

SYSPRO TRACEABILITY

# Mitigating the Effects of Product Recalls

IN THE FOOD AND BEVERAGE MANUFACTURING INDUSTRY



Facing a recall?  
Trace. Isolate. Eliminate. Mitigate.



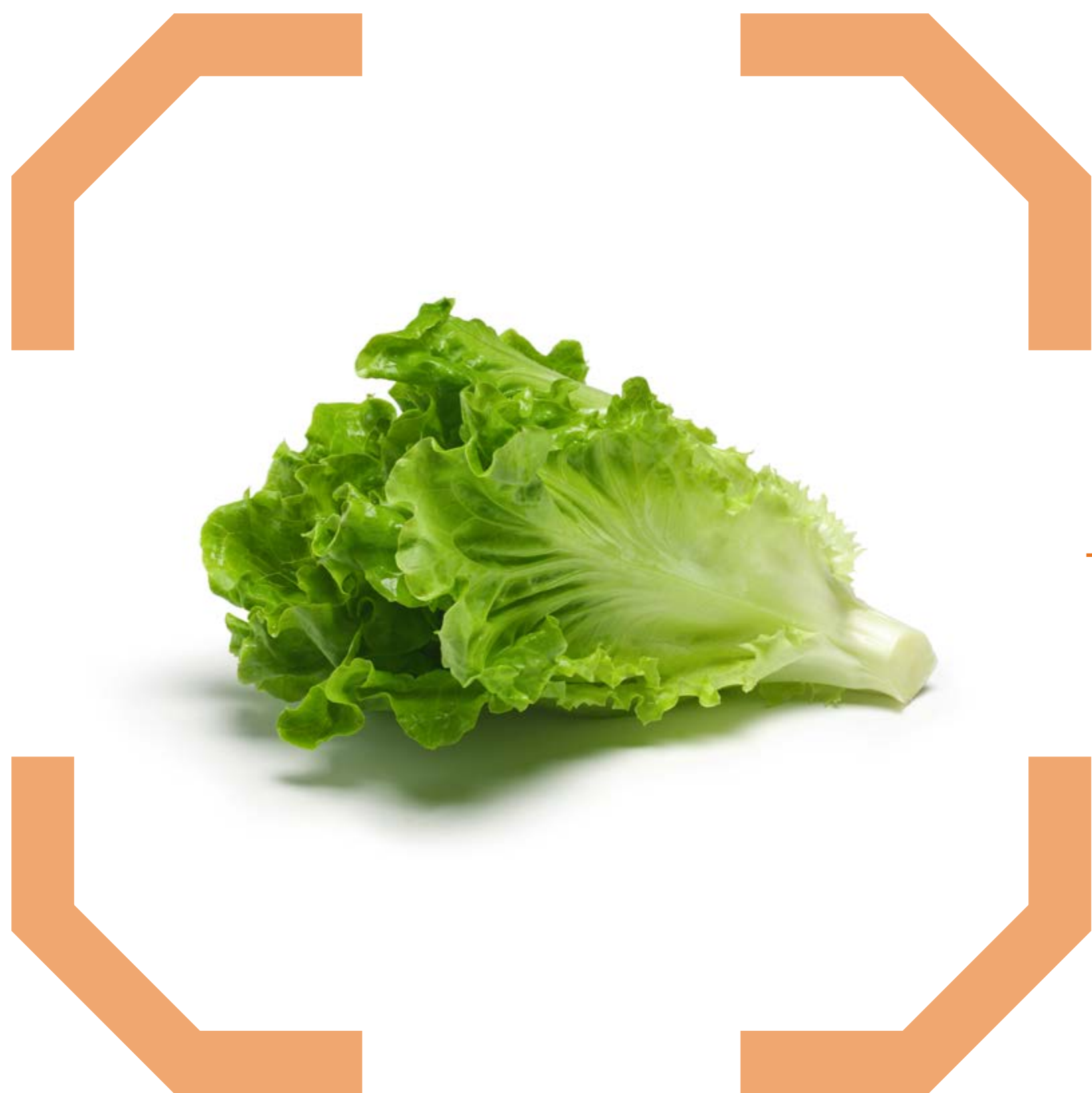
# Implementing a Robust, Reliable Traceability System and Product Recall Plan

**The number of food recalls worldwide has shown a dramatic increase in the past few years, jumping fourfold in the last 5 years. It is estimated that over 76 million illnesses are caused by food contamination every year in the United States alone.**

The food industry has become increasingly difficult to navigate. To meet the ever-more demanding record-keeping and lot-traceability requirements from regulators such as the Food and Drug Administration, food and beverage manufacturers are required to track and identify every single ingredient used in the manufacturing process; from receipt of initial ingredient, seed, foodstuff, animal – and its feed, additive or raw material; through the entire manufacturing process; to packaging and shipping the end product to the customer.

Pricing competition amongst food retailers in mature markets, along with the weakened worldwide economy, have also lowered company profit margins and resulted in rapid food industry consolidations. Large retailers are demanding increased visibility and better results from their supply chains as food product recalls carry enormous financial consequences as well as the potential to damage brand equity.

It is no surprise then, that product recalls are a terrifying thought for food and beverage manufacturers, not just with regards to their financial impact, but because of the lasting reputational damage they can cause. Reputation, built on the pillars of quality, trust, customer satisfaction and food safety, is one of the key factors in a brand's success.



Facing a recall?  
Trace. Isolate. Eliminate. Mitigate.





# Before You Consider the Price of an Effective Traceability System

## Consider the Cost of Not Having One



### Eight Deaths and Over 600 Infected People

#### Peanut Corp.

Known as one of the largest food recalls of all time, this company was found to have knowingly shipped products containing salmonella a dozen times between 2007 and 2008. It was the source of a virulent strain of salmonella that was later linked to eight deaths and sickened over 600 people in 46 states in Canada. Peanut Corp. not only made peanut butter but also peanut meal and paste that were further processed by manufacturers into other foods.

After the CDC and FDA inspectors identified the source of the contamination, it issued what became one of the largest food recalls ever, ultimately leading to more than 3,200 products being recalled. Peanut Corp. eventually had to file for Chapter 7 bankruptcy protection in February of 2009.



### 143 Million Pounds of Beef Recalled

#### Hallmark/Westland Meat Packing Beef Recall

In February 2008, the culmination of an investigation into the slaughter practices of Hallmark/Westland in California resulted in the recall of 143 million pounds of beef, much of it destined for school lunch programs. The company voluntarily recalled all beef produced at the facility from February 1, 2006 onward, but admitted that most of that meat had likely already been consumed. There were no reports of illness connected to this recall, but, because the animals were not properly inspected prior to slaughter, the Department of Agriculture pressured the company into the recall.

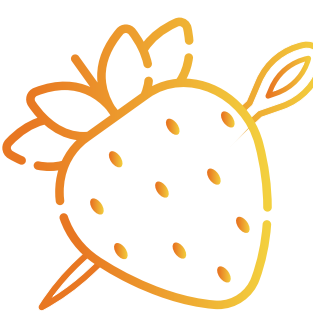


### Over a Half-Billion Fresh Eggs Recalled

#### Wright County/Hillandale Farms Eggs

Salmonella was also at the base of the 2010 recall of over a half-billion fresh eggs originating from the Iowa-based Wright County Egg and related company, Hillandale Farms. The CDC began investigating outbreaks of salmonella in early 2010 and eventually tracked it to the Wright County plant. The CDC noted over 1,900 reports of illness connected with the outbreak and, thankfully, no deaths.

