

# Case study: Establish quality and sanitation practices to reduce risk & quality Holds

## Background and Activities

- Aseptic beverage manufacturer was struggling with quality at new factory
- Initial state:
  - Many errors, quality holds, undefined quality practices
  - Poor practices in processing, production, cleaning, lab methods, training program lacking (site adopted practices from another location)
  - Quality and Sanitation SOP's and activities were not well established
  - Quality Compliance System had been poorly implemented and abandoned
  - Poor root cause analysis processes failed to identify root causes & prevent repeat errors
- Activities
  - Reaffirmed Quality Compliance Model to be implemented. Assisted in program rewrite.
  - Provided and established best practices in production (slacking, labeling, etc.). Created SOP's and One Point Lessons.
  - Developed SOP template and clear SOPs across production, quality & sanitation
  - Improved Master Sanitation Schedule to address quality and food safety risks
  - Redefined the Environmental Monitoring Program (zones) and key micro procedure
  - Developed Root Cause Analysis training

## Results & Benefits

- Reduced from ~30 Open Holds on Day 1 to Zero Holds in final month of project!
- Procedures designed for the new factory in place and training implemented.
- Quality awareness level increased significantly

**Client:** Beverage Manufacturer  
**Project:** Improve Quality and Food Safety



Sample photos from new SOP



*“The last three months have paved the way for the facility to reduce risk, stabilize performance, and foster a culture of quality and food safety.....your ability to interact and gain traction with a variety of departments and individuals across the organization made this effort far more impactful.”*

**– Chief Manufacturing Officer, Beverage Manufacturer**