

# Kraft Foods Supplier Quality and Food Safety Forum

## Forum Dates

North America – August 2009

EU/CEEMA – November 2009

Presentation Updated March 2010

## Topics

Material Monitoring Program  
&  
COA Requirements



# Agenda Topics

- Introduction
- Kraft Foods Materials Monitoring Program
- COA Requirements & Kraft Foods verification
- Q&A

# Supplier Quality Management

A comprehensive approach to managing supplier quality

## Policy/Contract Requirements

- Quality Policy
- WW Supplier Quality Expectations
- Supplier HACCP Manual
- Material Specifications

## Continuous Improvement

- Supplier QI Program
- Supplier Quality Partnerships
- Supplier Development
- Industry Benchmarking



## Selection/Approval

- Risk Assessments
- Supplier Pre-Assessment
- Quality Audit Approval

## Monitoring

- WW Quality Audit Program
- Materials Monitoring Program
- COA Verification
- Supplier Performance Monitoring
- Certificate of Conformance (COC)

# Supplier Forum Program 2009

- Kraft Foods Supplier Quality and Food Safety Overview & Review of Kraft Foods Supplier Audit Program  
June 09(NA), July 09 (EU/CEEMA)
- **Material Monitoring Program & COA Requirements  
Aug-09 (NA), Nov 09 (EU/CEEMA)**

## Future Topics

- Supplier Quality Expectations
- Kraft Foods Specifications
- Allergen management
- Food Defense
- Corporate Social responsibility

# Materials Monitoring Program

- **Background:**

- Multiple incidents of chemical contamination of materials in the food supply for many manufacturers.
- Opportunity for heightened focus on prevention and early detection of potential hazards

- **Objective:**

- Establish a risk based approach to check for potential contaminants across the ingredient supply chain:
  - Enhance the Quality and Safety of Kraft Foods brands.
  - Monitor materials for conformance to Kraft Foods specifications and regulatory requirements

# Materials Monitoring Program Matrix

- **Examples** of raw material categories and test parameters (this list is not exhaustive) :
  - cereal: mycotoxins, heavy metals, pesticides, melamine, etc.
  - coffee beans and roasted: mycotoxins, heavy metals, pesticides, etc.
  - dairy: mycotoxins, heavy metals, pesticides, melamine, vet. residues, dioxins, etc.
  - COCOA: mycotoxins, heavy metals, pesticides, etc.
  - fruit: mycotoxins, heavy metals, pesticides, etc.
  - fat & oil: heavy metals, PAH, pesticides, dioxin, PCB, etc.
  - vegetables: mycotoxins, heavy metals, pesticides, etc.
  - seeds: heavy metals, pesticides, etc.
  - egg: heavy metals, pesticides, melamine, vet residues, dioxin, PCB, etc.
  - meat & smoked meat products: heavy metals, melamine, vet. residues, etc.
  - spices & herbs: mycotoxins, heavy metals, pesticides, etc.
  - fish & smoked fish products: heavy metals, melamine, vet. residues, etc.
  - tea: heavy metals, pesticides, etc.
  - sugar: heavy metals, pesticides, etc.
  - flavor: heavy metals, pesticides, etc.

• **Subject to change without notice. Additional or more frequent testing may be required based on particular circumstances.**

• **Materials must meet all Kraft Foods specifications and applicable regulatory requirements.**

# Material Monitoring Program Overview

- The Kraft Foods Material Monitoring Program requires that you, our supplier:
  - Submit pre-shipment samples of Kraft Foods specified materials to the selected 3rd party laboratory for analytical chemical testing.
  - Ensure that the specific lot of material submitted for testing is not shipped to Kraft Foods locations or, if aware, to contracted manufacturing facilities producing Kraft Foods branded product until the results of the testing confirm that samples meet Kraft Foods' specifications and complies with all applicable regulatory requirements.
- Testing is in addition to tests that are required today.
- Courier service and analysis costs for 2009/2010 will be paid for by Kraft Foods.
  - Approved labs will bill Kraft Foods directly
- Kraft Foods will also be sampling and testing materials that we receive for potential chemical contaminants.

# Supplier Communication

- Material Monitoring Program introduced to suppliers in February 2008
  - Letter sent to suppliers
  - Kraft Foods Supplier Quality Expectations updated to include the program
- Kraft Foods Supplier Quality and Food Safety Forums used to provide an overview of the program
- Suppliers have, or will receive a communication letter from Kraft Foods providing specific program details.
  - Suppliers selected to provide a pre-shipment sample for testing will receive a Material Selection and Sampling Protocol as an attachment to the letter.

# Supplier Communication (continued)

## Summary of communication by Kraft Foods to Suppliers

	Suppliers of materials which are submitted from Kraft Foods plants	Suppliers of materials which are submitted directly from suppliers	Suppliers of materials not impacted
Communication letter	√	√	x
Material Selection and Sample protocol	x	√*	x


\*-No sampling is required if you do not receive this attachment

# Supplier Communication - Material Selection for Pre-Shipment Sampling

- Example of the material selection.

## **Material Selection:**

Supplier has been selected for one or more pre-shipment samples. The table(s) below identifies the material or materials selected, the sampling approach (Supplier or 3<sup>rd</sup> party), and the date the sample must be submitted.