The FDA developed and implemented new egg safety rules and after the recall, both Wright County and Hillandale improved their sanitation and animal health practices and continue to operate today.



### Needles Found in Fruits

#### Fruit recall in Australasia

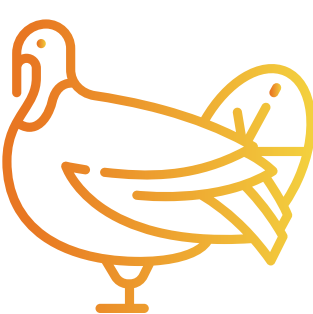
In Australia, a significant amount of fruit was recalled recently when needles were found in fruits such as strawberries, bananas and apples, believed to have been placed by a disgruntled employee. This caused widespread safety concerns and significant economic damages to fruit producers across Australia.



### Several Brands of Pet Food Recalled

#### Menu Foods Pet Food

Food destined for pets can also contain adulterants, and that was the case in 2007 when Menu Foods Inc. recalled several brands of dog and cat food that were produced on site. The issue was the wheat gluten included in these foods. It was eventually determined that the gluten contained melamine, an industrial chemical used in the making of plastics.



### 35 Million Pounds of Ground Turkey Recalled

#### Cargill Ground Turkey

Cargill Meat Solutions Corporation issued a recall of over 35 million pounds of ground turkey in August 2011 due to salmonella contamination. The contaminated meat was responsible for one death and the sickening of over 75 people. The plant shut down for a week and reopened only when it had found and corrected the source of contamination and passed a Department of Agriculture inspection.



### Million Dollar Global Chocolate Recall

#### Mars

In early 2016, this international confectionery giant sparked a global recall affecting 55 countries, which was estimated to have cost the company tens of millions of dollars, after plastic was found in one of its major brand bars. After in-depth investigation and retracing the product, it was found that the plastic had come from a protective cover used in the manufacturing process.

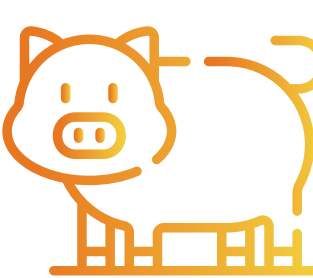


### E. coli Warning

#### Lettuce Recall in US

In December 2019, the CDC issued a warning that sounded very familiar to anyone who remembers the widespread romaine lettuce recalls from 2018. Scientists had identified a strain of E. coli in lettuce from Salinas Valley, California, growing region.

Once a kitchen staple, since 2017 contaminated romaine has sparked four major E. coli outbreaks throughout the US. In the latest outbreak, the CDC reported 138 people in 25 states infected with romaine-triggered E. coli bacteria.



### World's Worst Listeriosis Outbreak Leading to 216 Deaths

#### Enterprise Foods – the South African Listeriosis Outbreak

This was a widespread outbreak in 2017 of Listeria monocytogenes food poisoning that resulted from contaminated processed meats produced by Enterprise Foods. There were 1,060 confirmed cases of listeriosis during the outbreak, and 216 deaths. It is the world's worst ever listeriosis outbreak. Following the announcement, the company's stock price on the Johannesburg Stock Exchange dropped by 7%, resulting in a R5.7bn (equivalent to US\$438.69 million) reduction in total value.



# General Causes of Food Product Recalls

The most common cause of food product recalls is biological contamination (microorganisms and toxins), which mainly affects food supplied fresh or raw, such as nuts and vegetables. This type of contamination can have many causes, including use of contaminated water by a producer, personal hygiene and unsanitary food-handling practices along the supply chain and pest infestations in the supply chain.

Allergenic products such as nuts or dairy products not declared on the label are a major cause of product recalls. These could be ingredients of the product or cross-contamination from residues in the machinery from a previous production run that used allergenic ingredients.

Foreign matter is the second most common cause of food contamination. This includes different items such as metal, plastic, glass, wood from production lines or packaging and whole bodies or body parts of pests resulting from an infestation in the supply chain. Other causes include defective products, chemical contamination such as pesticides and unapproved ingredients.


# Specific Causes

## Pathogens

Recalls from pathogen-contaminated products are highly damaging because they affect all consumers, not just those with specific allergies. Listeria, E. coli and Salmonella are the most common according to a USDA report. Several foods have been identified as being most at risk for carrying these pathogens:



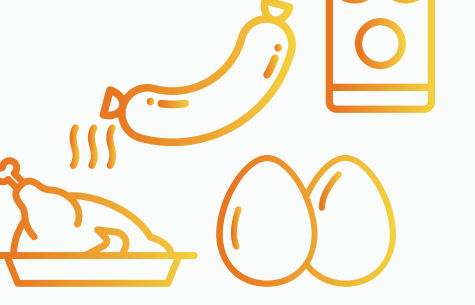
Deli meats, soft cheeses and other foods that aren't usually cooked



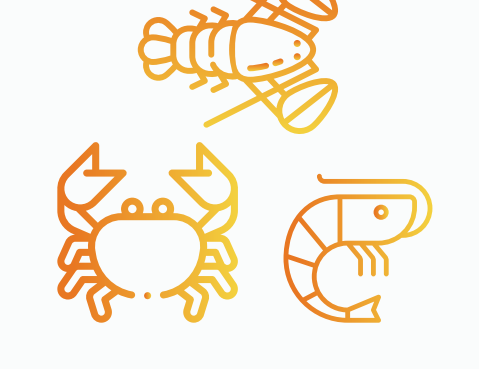
Raw fruits and vegetables



Home-canned foods with low-acid content — including asparagus, corn, green beans and beets



Poultry, eggs, undercooked beef and unpasteurized milk or juice



Raw or undercooked shellfish

## Physical Contamination


When non-food items are found in products, a recall is inevitable. Metal, plastic, wood and even insect body parts are examples of physical contaminants. Food is also considered physically contaminated if it's chemically or biologically tainted.



Plastic



Wood



Metal



Insect Body Parts

## Cross Contamination

Many food manufacturers process multiple products in a single factory. This can lead to cross-contamination issues involving foods to which people are commonly allergic, namely milk, wheat, soy and peanuts. Because cross contamination is sometimes unavoidable, manufacturers are permitted to sell cross-contaminated food, provided the potential contaminants are declared as allergens on the label. According to the USDA's report, undeclared allergens accounted for 58 of the 150 food recalls in 2015, and milk has been identified as the number one offender.



