

How Digital Tools can add value to your Food Safety Program

Kathleen Wybourn Director Food & Beverage DNV US & Canada

May 8, 2024

When you know where to look,

Co

: 3

E BER

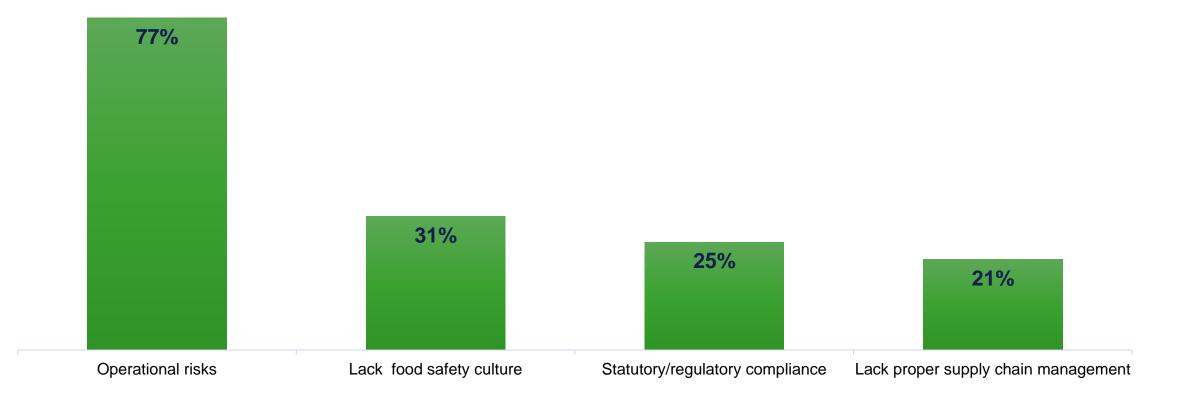
Do you *know* your hidden risks?

Food safety continues to be core, of course.

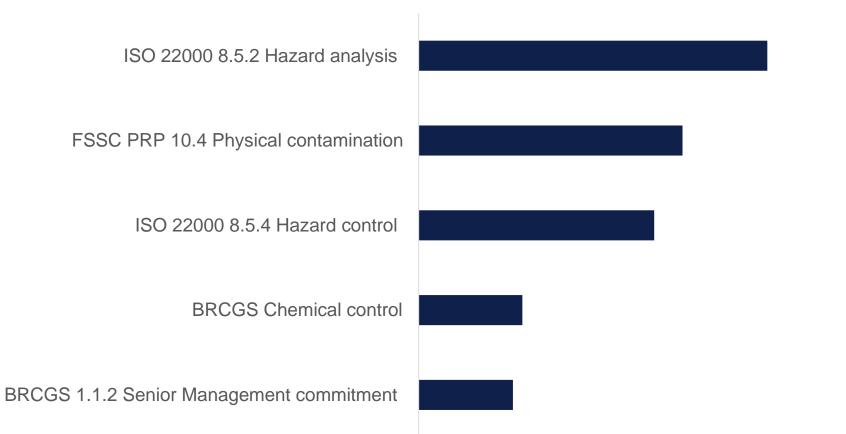
Business demands a much more comprehensive risk analysis, set of competencies, management commitment and culture than ever before.



