

# Suppliers Performance Monitoring

FSKN I 8

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# GFSI Intermediate Requirement

- The organization shall operate procedures for approval and continued monitoring of all its suppliers whose products or services may affect product safety. The results of evaluations and follow-up actions shall be recorded.



# Why Manage and Monitor Supplier Performance

- Managing and monitoring a supplier's performance is one of the tools that can be used to provide assurance of the safety of raw materials, ingredients and additives.
- Monitoring a supplier's performance will provide verification of continued compliance product specifications.
- Monitoring a supplier's performance will provide an indication of changes within the suppliers systems and procedures that could lead to potential issues

# Why Manage and Monitor Supplier Performance

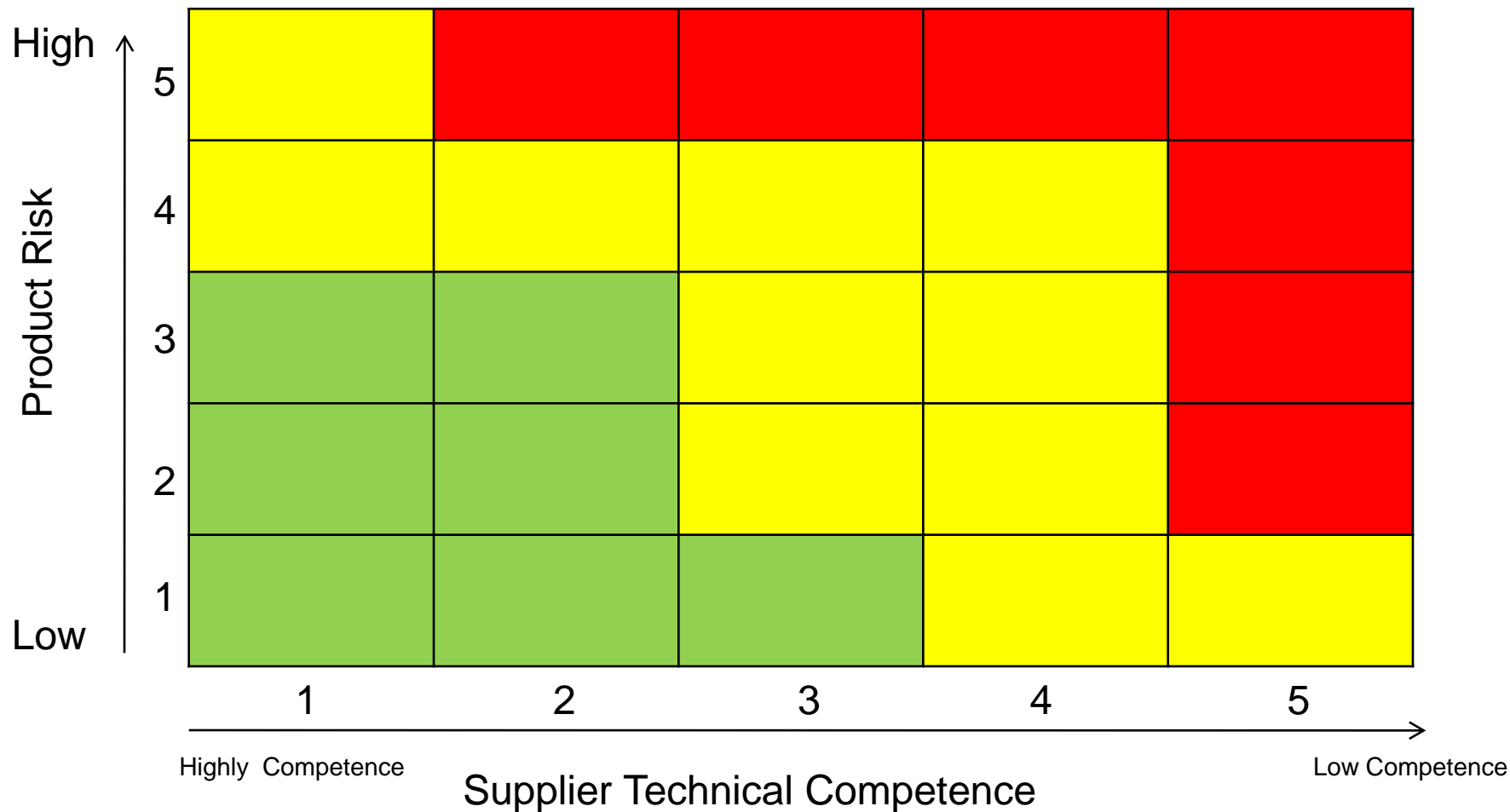
Effective supplier performance monitoring and management strategies have significant benefits:

- Reduction of food safety problems associated with purchased items.
- Contributes to effective risk management of food safety hazards
- Contributes towards the development of strategic relationships with suppliers.
- Assists in developing supplier capability and knowledge
- Assists in development of supply chain management strategies
- Improves supplier and purchasing performance
- Promotes continual improvement .