Milk



Soy



Wheat



Peanuts



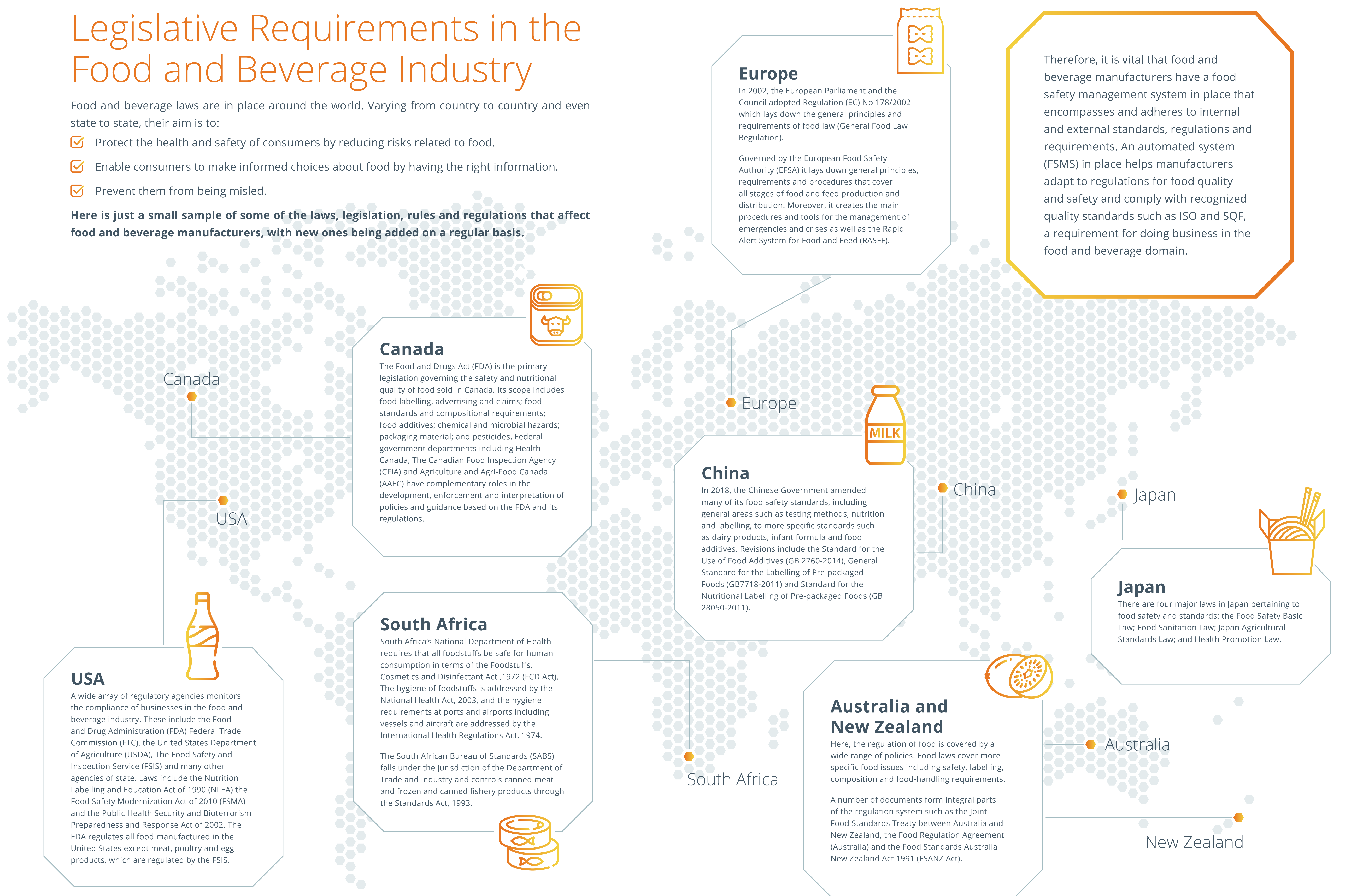


# Legislative Requirements in the Food and Beverage Industry

Food and beverage laws are in place around the world. Varying from country to country and even state to state, their aim is to:

- ✓ Protect the health and safety of consumers by reducing risks related to food.
- ✓ Enable consumers to make informed choices about food by having the right information.
- ✓ Prevent them from being misled.

Here is just a small sample of some of the laws, legislation, rules and regulations that affect food and beverage manufacturers, with new ones being added on a regular basis.



Therefore, it is vital that food and beverage manufacturers have a food safety management system in place that encompasses and adheres to internal and external standards, regulations and requirements. An automated system (FSMS) in place helps manufacturers adapt to regulations for food quality and safety and comply with recognized quality standards such as ISO and SQF, a requirement for doing business in the food and beverage domain.



# Traceability Checklist

## Creating a Robust Traceability System

Traceability is especially challenging because problems can occur at any point along your supply chain, from R&D through materials handling to assembly and shipping. Broken or slow processes can be particularly costly – and even lethal – for suppliers of food, pharmaceuticals, electronics and hi-tech equipment, aerospace and automotive products, medical devices and chemicals.

**A traceability system should consist of the following 4 key activities:**

- 1 Define the **SCOPE** of the system
- 2 **DOCUMENT** the system
- 3 **REVIEW** the system
- 4 **TEST** the system

### 1 Scope

**Define the scope before developing the system**

- ✓ What needs to be put in place to be able to track the entire supply chain?
- ✓ Identify elements required to ensure that the system encompasses the full traceability of the product:
  - ✓ **Supplier Traceability** – Evaluate the scope required to incorporate traceability of suppliers and their products entering the organization.
  - ✓ **Process Traceability** – Evaluate the scope required to incorporate traceability of products through the organization (whether new products are produced or not).
  - ✓ **Customer Traceability** – Evaluate the scope required to incorporate traceability of products to the immediate customer.

**NOTE: As actionable traceability in your supply chain encompasses the three points above, it's best to bear in mind that:**

- ✓ Different sectors of the value chain will develop traceability systems that differ in scope.
- ✓ In many global companies, communication regarding processes, legislation and production methods between regions is poor or non-existent.
- ✓ Problems typically occur where there is no seamless interface between supplier, process and customer.
- ✓ Scope becomes a commercial decision – the broader the definition of a batch, the greater the volume of product potentially recalled.

### 2 Document

**The following need to be carefully documented:**

- ✓ Scope of the traceability system.
- ✓ Details of the traceability system.
- ✓ Associated operational documentation.
- ✓ Arrangements for review.