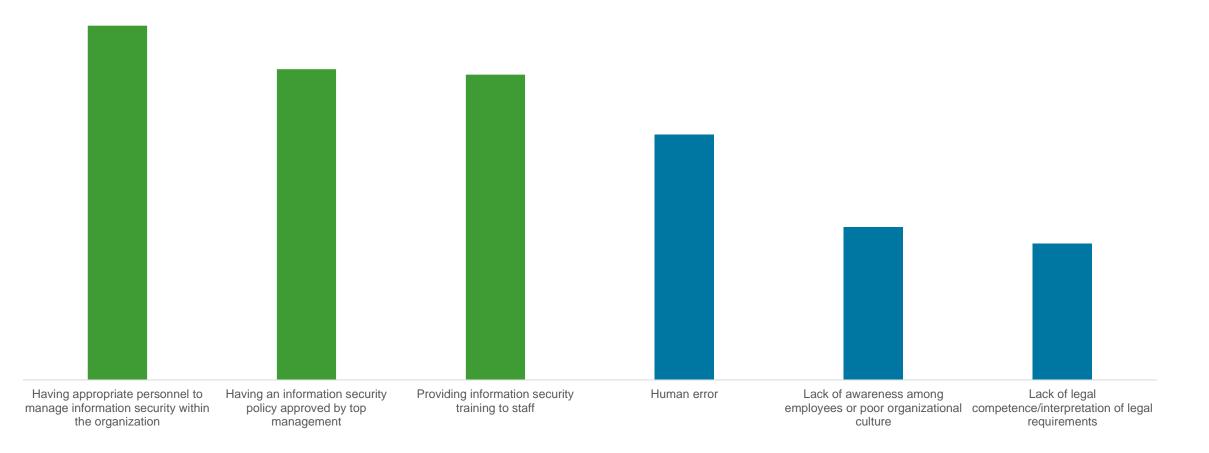
Perceived main food safety risks



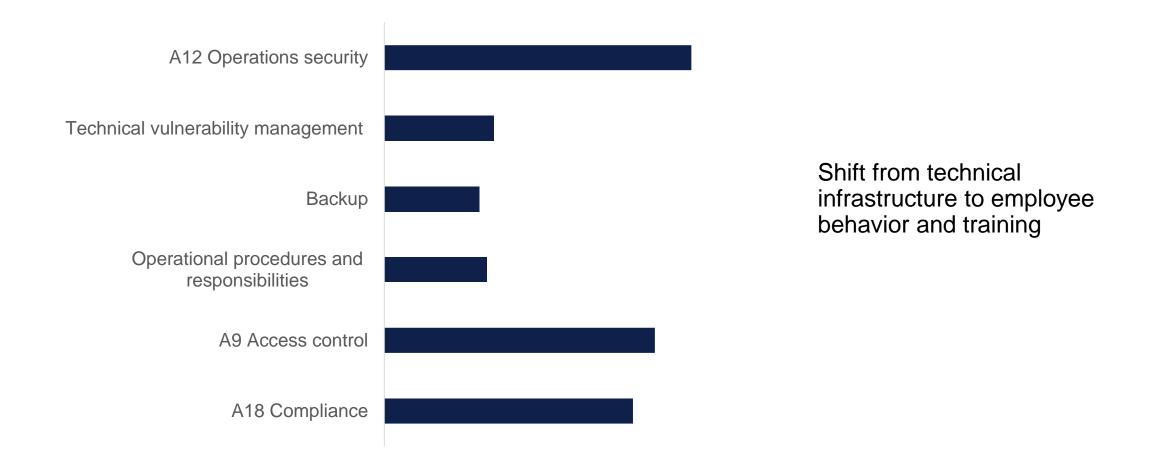
Most common food safety findings



Cyber & Information Security Risks

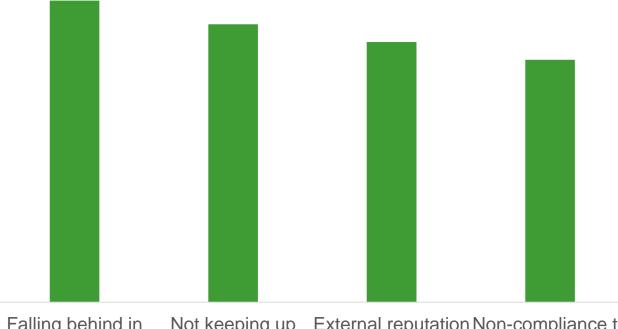


Most common findings information security





Diversity, equity & inclusion



Taking a systematic
approachISO 30415:2021Human resource management — Diversity and inclusion

Falling behind in Not keeping up External reputation Non-compliance to attracting/retaining with society & its talents expectations



What do best performers do?

Taking a systems approach by applying best-practice standards is always the recommended approach.

You already know the food safety standards.

Then for information security, there is ISO 27001, ISO 27701 on privacy and ISO 30415 for diversity and inclusion, and so on.

How Best Performers manage risk

- Meeting and talking to your peers like here at the Food Safety Summit – is always a good idea, of course. But beyond being a risk, digitalization and connectivity is enabling a deeper predictive insight.
- ✓ The risks we know, and experience are complex but not unique to any of us.
- ✓ Main risks and best-practice mitigating actions tend to be applicable to most of us. Knowing what they are can help us understand whether initial concerns are, the actual primary issues and prioritize actions.



Digital Tools

Broaden the concept of certification to be your partner **before**, **during** and **after** audits.



SELF-ASSESSMENT SUITE

Assess your understanding of a standard or the management system's readiness for certification.



