

Reducing the Paper Trail Case Study

A **UK Retail giant** were managing their Food Supplier Assurance and Product Specifications using paper based systems when they identified a need to reduce the paper trail and become more efficient. The customer wanted to **streamline existing processes** for their retail products such as product specifications, info on new product lines, audit reports etc and **automate the traceability trail**. The key challenges facing them included:

- A lack of knowledge of the products they were supplying, including the ingredients and nutritional values these products contained
- Processes completed incorrectly which caused time delays
- Lack of traceability across the supply chain to review supplier certification, hygiene processes, location auditability and sustainability practices.
- No centralised supplier database
- Sporadic methods of traceability and accountability, impacting quality control.
- Very difficult to source appropriate information for other departments within the organisation
- Strict legal compliance requirements

The Traceall Global team worked with the customer to document their paper based processes and created a **bespoke** version of their supply chain management software Supplier Exchange to automate this process. The system was tailored to meet their specific requirements including providing different access permissions for various departments within the organisation and the onus placed on their suppliers to upload and manage their own records in line with the retailers' specific requirements.

There was **no limit** on the number of suppliers registered to use the system and no limit on the amount of information the organisation could collect on each supplier.

Suppliers were asked to complete the customer's Self-Assessment questionnaire via Supplier Exchange which collected details such as

- Company Contact information
- No of staff
- Hygiene standards
- No of sites & how each site was constructed
- Traceability and accountability as an employer (to track appropriate working conditions)
- Quality certification and expiry dates
- Nutritional information
- Allergens & intolerances
- Packaging standards
- Legal Compliance



Traceall Global provided an easy to use web based Supplier Exchange platform that mirrored the customers' existing process and added real-time validation to the data. Logic was applied to ensure suppliers completed the correct information in the correct order to ensure the appropriate information and supporting documentation was gathered in line with the customer's **legal compliance** requirements.

In addition, the customer uses the **Recipe Builder** module within Supplier Exchange to monitor traceability for all the products supplied in their restaurants. Recipe Builder provides the client with the ability to add different products to a recipe and track traceability throughout the supply chain, giving peace of mind to their customers. Include providing **ingredient, allergen** and **nutritional** information at point of sale for the consumer.

Effectively, the client achieved overall efficiencies in terms of time and resource savings of approx. **25%** and significantly increased the amount and depth of data captured to feed into the management reporting. Adoption of the technology has also resulted in an increase in the number of suppliers from 400 to 800 without the requirement to increase the number of people within the Food Technical team. Also the time taken to set up a new supplier with the client has been significantly reduced from **3 months to 2 weeks**.

The data generated by Supplier Exchange also provided information on product nutritional information and ingredients for each product they supply providing full traceability for each product line. This information has enabled the business to generate shareholder and customer reports and extract key data to influence business strategy. As one of the largest UK retailers focussed on sustainability, this information allows the customer to generate data and create reports to generate and backup their **sustainability** strategy.