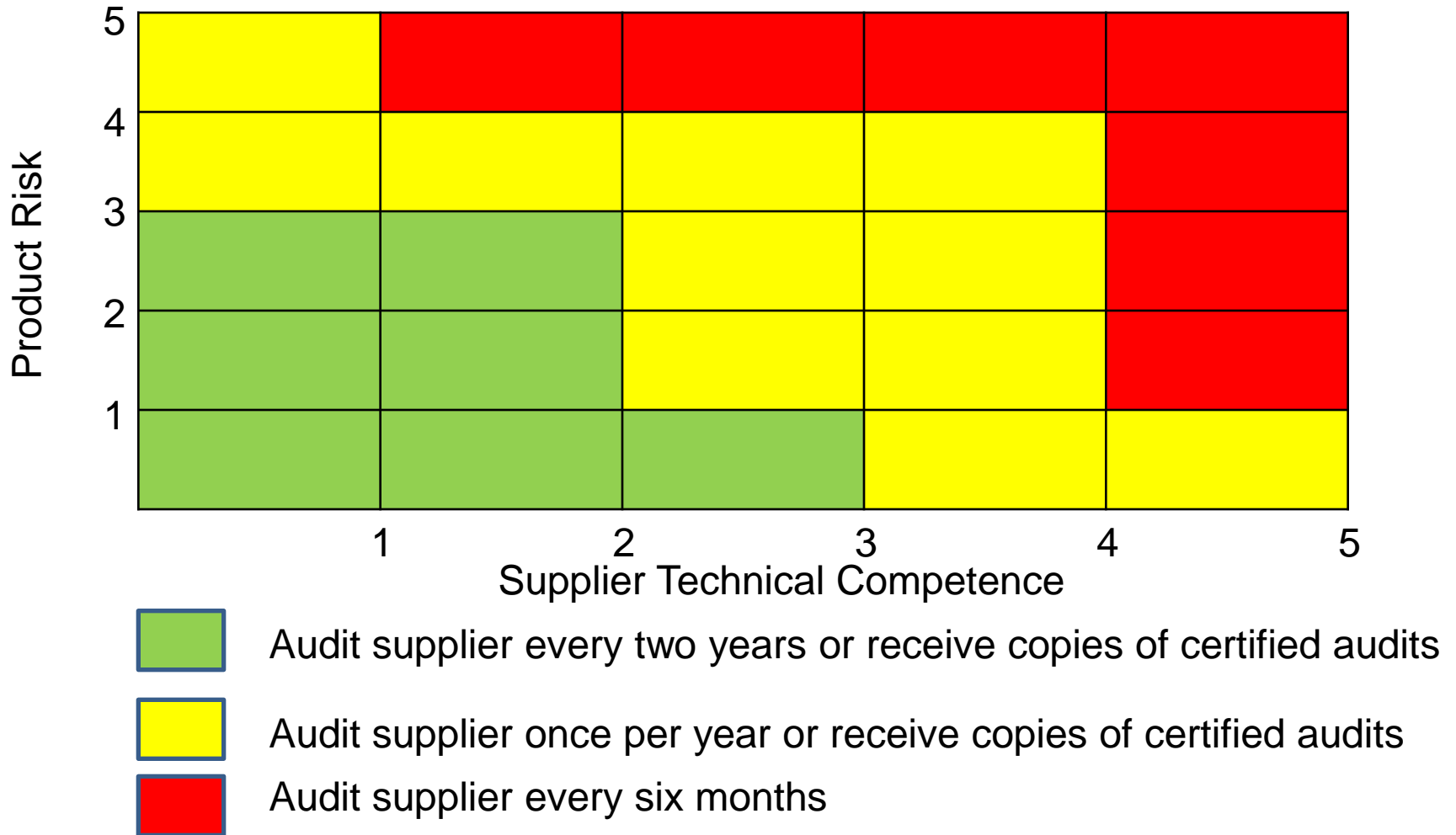
# The Product Supplier Performance Monitoring Process

- There shall be a defined program for all product suppliers after the supplier has gained approval to supply
- There should be a program which may consist of supplier audits, product inspection, product analysis and customer complaint review
- The program should be based upon risk assessment, which could be revised in view of review of performance, for example if a series of microbiological results confirms low levels of indicator bacteria, the frequency of testing should be considered
- Risk is determined by product risk ( likelihood to cause harm to health) and supplier technical competence (knowledge and ability to continuous meet requirements)
- Product risk will rarely change however supplier technical competence can be measured by performance and can change