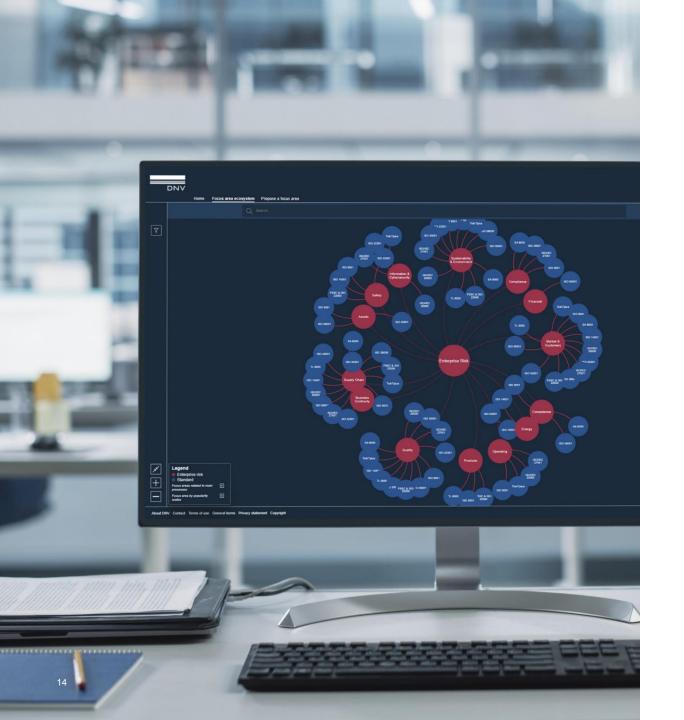




BOOST MY AUDIT

Identify focus areas most critical to your business, target improvement efforts and prepare for internal or third-party audits.

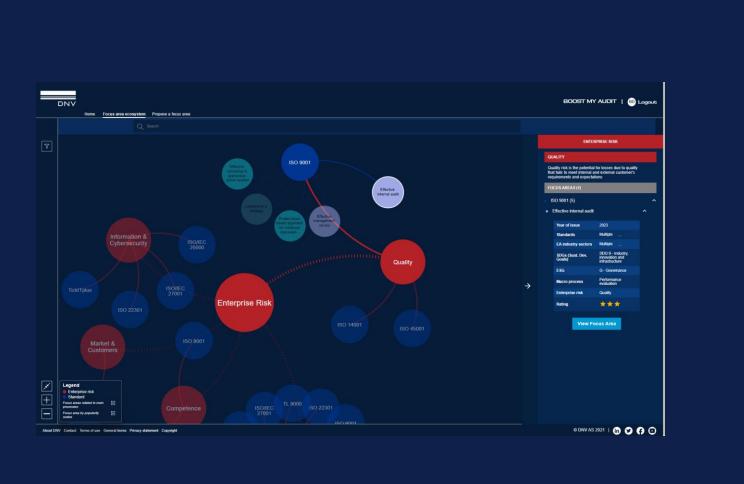




Focus your audit

Boost My Audit helps you go beyond compliance and build a high-performing management system

- You identify topics critical to your business. Using Risk Based Certification[™], auditors check compliance and how your management system supports these Focus Areas
- The 200+ Focus Areas in the online tool reflect those chosen most often by your peers and insight from our auditors
- Browse Focus Areas by standard, enterprise risk and business process
- Select the Focus Areas most significant to your business and use attached checklists to prepare for the third-party certification audit or conduct internal audits
- Check which UN Sustainable Development Goal (SDG) and ESG dimension each Focus Area supports
- Easy access and single-sign on to access the tool through our customer portal Veracity



Focus Area

- Browse Focus Areas in the Boost My Audit dashboard by standard and enterprise risk
- Filter the Focus Areas by industry sector, business process, rating from peers or the year it was added
- Once you have selected your Focus Area, you can start to deep dive



Rationale

193 self-governed states of the world have agreed on the United Nations Sustainable Development goals. The SDGs are "a shared blueprint for peace and prosperity for people and the planet, now and into the future" SDGs comprise of 17 goals that aim to end poverty, and other deprivations while improving health and education, spuring economic growth & tackfing climate change and preserving forests and oceans. When it comes to the business environment, SDGs are a vision that helps in transformation of organizations to contribute to collective change. SDGs best work when an organisation uses the resources to understand and analyse which SDGs are most material to their organisation's ability to create impact for all its stakeholders (society, nature, suppliers, customers, investors, etc.) and which SDGs create strategic business value. Since each organisation has its unique strengths, weaknesses and context (stakeholders, operating markets, scale, etc.) which SDGs provide most strategic value and which SDGs the organisation can make the most impact will differ.

