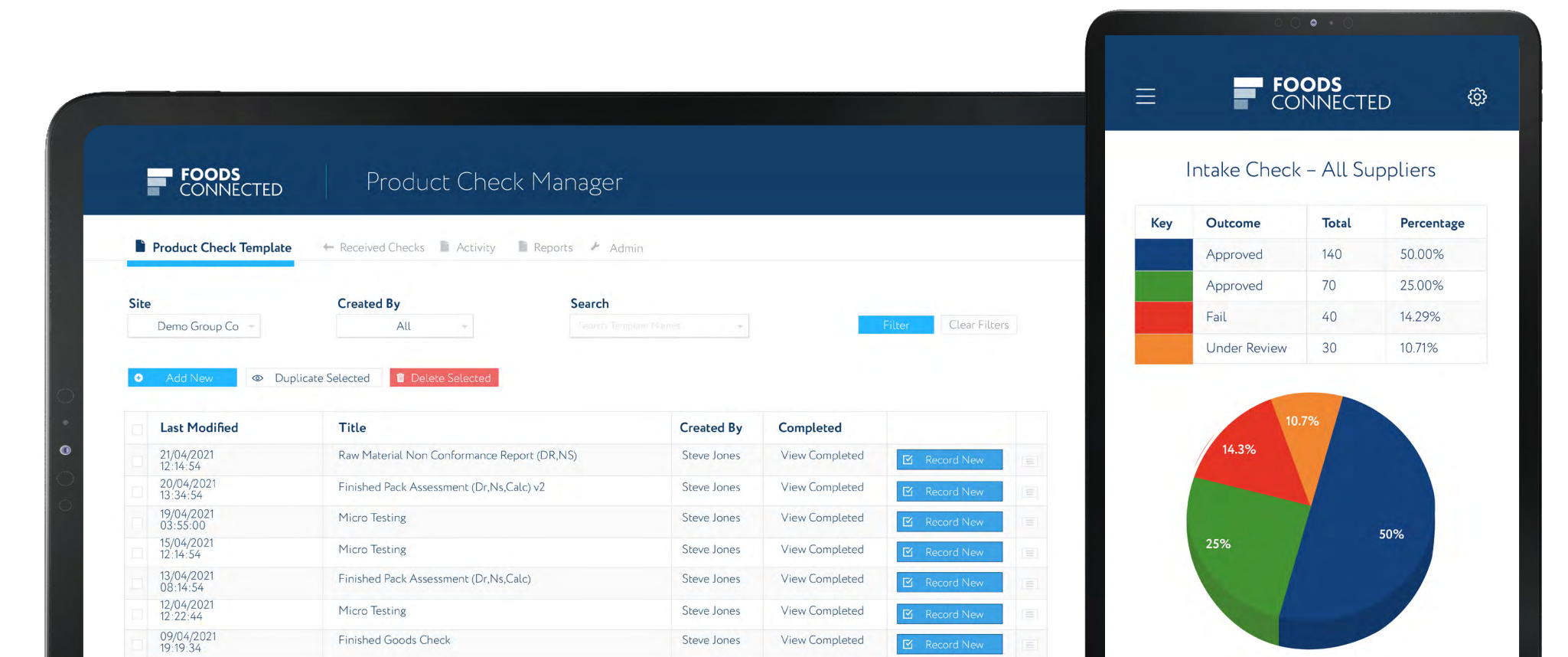


# The Solution

The platform provides central visibility across the company, storing all product check information in a user friendly format, where stakeholders can see the status and full activity log for each product check. Access levels can be assigned depending on each users seniority or job role.

Clear **'Product Check Statuses'** displayed within the Foods Connected platform allows users to filter checks by category and supplier to check if the check has been closed out or is awaiting response and with a built-in scoring mechanism, **reports and dashboards can be easily created within the platform, showing trends** that provide Pilgrim's Food Masters with an improved and quicker insight.

Check completion, approval and supplier response can be **assigned to specific users** for increased accountability. **'Triggers'** can also be set to notify any user or group when a specific non-conformance arises facilitating timely resolution.





## The Benefit

Since integrating the Foods Connected Product Check tool into the business, Pilgrim's Food Masters have **improved quality control and time efficiency across their product check procedures**. By utilising a cloud-based centralised platform, Pilgrim's Food Masters now have more visibility over suppliers and specific products with recurring non-conformances enabling them to rank and track supplier performance. Technical and procurement teams have access to comprehensive product data with full activity log, providing improved data quality and integrity at the click of a button. This data now forms part of their end of year review to **inform future supplier audit schedules and purchasing decisions to preserve food quality and safety**. The entire team now have a user friendly tool that makes life easier and delivers real time information more efficiently.

"It's a great tool to have, easy to use and alerts me to deadlines for close outs of non-cons, allowing me to send gentle reminders to suppliers."

**Quality Lead, QHSE,  
Pilgrim's Food Masters**



## Tool Return On Investment

The Product Check Manager potential ROI has been modelled from average time and cost savings achievable during a standard 'goods in' product check procedure, including check completion, information transfer, raising and resolving non-conformances, reporting and associated administrative tasks.



\*Monetary and time savings and return on investment percentage are modelled on a scenario of 1,300 product checks carried out annually



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