# Example : Risk Assessment Supplier Performance Program



# Example-Supplier Auditing



# Example – Raw Material Testing Program

Product	Product Rating	Supplier	Supplier Rating	Intake Check Frequency & Level	Microbiological Analysis	Chemical Analysis
Frozen Cooked Chicken Meat	5	Smith	4	Temp-Every delivery 3 points in vehicle Bone Fragment – Every delivery 10 kg sample	Every Delivery- 3 samples TVC Coliforms E.Coli Salmonella	Every Delivery- 3 samples Meat Content
Chilled Cooked Chicken Meat	5	Jones	1	Temp-Every delivery 3 points in vehicle Bone Fragment – One delivery per month 10 kg sample	One Delivery per month- 3 samples TVC Coliforms E.Coli Salmonella	One Delivery-every six months 3 samples Meat Content
Fresh Herbs	3	Harris	2	Temp- Every delivery Foreign Body/Stalk One delivery per month 5 kg	One Delivery per month- 3 samples TVC Coliforms	One Delivery per year Pesticide Residues Full screen
Dried Herbs	2	Hany	4	Foreign Body/Stalk Every Delivery-10kg	One Delivery per year – 3 samples Coliforms	One Delivery per 6 months Pesticide Residues Full screen

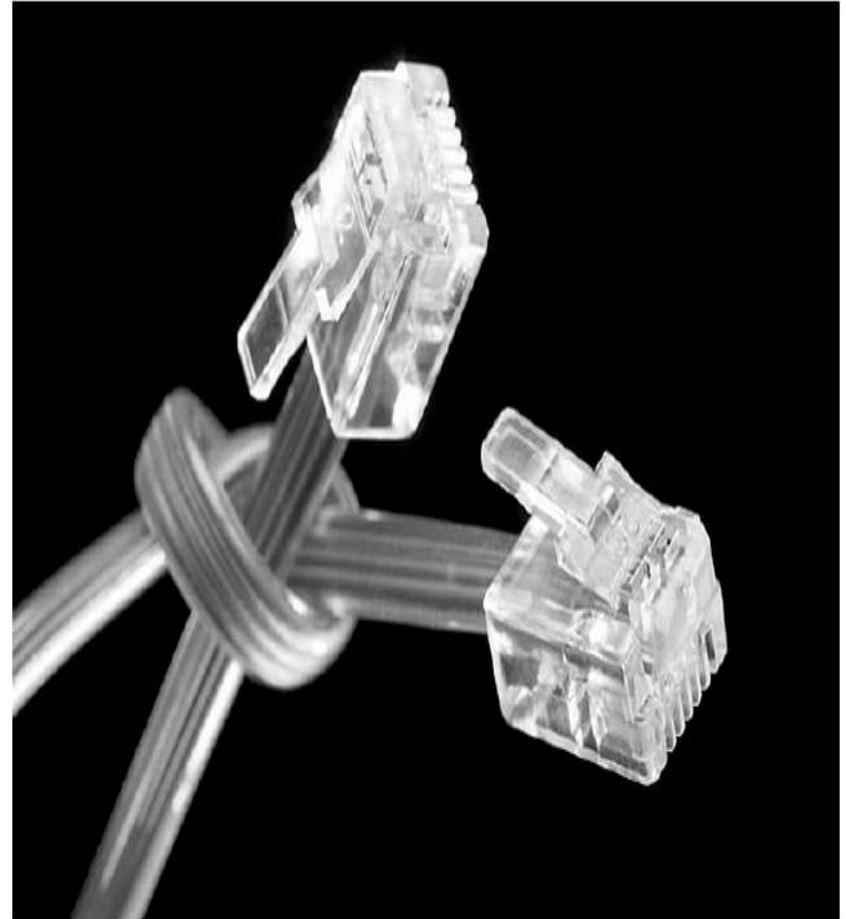


# Record Keeping

- All records should be retained for a defined period of time
- Collate records by supplier and product type which will allow effective trend analysis and provide valuable information on supplier competence/performance and product risk
- Where changes to product or supplier competence rating is made this is done with the authority of the food safety team leader and the reasons for the changes shall be recorded

# Supplier Feedback

- Suppliers need to be made aware from outset that their performance will be assessed and recorded.
- They must be advised of the performance criteria, how they will be measured, how performance assessment will be recorded and who will have access to such information.
- Suppliers should be advised of the results of testing and product inspection on an ongoing basis
- Results of technical audits shall be made known on the day of the audit and any actions agreed and confirmed
- Share feedback with the person in your company responsible for product purchase



# Internal Feedback and Review

- Commitment from product buyers to act upon the results of the supplier monitoring program is essential to ensure the safety of product is compromised
- A good working relationship and understanding between the product purchasing department and the food safety department should be encouraged by senior management
- Where problems are experienced these should be dealt with quickly and any corrective action taken. Changes to the monitoring program should be considered and, if appropriate, revised
- The supplier performance monitoring program must be undertaken in accordance with resource availability and should be included within the Management Review

# Service Supplier Performance Monitoring

- The monitoring of the performance of company providing services which could impact of food safety is also required
- Performance should be undertaken to assess compliance with contract or service agreements, for example pest control, waste disposal, the supply of transportation and supply of utilities such as water
- Monitoring should be undertaken at regular intervals and always prior to, **and** immediately after, the issue or renewal of contracts

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