Audit Trail: PLAN

Has the organization executed a materiality assessment to determine what	Has the organization identified risks and opportunities as well as preventive control
sustainability issue/theme matters its stakeholders?	measures connected with the specific SDG initiative?
Has the organization investigated current and emerging market needs connected	Has the organization defined a proper plan with initiatives, responsibilities, timing,
with the possible relevant SDG (resulting from the materiality assessment)?	deliverables to achieve its stated SDG's related objectives and goals?
 Has this lead to the identification of one (or more) specific SDG? Is top management committed to focus on the selected SDG and has this 	Have resources, time, support and adequate funding been made available for the specific SDG's initiatives and activities?
commitment been demonstrated through specific communication and actions in the	Has the organization identified and addressed gaps in knowledge, skills and
organization?	abilities in order to achieve the defined goals?
Are senior leaders accountable for developing specific SDG-related principles and	Has the organization identified a plan for integrating the specific SDG principles
objectives	into the design, development and delivery of products and services?

Audit Trail: DO

Plan and assess performance

- Deep-diving into a specific focus area to learn about its relevance, what area of your business, SDG and ESG it supports
- If you decide on this Focus Area, use the checklists to plan and assess performance
- Share the Focus Area with your third party or internal auditor
- You can also use the insight to focus improvement efforts at any time
- Focusing efforts on areas critical to your business success helps develop highperforming management systems



Focus Areas per SDG and ESG dimension

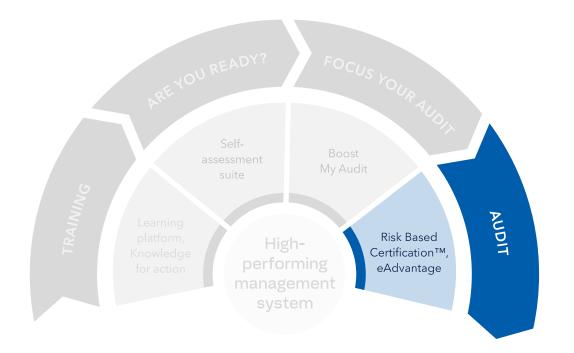
- Companies increasingly have SDG and ESG commitments
- Your management system is a valuable asset to help you succeed
- Browse Focus areas per UN SDG and ESG dimension to understand where your management system could contribute

RISK BASED CERTIFICATION & eADVANTAGE

ASSESS YOUR management system's compliance and how well it supports your selected focus areas.

Instantly see, manage and share your audit information, project data and findings.



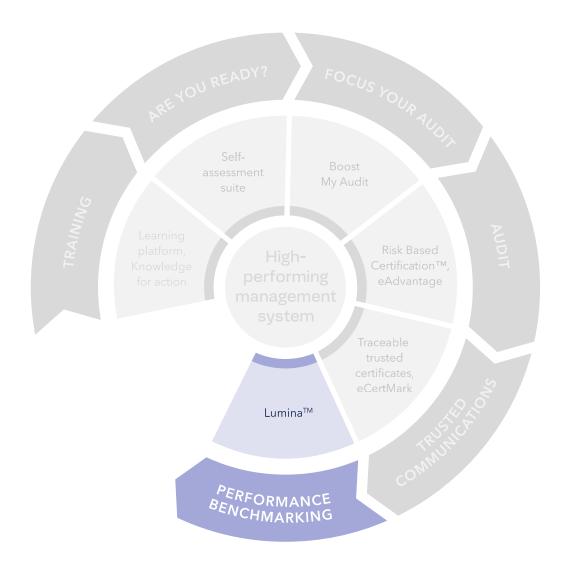




Risk Based Certification™

Risk Based Certification





LUMINA

See the most common findings and benchmark your management system.