### 3 Review

**Review the system annually:**

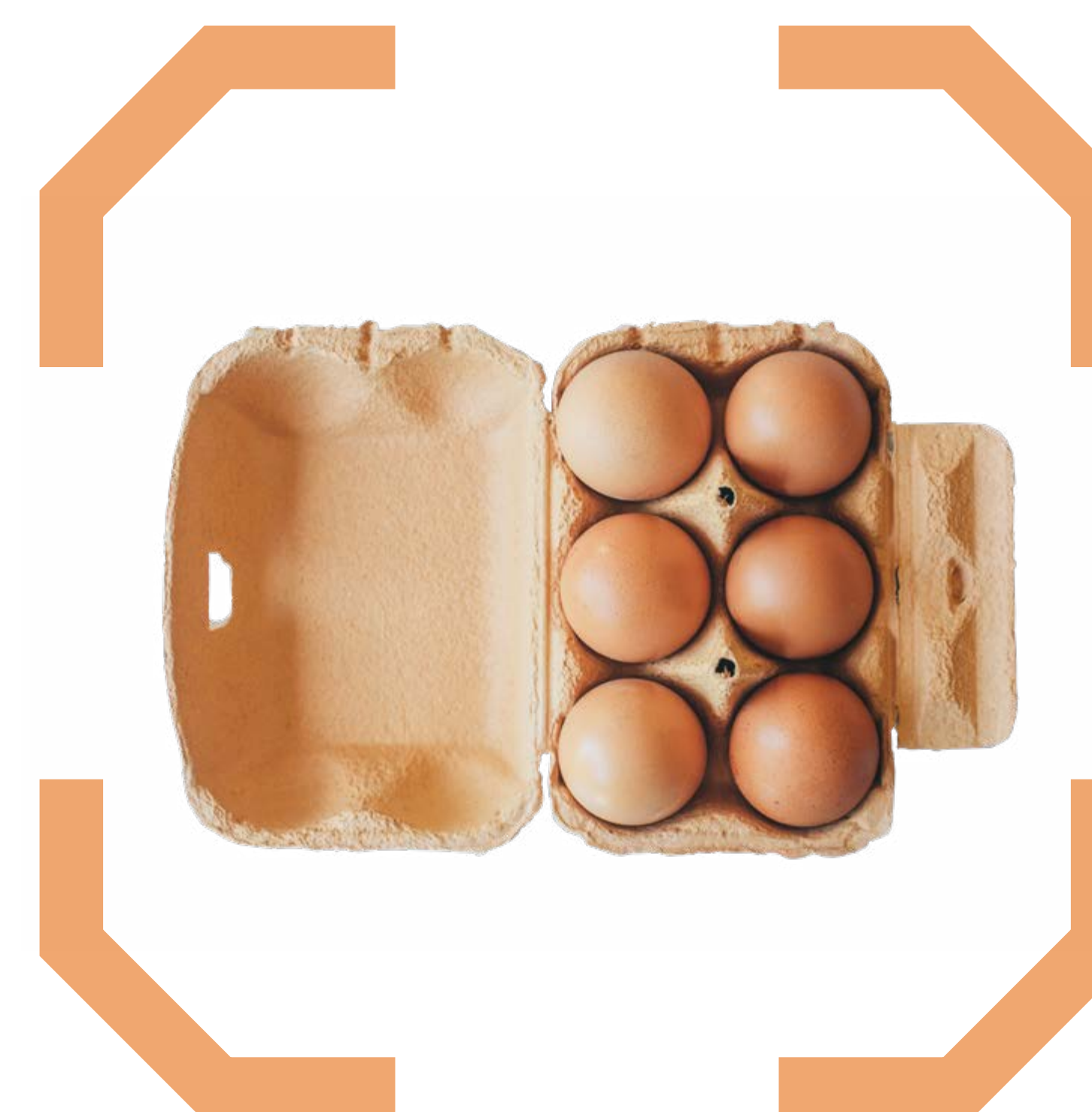
- ✓ Include a multi-disciplinary team from all functional areas of the organization and senior management.
- ✓ Audit the traceability system.
- ✓ Identify areas for improvement or non-conformance and address them.
- ✓ The review should be signed off by senior management.

### 4 Test

**Review the system annually:**

- ✓ **Horizontal Check** – This includes an audit of several batches at the same point in the process to ensure that all identification marks and documentation are correct.
- ✓ **Vertical Check** – Follow several batches from customer to supplier to ensure all identification marks and documentation are correct.

This is commonly referred to as a mock recall.



Facing a recall?  
Trace. Isolate. Eliminate. Mitigate.







# Product Recall Checklist

## Planning for and Managing Product Recalls

An effective, proactive product recall plan can mean the difference between survival and the loss of the business you have worked hard to create and develop. More often than not, not having a product recall plan in place could have the biggest impact on your company's survival.

### Protect Public Health by:

- ✓ Informing customers that there is a potentially hazardous product on the market.
- ✓ Facilitating the rapid identification and removal of unsafe foodstuffs from the distribution chain.
- ✓ Ensuring that the unsafe products are either destroyed or rendered safe.

### The 3 Levels of Product Recall:

#### Mock Recall

The internal process used by the organization to test its ability to trace where the product was sent, or to test the traceability of the product from the customer to the supplier.

#### Withdrawal

This is the removal of unsafe food from the distribution chain but does not extend to consumers as they have not bought any product yet. It is initiated when there is a potential risk to public health and the foodstuff remains wholly within the distribution chain and has not made it to consumers.

#### Full Recall

This is the removal of unsafe product from the distribution chain and extends to product sold to consumers. It therefore involves communication with consumers and is initiated when there is a potential risk to public health and the product has already been sold to consumers.

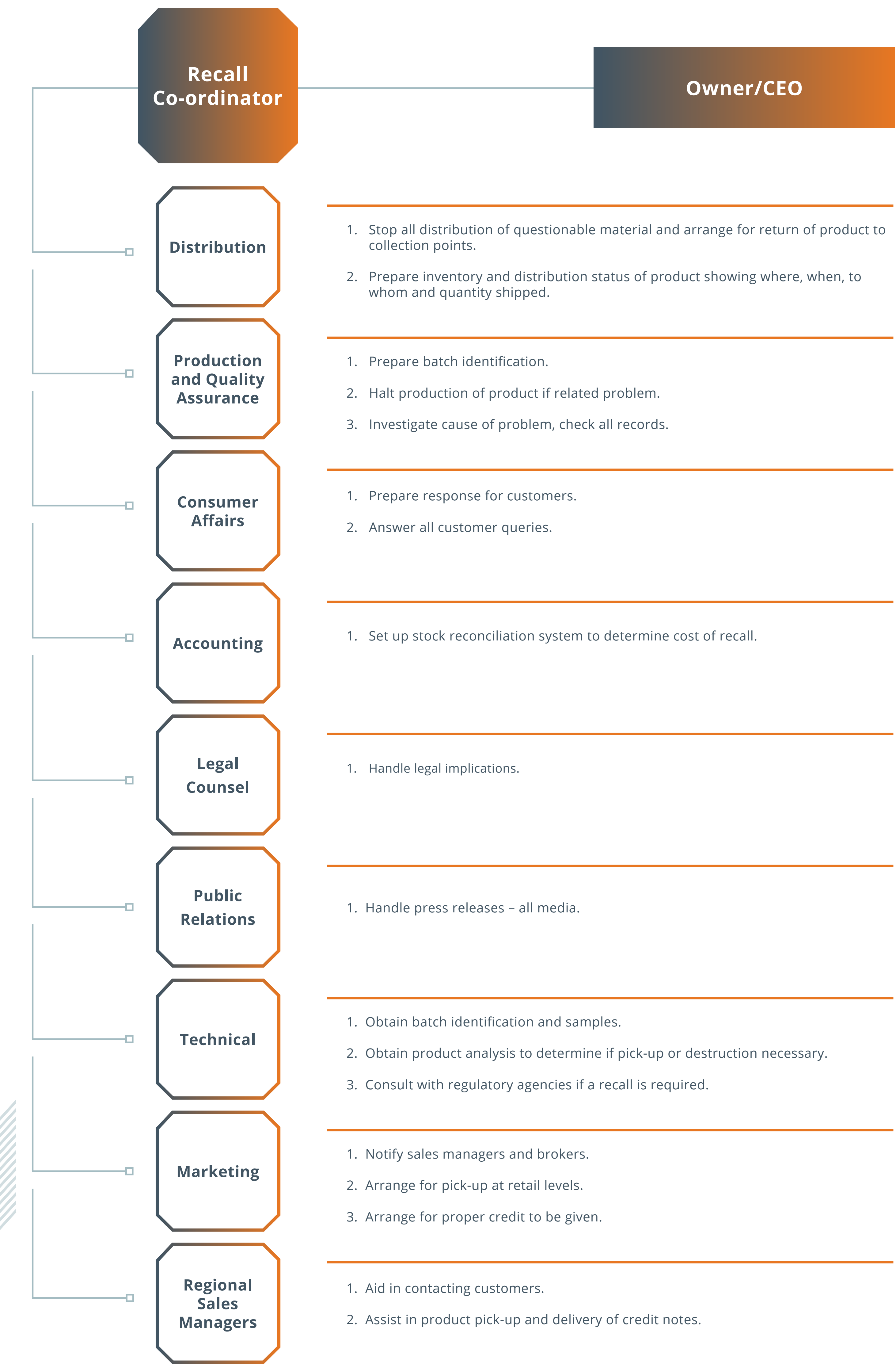
### 7 Stages of a Product Recall:

