

FSSC and GMI Asia

Overview

What works

Auditor relationships

Business relationship

Industry issues

Where to improve



GENERAL MILLS

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General Mills

60 Plants Worldwide

5 Plants in China

1 Plant in Korea

1 Joint Venture in Japan

6 Co-packers in China

314 Suppliers in China

Multiple co-packers and suppliers throughout the rest of Asia



GENERAL MILLS

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Products:

Yoplait



GMI# Employees: 6000

Haagen-Dazs



China, Taiwan, Hong Kong
Japan

WCF



Bugles, Trix, Green Giant



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What works

Common programs and procedures in all facilities

Ease of movement between facilities for personnel

Rigor in management commitment and overall employee involvement

Consistency in the audit expectations

Continuous improvement in the systems



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Certifying Bodies used by GMI:

Currently around the world 4 CB's

In Asia one CB is used for GMI owned plants

GMI plants started FSSC certifications in

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Auditor Relationships

Who do the CB's provide?

- Full time experienced employees or contract auditors
- Do they have the experience in the processing environment they audit
- Have they allotted the correct amount of time for that process
- Have they audited our facility before and if so how often
- What are there interpersonal skills
- Have we refused an auditor due to lack of knowledge or interpersonal skills
- How many standards do they audit against



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Business Relationship

What is the relationship between the CB and the customer?

- ❑ The CB provides a service as a business
- ❑ Service agreements and expectations needs to be clear and concise
- ❑ Audit scheduling needs to follow the agreed to requirements, no surprises
- ❑ Consistency in FSSC audit requirements in the different regions and among CB's
- ❑ Does the business of auditing influence the outcome e.g. long term relationship with a CB
- ❑ How does the CB maintain impartiality



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Industry Issues

- ❑ Why do I still get customer audits
- ❑ The auditor did not cover all of the pertinent issues
- ❑ Auditor calibration and consistency
- ❑ CB calibration and consistency
- ❑ CB communication to customers e.g. updates, changes, etc.
- ❑ Auditor understanding of the standard and co-mingling with other standards
- ❑ CB/Auditor interpretation of the standard, it is not prescriptive
- ❑ Industry is pursuing other methods of ensuring a “complete audit”

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Where to improve

- Work with FSSC/ISO and on clarity and interpretation
- The CB is responsible for the education of regulatory requirements for their auditors
- The auditor's ability to investigate and understand customer requirements
- Increased understanding of systems and risks associated with them
- Calibration on major and minor non-conformance with auditors and CB's



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Summary:

FSSC was chosen as an international standard and non-prescriptive

Consistency, continuous improvement and management commitment are key factors

CB's need to continue calibration and training on key issues especially regulatory and customer requirements

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Thank you