Improvement through awareness

Lumina[™] online dashboard to prepare for certification, close audit findings and benchmark your management system

- Get high-level statistics on failures for any given standard
- Browse most common root causes of nonconformities and corresponding corrective actions per clause and sub-clause
- Compare performance against reference groups of companies, industries or best performers
- Extensive internal benchmarking of multiple sites
- Detailed planning of your improvement path
- Trend-line analysis showing development over time

Lumina builds on continual management system audit data analytics from thousands of companies across the world



Identify risk areas

- See the high-level statistics on failures for any chosen standard(s) and per industry
- Understand potential risk areas to identify where attention may be needed
- Effectively target improvement efforts to ensure compliance against the chosen standard

Overall View	Findings, root causes & actions Industry view		
his page is currently er	nabled only for the following standards : ISO 9001, ISO 14001, ISO 45001		
Select macro process,	, process or sub-process		লি=
9 - Performance evalu	uation (Chapter) + 9.2 - Internal audit (Clause)	\checkmark	ō=
ailure Category		% of NCs	^
nternal audits not performed	d for all relevant processes/departments	21.67%	- 11
No or inadequate internal au	udit programme	17.03%	
nadequate internal audit rec		8.46%	
nternal audits not performed	d according to established programme	8.23%	
nternal audits not performed	d for ISO 9001	8.00%	
Aissing or inadequate record	rds/reports from performed internal audits	6.60%	
	d according to established IA programme	6.49%	
.ack/inadequate internal auc lotal	ditor trainina/knowledae/skills	5.21% 100.00%	~
loot Cauco Catagony		% of NCs	
-	r awareness of the requirement	% of NCs	^
.ack/weak understanding or Jnclear/incomplete or lack o	of procedure	~	^
ack/weak understanding or	of procedure he department/company	14.42% 13.47%	^
ack/weak understanding or Jnclear/incomplete or lack o Drganizational changes in th	of procedure he department/company nitment	14.42% 13.47% 13.31%	^
ack/weak understanding or Jnclear/incomplete or lack o Organizational changes in th .ack of priority and/or comm .ack of personnel competen	of procedure he department/company nitment	14.42% 13.47% 13.31% 12.52%	^
ack/weak understanding or Unclear/incomplete or lack o Drganizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r .ack of clear responsibilities)	of procedure he department/company nitment ncy/capacity recently or incompletely implemented) s/authorities	14.42% 13.47% 13.31% 12.52% 9.03% 6.97%	^
ack/weak understanding or Inclean/incomplete or lack o Drganizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r	of procedure he department/company nitment ncy/capacity recently or incompletely implemented) s/authorities	14.42% 13.47% 13.31% 12.52% 111.25% 9.03%	~
ack/weak understanding or Jnclear/incomplete or lack o Drganizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r .ack of clear responsibilities .ack of clear responsibilities	of procedure he department/company nitment cy/capacity (recently or incompletely implemented) s/authorities conditions / work load	14.42% 13.47% 13.31% 12.52% 111.25% 9.03% 6.97%	
ack/weak understanding or Jnclear/incomplete or lack o Organizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r .ack of clear responsibilities .ack of clear re	of procedure he department/company nitment cy/capacity (recently or incompletely implemented) s/authorities conditions / work load	14.42% 13.47% 13.31% 12.52% 111.25% 9.03% 6.97% 5.71% 100.00%	~
ack/weak understanding or Jnclear/incomplete or lack o Organizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r .ack of clear responsibilities nachanita/strate/strate/bad work of fotal	of procedure he department/company nitment cy/capacity (recently or incompletely implemented) s/authorities conditions / work load	14.42% 13.47% 13.31% 12.52% 111.25% 9.03% 6.97% 5.71% 100.00%	~
ack/weak understanding or Jnclear/incomplete or lack o Organizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r .ack of clear responsibilities .andenuata/stratchad work of otal	of procedure he department/company nitment ccy/capacity recently or incompletely implemented) s/authorities conditions / work load pry internal audit programme covering all ISO 9001 related processes rocess for internal audits	14.42% 13.47% 13.31% 12.52% 111.25% 9.03% 6.97% 100.00% % of NCs 37.76%	~
ack/weak understanding or Jnclear/incomplete or lack o Organizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r .ack of clear responsibilities .andenuata/stratchad work of otal	of procedure he department/company nitment cc/capacity recently or incompletely implemented) s/authorities conditions / work load pry internal audit programme covering all ISO 9001 related processes rocess for internal audits nal auditors to ensure needed capacity and capabilities	14.42% 13.47% 13.31% 12.52% 9.03% 6.97% € 71% 100.00% % of NCs 37.76% 35.10%	~
ack/weak understanding or Jnclear/incomplete or lack o Drganizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r .ack of clear responsibilities nardanuata/stratched work of otal	of procedure he department/company nitment cc/capacity recently or incompletely implemented) s/authorities conditions / work load pry internal audit programme covering all ISO 9001 related processes rocess for internal audits nal auditors to ensure needed capacity and capabilities	14.42% 13.47% 13.31% 12.52% 9.03% 6.97% 5.71% 100.00% % of NCs 37.76% 35.10% 7.97%	
ack/weak understanding or Jnclear/incomplete or lack o Drganizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r .ack of clear responsibilities nardamita/stratchad work of fotal Corrective Action Catego Plan and implement an in Establish/improve the pre Expand the pool of interr Conduct internal auditor (improve reports and reco	of procedure he department/company nitment toc/capacity (recently or incompletely implemented) s/authorities conditions / work load Pry internal audit programme covering all ISO 9001 related processes for internal audits nal auditors to ensure needed capacity and capabilities training	14.42% 13.47% 13.31% 12.52% 9.03% 6.97% 5.71% 100.00% % of NCs 37.76% 35.10% 7.97% 5.88%	~
ack/weak understanding or Jnclear/incomplete or lack o Organizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r .ack of clear responsibilities .nadequata/stratched work of otal Corrective Action Catego Plan and implement an in Establish/improve the pri Expand the pool of interr Conduct internal auditor Improve reports and recc Ensure appropriate corre	of procedure he department/company nitment cy/capacity (recently or incompletely implemented) s/authorities conditions / work load pry internal audit programme covering all ISO 9001 related processes for internal audits nal auditors to ensure needed capacity and capabilities training cords from internal audits	14.42% 13.47% 13.31% 12.52% 9.03% 6.97% 100.00% % of NCs 37.76% 35.10% 5.88% 5.31%	^
ack/weak understanding or Jnclear/incomplete or lack o Organizational changes in th .ack of priority and/or comm .ack of personnel competen Maturity of the mgt system (r .ack of clear responsibilities .ack of clear re	of procedure he department/company nitment cy/capacity (recently or incompletely implemented) s/authorities conditions / work load pry Internal audit programme covering all ISO 9001 related processes rocess for internal audits nal auditors to ensure needed capacity and capabilities training ords from internal audits ection and corrective actions are taken without undue delay	14.42% 13.47% 13.31% 12.52% 9.03% 6.97% € 71% 100.00% % of NCs 37.76% 35.10% 7.97% 5.88% 5.31% 2.66%	