## 1 Develop the Policy

All manufacturing businesses should have a Product Recall Policy which states the objective of the plan and the organization's commitment to providing the necessary resources to remove unsafe products from the market.

## 2 Develop the Plan

- ✓ A documented procedure designed to ensure professional, efficient and effective removal of unsafe products from the market.
- ✓ Requires a multi-disciplinary recall team to develop the plan with a contact list including all details such as roles and responsibilities, decision trees and full details of the plan.



Facing a recall?  
Trace. Isolate. Eliminate. Mitigate.





### 3 Test the Plan

**Regularly review the plan for errors, at least annually.**

- ✓ Use mock recalls to test traceability but also have unannounced trial runs to test the whole plan.
- ✓ Check for frequency of validation in line with the relevant regulations.
- ✓ Once validation is complete, a full review of every aspect of the process needs to be carried out with the relevant team members.
- ✓ The recall plan must be well practiced so companies are ready when a real product recall happens.

### 4 Notify and Initiate

**Notify the distribution chain to stop product distribution, retail sale or any other use.**

- ✓ Isolate and contain unsafe products outside the control of the organization.
- ✓ Supply all relevant information.
- ✓ Communicate with all external and internal stakeholders:
  - ✓ Trade communication – telephone for speed, followed by email.
  - ✓ Press release – TV, radio and paid advertisements if necessary.

### 5 Manage the recall

**The management of a product recall should be driven by the plan.**

- ✓ There is a high probability that the information gathered in the early stages of an investigation will be flawed.
- ✓ Gather the information first-hand.
- ✓ Minimum information required: product name, description, batch codes involved, quantity of material implicated, distribution details, any product sold to customers and nature of defect.
- ✓ Identify all potentially unsafe foodstuffs.
- ✓ Document the process.

**With Lot Traceability, we know exactly which lots were shipped to each customer, and our warehouse employees can fulfill orders from cases that are not in danger of being outdated. In addition, thanks to SYSPRO, we can now do a mock recall in less than 30 minutes.**

**Norman Shung,**  
*Chief Financial Officer,  
Basic Grains Products*

### 6 Close

**Formally close off the recall when the following has been completed:**

- ✓ All defective product has been accounted for, the nature of the defect or hazard identified and remedied, and the risk fully mitigated.
- ✓ The defective batch is sorted.
- ✓ Consider new pallets, labels and packaging.
- ✓ Include quantity, disposal certificates, decisions and actions taken, as well as future actions to improve the process, and archive.
- ✓ Account for all stock – including stock destroyed by the customer.
- ✓ Return all stock to one site where it can be easily counted and monitored.
- ✓ An off-site warehouse is suggested so that the affected stock can be separated from the good stock.
- ✓ Verify the accuracy of the recordkeeping.
- ✓ Decisions have been taken and the product has been recovered if possible.

### 7 Review and Amend

**After a product recall, the business should review the process and amend the plan where necessary:**

- ✓ Did the plan drive the process?
- ✓ How effective was it?
- ✓ Any problems incurred – and the solution
- ✓ Communication channels – customer care line
- ✓ Accurate costs
- ✓ Team performance
- ✓ Stock reconciliation
- ✓ Investigation, techniques and timeliness







# ERP Checklist

Navigating the complexity of a recall becomes simpler when you're able to act quickly.

The ideal ERP solution should provide a traceability system that offers full visibility throughout the value chain to ensure quality and continued compliance with regulatory requirements. It should provide the ability to trace, identify, isolate, report, quarantine and place affected products on hold quickly and with minimum disruption.

## Before (Preparation and Optimization)

### 1 Supplier Management and Purchase Control

#### Benefit:

Enable greater visibility, compliance and quality control in the procurement and supplier selection process.

#### Why SYSPRO:

##### Request for Quote

- ✓ Suppliers can respond directly to RFQs online.

##### Supply Chain Portal

- ✓ Enables joint decision-making on suppliers and automatic selection of approved suppliers.

##### Preferred Suppliers

- ✓ Allows you to capture and maintain predetermined sourcing policies to facilitate the selection of recommended and pre-approved suppliers during the purchasing cycle.

### 2 Engineering Change Control (ECC)

#### Benefit:

Engineering Change Control (ECC) is crucial to quality control and is a requirement for ISO and QS certification.

#### Why SYSPRO:

##### Engineering Change Control

- ✓ Helps you improve the management of engineering changes to your products and/or associated data by enforcing controls in product design.
- ✓ Provides detailed audit reports of all transactions, including all historical changes and the operator performing the change to meet compliance requirements.

### 3 Monitor Customer Complaints

#### Benefit:

Customer Complaints provides visibility into product defects, which may be non-compliant. It also highlights any areas requiring swift intervention and pinpoints the cost of quality measures.

#### Why SYSPRO:

##### Customer Complaints System

- ✓ Allows for the capturing, management and effective resolution of customer complaints.

### 4 Lot and Serial Traceability

#### Benefit:

For an industry like Food and Beverage, lot traceability is a must to comply with Food Safety Modernization Act (FSMA) and Safe Quality Food (SQF) standards. It enables you to maximize quality control by tracking products, materials and processes as well as by facilitating effective recalls.

#### Why SYSPRO:

##### Lot Traceability

- ✓ Allows you to track materials from receipt right through to delivery of the product to the customer, as well as at any level in-between.
- ✓ Provides the ability to trace a lot or batch through the entire value chain from raw material receiving to dispatch.
- ✓ Enables you to trace a unique item with a serial number through the value chain.

### 5 Mock Recall (Testing)

#### Benefit:

Regularly performing mock recalls will enable you to test and continually improve on the effectiveness and robustness of your traceability system, thereby increasing the likelihood of a quicker time to completion in the event of an actual product recall.

#### Why SYSPRO:

##### Mock Recall Capability

- ✓ Tests the Supplier/Process/Customer Traceability system.
- ✓ Verifies that the product traceability process is effective and can be carried out within the required time limit.
- ✓ All mock recall data is stored for compliance reasons as well as traceability audits.

### 6 Reporting

#### Benefit:

Compliance with regulatory bodies.

#### Why SYSPRO:

##### Mock Recall Capability

- ✓ Provides detailed audit ECC reports.
- ✓ Mock recall reports can be easily extracted in the recall process and supplied to auditors to meet regulatory compliance requirements.
- ✓ An audit trail of a customer complaint is available.



