



Harmonize supplier compliance
following a series of acquisitions

NORTH AMERICAN AGRIFOOD INDUSTRY LEADER

OVERVIEW

A North American leader in the agrifood industry chose the Alcumus Cognibox solution to harmonize plant compliance following a series of acquisitions.

THE CHALLENGE

The agrifood industry operates in a highly competitive environment driven by ever-changing consumer preferences and characterized by an increasingly restrictive regulatory environment. Supply chain management is key to the success of top-performing businesses in this sector.

Contamination risks and the controlled usage of certain materials must be monitored across the supply chain to guarantee compliance.

In the wake of a series of acquisitions intended to take the company to the next level and rank it as one of the top ten global players in this sector, the organization's number of plants operating in North America grew to nearly forty.

As a result, the company lacked clear corporate guidelines and a centralized structure for managing supplier and contractor risks. Given the scattered nature of compliance-related information, the company found it increasingly difficult to enforce the same standards from one location or one partner to the next.

With continued growth came the realization that the company needed to harmonize processes, particularly those pertaining to accident prevention, supplier management and regulatory compliance, to achieve its goal of "zero tolerance".

THE ISSUES

Although occupational health and safety (OHS) had always been a top priority for this sector leader, the evolution from a medium-sized to a world-class player required a greater centralization of company processes and implementation of integrated tools to enhance performance.

The absence of non-harmonized qualification processes in locations across the continent represented a significant challenge given the impressive number of provinces and states in which the company operated.

Management further sought to control input suppliers better to ensure greater control of quality and regulatory requirements relating to food safety.

THE SOLUTION

By collaboratively standardizing and automating supplier qualification processes and providing an optimal combination of administrative support and performance-oriented technology, Cognibox helped this agrifood sector leader to institute efficient supplier qualification standards.

The company leveraged Cognibox expertise to develop best-in-class processes for managing suppliers and creating business-specific educational and training content. It also took advantage of the unparalleled Cognibox customer service to transition plants and suppliers seamlessly to a harmonized process.

The software as a service (SaaS) solution made it possible to align company requirements more readily with external workforce qualifications, thereby ensuring improved safety and efficiency. Cognibox's prequalification, online training and employee file management features enabled the company to achieve its goals.

Prequalification:

- Select suppliers based on company standards and site-specific requirements
- Display and securely archive all supplier-related particulars, including insurance coverage, safety manuals, financial health and criteria pertaining to sustainable development
- Send alerts and follow-ups based on established timeframes and requirements in matters relating to documentation and information

Online training:

- Create orientation training sessions for the various locations and deliver these sessions directly online
- Monitor and control orientation training conducted by suppliers by means of the automatic updating of employee files in Cognibox

Employee file management:

- Document supplier employee training regardless of mode or location (online or classroom) with the support of a dedicated administrative team
- Advise suppliers regarding training and training organizations recognized by the company
- Validate supplier employee compliance and health and safety requirements online
- Send proactive notices upstream of the expiry of training or qualifications

PERFORMANCE AND RESULTS

Cognibox made possible the implementation of a long-term, performance-oriented solution to ensure harmonized compliance, which is certain to serve the company well as growth continues.

The primary outcome was better management and better sharing of information between the company and business partners through the combination of a unique computer-based tool and the administrative support required to operationalize the new means of managing risks associated with external business relations.

The next step will entail the progressive integration of input suppliers into the Cognibox platform to ensure greater control over quality and regulatory requirements relating to food safety. This new module will help the company reduce risk through enhanced compliance control of food product suppliers, as well as construction and maintenance suppliers carrying out work at company plants.

Cognibox proved a catalyst for change within our organization by guiding us in harmonizing supplier risk management practices. This exercise, an essential step, enabled us to integrate a diversity of acquisitions into group ranks.

Vice President,
Occupational Health and Safety

ABOUT ALCUMUS COGNIBOX

Alcumus Cognibox provides comprehensive supplier management, worker compliance and learning solutions that supports organizations in their drive towards a safer and more efficient work environment. It offers expert professional services to accompany corporations through their supply chain safety and risk control processes. Guided by its core values of transparency and excellence, Cognibox's flexible, client-centric approach is paramount to the customer experience, and serves over 290,000 members. To find out more, visit www.cognibox.com.



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