Address nonconformities

- Browse the most common root causes and corrective actions for specific findings
- Get effective insight to address
 nonconformities
- Gain insight to identify potential underlying causes spanning across different findings for more lasting corrective actions

Filter by	Overall performan	ce Findings summary	Process I	oreak-do	wn Internal view Trends	
Standard						
ISO 9001 V	Management System performance index		Benchmarking Heat-map Process Sub-Process			
Audit date range	The MS-pi is based on: number of findings, their severity,		 main area of improvement minor area of improvement comfort zone 			
1/1/2022 12/31/2022	size and duration of the a management system.					
My Company 📑	MS-pi is scored between 0-	100, 100 being the best.	Macro Process	Process	Description	Heatmap
Company Name			4	4	Context of the organization	
Multiple selections V		65.92	4	4.1	Understanding the organization and its context	•
All V			4	4.2	Understanding the needs and expectations of interested parties	•
			4	4.3	Determining the scope of the quality management system	
Benchmark	53.48		4	4.4	Quality management system and its processes	•
Country/Region	0.0	100.0	5	5	Leadership	
All 🗸	My Company	Benchmark	5	5.1	Leadership and commitment	
ndustry (EA)	Wy company	5	5.2	Policy		
	Selection includes		5	5.3	Organizational roles, responsibilities and authorities	•
Industry (NACE)			6	6	Planning	
	My Company 50+ findings	Benchmark	6	6.1	Actions to address risks and opportunities	
Company size	, v	100,000+ findings 25.000+ audits	6	6.2	Quality objectives and planning to achieve them	•
All 🗸	7 audits	25,000+ audits	6	6.3	Planning of changes	

Benchmark performance

- Measure your overall management system performance with the performance index (MSpi)
- See the detailed benchmarking heat-map for areas of improvement
- Compare with internal and external reference groups



Analyse improvement path

 See the trend analysis to understand improvement over time From internal audits to measuring the effect of your actions. Collecting and storing data is essential to keep records and track products. As without data there is no traceability of products, actions or vulnerabilities.

But most important to managing risk is collecting and analysing data, to uncover vulnerabilities and addressing them.



Thank you

Kathleen Wybourn

Kathleen.Wybourn@dnv.com 630-251-2402

www.dnv.com





WHEN TRUST MATTERS

DNV