## During (Recalls)

### 1 Product Recall

**Benefit:**

Perform a full product recall quickly and efficiently by rapidly identifying and retrieving potentially defective goods from customers using the organization's Product Recall system.

**Why SYSPRO:**

**Mock Recall Capability**

- ✓ Is a full traceability system and gives instant access to all of the critical information required to track a suspect product throughout the value chain.
- ✓ It supplies the necessary information to identify, isolate and action the activities that need to occur within the predetermined recall time limit.

### 2 Trace Suspect Items

**Benefit:**

Ensure that any products produced and packaged on the premises are traceable back to the ingredients, components and primary packaging. With quick and easy access to all of the key product information recorded in the purchase, production, packaging, sale, distribution and delivery of a product, you can swiftly trace and quarantine stock which is defective, be it spoiled, damaged, hazardous or of inferior quality.

**Why SYSPRO:**

**Lot Traceability**

- ✓ Enables you to maximize quality control by tracking products, materials and processes, as well as by facilitating effective recalls.
- ✓ Additional traceability for lots can be added for easy identification.

**Product Recall**

- ✓ You are able to interrogate the system for affected products using any combination of data available.
- ✓ Assists in identifying the scope of the product recall by specifying affected customers, sales orders and jobs. It will also identify suspect items, original purchase orders and suppliers.
- ✓ Provides visibility throughout the product recall process, including the status of a product recall and detailed information of products that have been included or are in quarantine.

### 3 Quarantine and Place Products on Hold

**Benefit:**

Prevents suspect items from being allocated to a job, invoiced or dispatched until the inspection process has been completed.

**Why SYSPRO:**

**Product Recall**

- ✓ Helps identify, track and isolate suspect items.
- ✓ Once located internally, the item is quarantined and issuing of that item is blocked.
- ✓ Allows you to scrap affected items that are defective and release unaffected items back into inventory.

### 4 Customer Returns

**Benefit:**

Optimize customer service and safeguard customer relationships with timely responses to customer requests to return products.

**Why SYSPRO:**

**Return Merchandise Authorization (RMA)**

- ✓ Enables you to rapidly process customer returns and the resulting corrective actions such as receipting, exchanges, cross-shipments, repairs, scrap and credits as well as charges for returns and restocking activities.

### 5 Supplier Returns

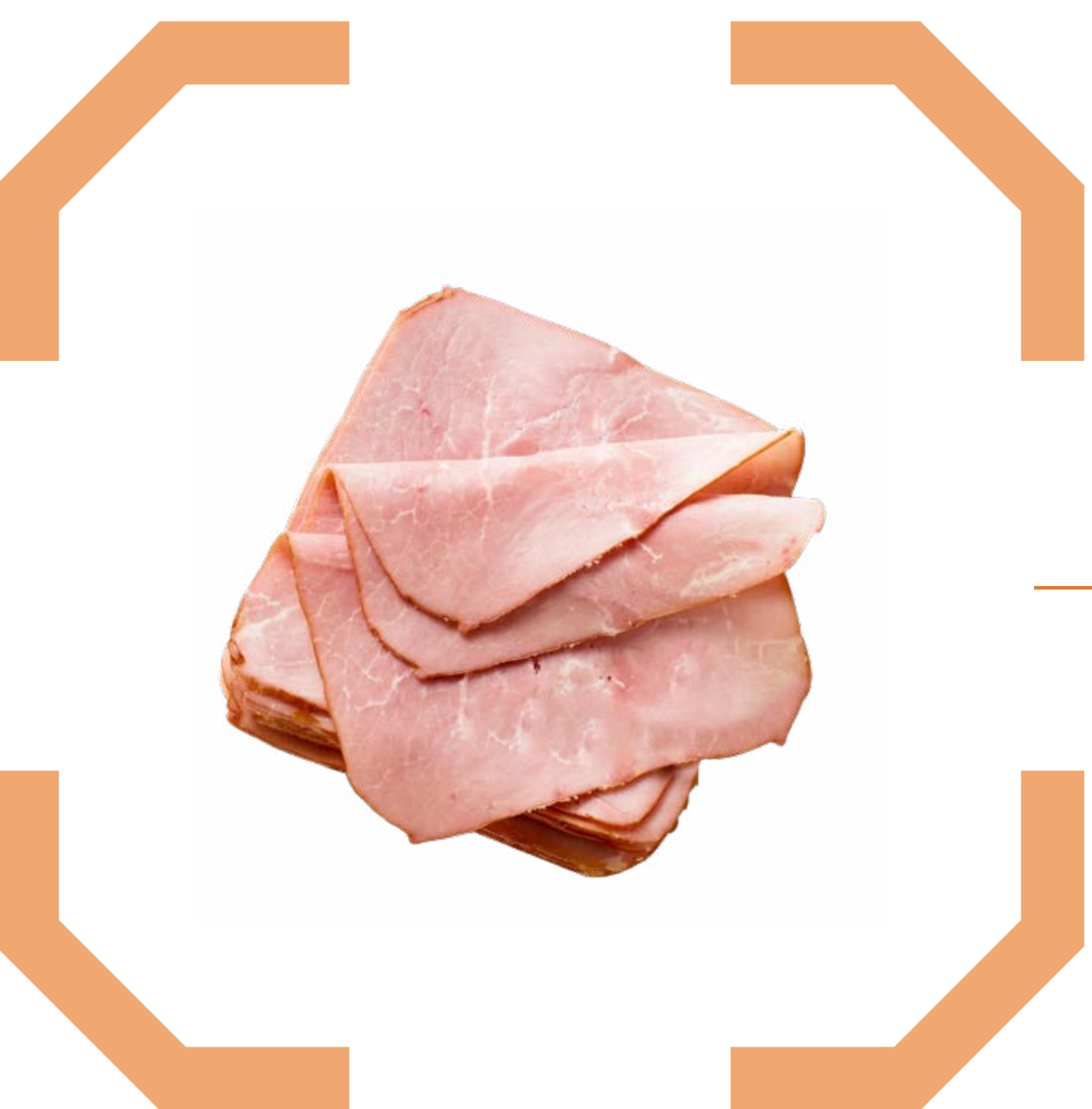
**Benefit:**

Facilitate the swift and simple return of goods or services to suppliers as a result of defects or other reasons for dissatisfaction.

**Why SYSPRO:**

**Return to Supplier**

- ✓ Provides the ability to return defective goods immediately, isolating and removing them from any process.
- ✓ Provides complete visibility of returned inventory throughout the returns process and improves the associated record-keeping or document management.



Facing a recall?  
Trace. Isolate. Eliminate. Mitigate.





## 6 Reporting

### Benefit:

Improve governance and drive compliance with regulatory bodies.

### Why SYSPRO:

- ✓ Built to support your Quality and Food Safety systems, enabling you to develop and maintain your full traceability and recall system policies, plans and procedures, improving internal governance and driving compliance.
- ✓ Provides quarantine, customer quarantine, recall and customer recall reports.
- ✓ An audit trail of a customer complaint is available.
- ✓ Keeps a record of all supplier returns as well as open status.

## 7 Contact Management for Affected Customers

### Benefit:

Visibility of the communications (or activities) that occur between the touchpoints of organizations facilitates proactive intervention by management, improves relationships and eliminates duplication of effort.

With early identification of a defect and the ability to quickly communicate with affected customers, you can minimize the damage of a recall.

### Why SYSPRO:

#### Contact Management

- ✓ Allows you to define and manage a rich set of information about the people with whom you do business, as well as the individuals within your organization.
- ✓ Allows you to record and track activities against contacts in a centralized environment.

Product Recall Selection Review

Source selection: LotsStart ReviewChange Criteria

Product Recall Lot Criteria

Product Recall Lot Criteria

Product Recall Serial Criteria

Lot selection

All

Range

Single

From lot

To lot

Search on additional lot names

Additional lot

Additional lot selection

From additional lot

To additional lot

Product Recall General Criteria

Stock code

Stock code selection

All

Range

Single

List

From stock code

To stock code

List of stock codes

Warehouse

Warehouse selection

All

Range

Single

List

From warehouse

To warehouse

List of warehouses

Bin

Bin selection

All

Range

Single

From bin

To bin

Transaction date

Transaction date selection

All

Range

Product Recall Selection Review

Include All

Exclude All

Apply and Close

Affected Customers

Affected Suppliers

Affected Sales Orders

Affected Purchase Orders

Affected Jobs

Include	Stock code	Description	Warehouse	Lot	Bin	Hold level	On hand	Affected serials	Exists
<input checked="" type="checkbox"/>	ASN1000	Whey Protein	N	TST	BIN	Lot	80.000000		
<input checked="" type="checkbox"/>	ASN1000	Whey Protein	N	TST	North	Lot	0.000000		
<input checked="" type="checkbox"/>	8500001	Berry Good	N	TST10	N	Lot	45.000000		
<input checked="" type="checkbox"/>	BY111	Plain Low Fat Yogurt	N	TST7	BIN	Lot	20.000000		
<input checked="" type="checkbox"/>	BY111	Plain Low Fat Yogurt	N	TST7	N	Lot	70.000000		
<input checked="" type="checkbox"/>	BY112	Plain Full Cream Yogurt	N	TST8	BIN	Lot	20.000000		
<input checked="" type="checkbox"/>	BY112	Plain Full Cream Yogurt	N	TST8	N	Lot	80.000000		
<input checked="" type="checkbox"/>	CMP-1	CMP-1	RM			Stock code	118.0000		
<input checked="" type="checkbox"/>	CMP-2	CMP-2	RM			Stock code	148.0000	Select	
<input checked="" type="checkbox"/>	ECC001	ECC 001 USE CURRENT	FG			Stock code	5.0000		
<input checked="" type="checkbox"/>	FF0002	Frozen Bananas	N	TST3	N	Lot	50.000000		
<input checked="" type="checkbox"/>	FF1001	Frozen Strawberries	N	TST4	BIN	Lot	20.000000		
<input checked="" type="checkbox"/>	FF1001	Frozen Strawberries	N	TST4	N	Lot	80.000000		
<input checked="" type="checkbox"/>	LOT-CMP-1	Self raising flour	RM	LOT-CMP1/2	BIN-LOT-CMP-1-1	Lot	8.0000		
<input checked="" type="checkbox"/>	LOT-CMP-1	Self raising flour	RM	LOT-CMP1/001	BIN-LOT-CMP-1	Lot	8.0000		
<input checked="" type="checkbox"/>	LOT-CMP-2	Caster Sugar	RM	LOT-CMP2	BIN-LOT-CMP-2	Lot	58.0000		
<input checked="" type="checkbox"/>	LOT-CMP-3	Salt	FG	LOT-CMP3	BIN-LOT-CMP-3	Lot	45.0000		
<input checked="" type="checkbox"/>	LOT-ECC	LOT ECC USE SPECIFIC AND TRACEABLE	RM	LOT-ECC/001	BIN-LOT-ECC	Lot	14.0000		
<input checked="" type="checkbox"/>	LOT-SUB-1	Dried Fruit Mix	SA	LOT FOR JOB 583	BIN FOR JOB 583	Lot	0.0000	Select	
<input checked="" type="checkbox"/>	LOT-SUB-1	Dried Fruit Mix	SA	LOT FOR JOB 586	BIN FOR JOB 586	Lot	0.0000	Select	
<input checked="" type="checkbox"/>	LOT-SUB-2	Egg and Milk Mix	SA	LOT FOR JOB 584	BIN FOR JOB 584	Lot	0.0000		
<input checked="" type="checkbox"/>	LOT-SUB-2	Egg and Milk Mix	SA	LOT FOR JOB 586	BIN FOR JOB 587	Lot	0.0000		
<input checked="" type="checkbox"/>	LOT-TOP	LOT-TOP	FG	LOT FOR JOB 582	BIN FOR JOB 582	Lot	0.000000		
<input checked="" type="checkbox"/>	LOT-TOP	LOT-TOP	FG	LOT FOR JOB 585	BIN FOR JOB 585	Lot	0.000000		
<input checked="" type="checkbox"/>	NNA0002	Cashew Nut Butter	N	TST5	BIN	Lot	20.000000		
<input checked="" type="checkbox"/>	NNA0002	Cashew Nut Butter	N	TST5	N	Lot	80.000000		
<input checked="" type="checkbox"/>	NNA1001	Peanut Butter	N	TST6	BIN	Lot	20.000000		
<input checked="" type="checkbox"/>	NNA1001	Peanut Butter	N	TST6	N	Lot	80.000000		
<input checked="" type="checkbox"/>	NON-001					Stock code	0.000000		

## Why SYSPRO ERP?

### Navigating the complexity of a recall becomes simpler when you're able to act quickly.

What sets SYSPRO ERP apart is its ability to effectively quarantine or place products on hold as well as to trace backwards and forwards, report on affected products, deal with customer complaints and effect returns. As part of the full ERP system, it minimizes risk before a recall and mitigates damage during a recall, when time is of the essence.

While most business systems provide a one-size-fits-all traceability solution, or a plug-in or add-on to an existing system, SYSPRO ERP is industry-built to enable food and beverage manufacturers to trace each individual component, raw material or ingredient that makes up a product, whenever and wherever it is in the world.

A fully integrated traceability system enables SYSPRO ERP to trace, identify and report on every part of the supply chain in real time. And with built-in product recall and mock recall capabilities, SYSPRO offers one centralized system to take actionable steps to minimize the impact of issues or recalls.

**SYSPRO ERP improves governance and drives compliance to minimize the risk and impact of recalls.**

We chose SYSPRO for two main reasons: The first is that the system was very well known in the food industry for its Lot Traceability module, which is something we need. The second was the Fast Track Implementation program, and a quick implementation was a requirement for us.

**Mary Ann Yerage,**  
*Gorant Chocolatier Purchasing Manager.*



# What our Food and Beverage Customers have to Say



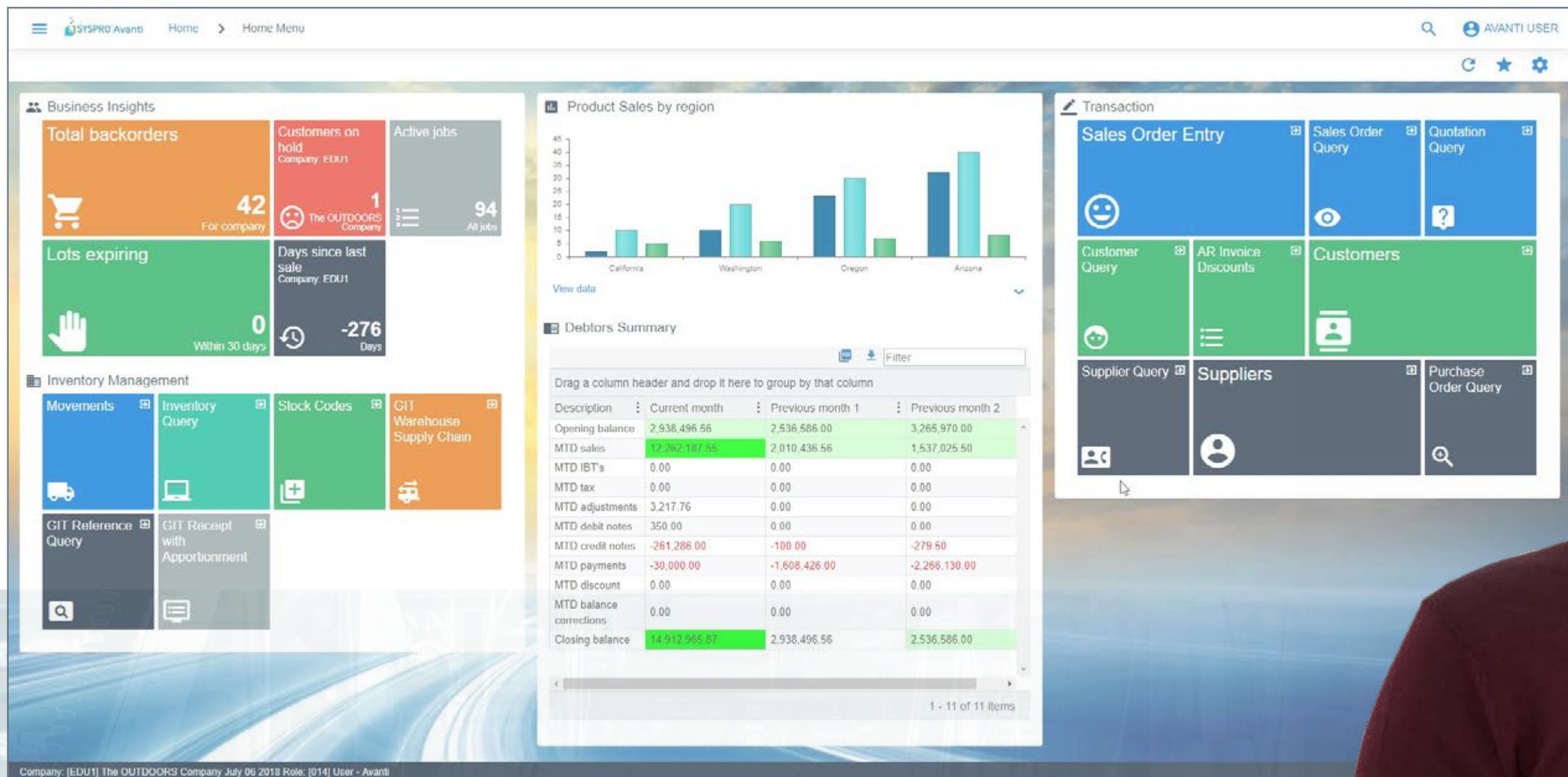
Perrone & Sons is a fourth-generation food distributor based near New Orleans, Louisiana. The company has approximately 65 employees and serves customers over a large portion of the Gulf Coast. In 2012, the company became a user of SYSPRO's ERP software. Because of the perishable nature of its products, Perrone & Sons needed to track the freshness, shelf-life and other attributes of its raw and finished products. Like other food manufacturers and distributors, attention to spoilage, product rotation, expiration date and lot tracking were critical business needs. According to John Perrone III, CIO and Owner, the company uses a number of SYSPRO modules to achieve this. The lot traceability application is key to managing and optimizing their food quality and bottom line. He stated that this module even makes recalls "relatively easy".



Based on its requirements for fast, effective implementation and a fully-integrated ERP system, Gorant Chocolatier selected SYSPRO ERP. As an FDA-regulated company, Gorant needed the SYSPRO Lot Traceability module to track the history and future of every ingredient coming into its facility.

"Before [SYSPRO], we did everything manually - everything from spreadsheets to handwritten delivery notes to our customers - and it took a lot of labor to do that. In addition, if we were ever faced with a recall, it would have taken us a great deal of time to trace where those finished products went," says Gorant Chocolatier Purchasing Manager, Mary Ann Yerage.

"We chose SYSPRO for two main reasons: The first is that the system was very well known in the food industry for its Lot Traceability modules, which is something we need. The second was the Fast Track Implementation program, and a quick implementation was a requirement for us."



In 1956, the Morris family purchased a small, yet growing bakery in San Antonio. Today, Lone Star operates on a grand scale, providing a wide variety of private label bakery items to grocery chains, restaurants and food service distributors nationwide. One of its plants, a 200,000 square foot facility, specializes in producing pies, cakes, cinnamon rolls, bread loaves, biscuits and other delicacies with the capacity to produce 2.5 million biscuits per day.

In the mid-nineties, it became apparent to company management that while the company's facilities were among the most modern in the country, the bakery's procedures were archaic - all records were kept manually in a set of books. So the company set out to find an integrated accounting/manufacturing software solution that would mirror the progressive nature of its manufacturing operations.

According to Lone Star controller; Jerome Neuhoﬀ: "We chose SYSPRO because we felt it was a better fit for our manufacturing operations as opposed to the other solutions we reviewed which were too distribution intensive. Everything is now at our fingertips - it's a true real-time system," he states. He points out that the software has enabled Lone Star to operate more economically through tighter inventory controls and the ability to forecast and make more judicious purchasing decisions. With perpetual inventory tracking and superior production scheduling, the SYSPRO software allows Lone Star to place timely orders with suppliers rather than storing massive amounts of inventory - an impressive ability considering Lone Star's production schedule changes every 24-48 hours.

## About SYSPRO

Established in 1978, SYSPRO is an industry-built Enterprise Resource Planning (ERP) solution designed to simplify business complexity for manufacturers and distributors worldwide. SYSPRO provides an end-to-end business solution for optimized cost control, streamlined business processes, improved productivity and real-time data analysis for comprehensive reporting and decision-making. SYSPRO is highly scalable and can be deployed either in the cloud, on-premise, or accessed via any mobile device.

Combined with a practical approach to technology and a passionate commitment to simplifying business processes, SYSPRO dedicates itself to the success of its partners and customers alike.

SYSPRO's intuitive product features, business intelligence capabilities and easy deployment methodology are unmatched in the marketplace. The depth of software functionality and targeted industry knowledge make SYSPRO an excellent fit for a number of select manufacturing and distribution industries, including food and beverage, machinery and equipment, electronics, fabricated metals, automotive and many more.

### Learn More

Discover how SYSPRO can help you improve governance, drive compliance and mitigate the effects of recalls in the Food and Beverage Industry. Go to [syspro.com](http://syspro.com) and contact us today.





**syspro.com**