<b>Kraft Foods Specification Number:</b>	04000 7923 00100
<b>Description:</b>	Dried Sweet Whey
<b>Submit Sample by:</b>	31 August 2009
<b>Sampling Approach:</b>	Supplier collects <i>one</i> (1) sample of selected material from one manufacturing plant supplying Kraft Foods
<b>Sample Submittal Form:</b>	 H:\My Documents\ DATA\ATAMI\DEPART

# Sample Submittal Form

- The Sample Submittal Form example
- Form Includes:
  - Supplier Manufacturing Plant, Technical and Commercial Contact Information
  - Material Shipping Requirements
  - Sample Information
  - Contact Information to Receive Analytical Results
  - Sampling Instructions
  - Shipping Instructions & Contact Information

**Kraft Foods**

For Supplier Use Only  
Send and Track to: 2000 New Albany, Suite 1000

**Kraft Foods Network Sampling Program - Sample Submittal Form**  
This form is used to submit samples for analysis to the Network Food Safety and Quality Laboratory. It is the responsibility of the Supplier to ensure that the samples are submitted in accordance with the requirements of this form. Use this form to provide the following information and submit to the Network Food Safety and Quality Laboratory.

**Supplier Information**

Supplier Name: \_\_\_\_\_ Sample ID: \_\_\_\_\_ Run Test? (Y/N) \_\_\_\_\_  
 (Supplier Manufacturing Plant - Complete Manufacturing Plant Information Section)  
 Manufacturing Plant Name and Address: \_\_\_\_\_ Company Name: \_\_\_\_\_  
 Address: \_\_\_\_\_ Commercial Address: \_\_\_\_\_  
 Technical Contact Name: \_\_\_\_\_ Commercial Contact Name: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_ Telephone Number: \_\_\_\_\_  
 Fax Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_  
 Email Address: \_\_\_\_\_ Email Address: \_\_\_\_\_

**Supplier Material Shipping Requirements**

The Supplier Material submitted for testing has to be shipped to the Network Food Safety and Quality Laboratory. The Supplier must ensure that the material is submitted for testing in accordance with the requirements of this form. The Supplier must ensure that the material is submitted for testing in accordance with the requirements of this form. The Supplier must ensure that the material is submitted for testing in accordance with the requirements of this form.

Yes - Proceed with sampling?  No - I will email Kraft Movement Support the Supplier Material Shipping Requirements with my email. Comment: Kraft has agreed to proceed with sampling? \_\_\_\_\_  
 \*Supplier guarantees the material meets all Kraft Foods specifications and applicable regulatory requirements.

**Sample Information (To Be Completed by Kraft)**

Feed Category	Sample Size (g)	Material Description	Kraft Order Specification Number	Supplier	Kraft Foods Sample Code (-100-100-1111)	Kraft Region Submitting Sample (EU, OCEANIA)
						EU / OCEANIA

**Supplier Information to Be Completed by Supplier**

Supplier Material Code	Material Lot Number	Date Produced	Expiration Date	Country of Origin of the Product	Receiving Location
EXAMPLE 2001 0001	EXAMPLE 2001 0001	EXAMPLE 10 JULY 2010	EXAMPLE 10 DEC 2010	EXAMPLE 00	

Send copies of Analytical Results to the following Supplier of Kraft Foods contact:  
 Contact Name and Company: \_\_\_\_\_ Supplier Use Only: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Contact Name and Company: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Contact Name and Company: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Contact Name and Company: \_\_\_\_\_  
 Email Address: \_\_\_\_\_  
 Results Returned Date: \_\_\_\_\_  
 Sample Docket and Trace Number (to be filled with T-10 Business Day)

**Instructions**

- Use the "Sample Submittal Form" to submit material samples submitted to Kraft Foods.
- Complete all applicable areas of the form (marked areas).
- Supplier Use Only (Kraft Foods use only) will be approved by the Global SQA Lead.
- Include completed "Sample Submittal Form" with material shipment name.
- Send a email of the completed form to [SupplierUseOnly@krafthoods.com](mailto:SupplierUseOnly@krafthoods.com).
- A sample of the material must be collected and submitted with the sample size designated in the Sample Information table.
  - Collect and weigh an equal weight reference sample to be stored in the plant facility until the results are received and confirmed to meet all requirements.
- Package materials for shipment in containers that avoid damage (leaking or bulging of the material in transit).
  - For liquid material, submit material in a closed or sealed bottle. Do not use glass or any breakable containers or plastic bags.
  - For dry material, submit sample in a plastic bag in a moisture resistant container or plastic bag.
  - For granular, irregular, or flake type, submit sample in a plastic bag or plastic bag, as appropriate. Avoid shipping materials requiring cooling or other special handling.

**Shipping Instructions**

Supplier Name: \_\_\_\_\_  
 Material Code: \_\_\_\_\_  
 Lot Number: \_\_\_\_\_  
 Date Produced: \_\_\_\_\_  
 Expiration Date: \_\_\_\_\_  
 Supplier Use Only: \_\_\_\_\_  
 Results Returned Date: \_\_\_\_\_

**Customer Service Notification (Select Option A, B, or C and follow instructions)**

Option (A) - US/CA Notification and preparation of entry bill and proforma invoice for FSCS:

- Send the details of FSCS, from [SupplierUseOnly@krafthoods.com](mailto:SupplierUseOnly@krafthoods.com), and email details and invoice.
- Use the details of FSCS, from [SupplierUseOnly@krafthoods.com](mailto:SupplierUseOnly@krafthoods.com), and follow the instructions to notify your local FSCS office for sample pickup, fill in and print out entry bill and proforma invoice.
- For international shipments (not the Sample ID) and print out proforma invoice (1 origin + 2 copies).
- Submit the completed FSCS entry number (see form 1) when Sample FSCS is submitted.
- Sample will be picked up automatically by your local FSCS agency.
- Scan the entry bill number for tracking purposes.

Option (B) - FSCS ENTRY NUMBER IN COUNTRY WITHOUT FSCS OFFICE (US/CA ONLY)  
 Notification of courier service by phone and manual preparation of entry bill and proforma invoice.

- Send the details of FSCS, from [SupplierUseOnly@krafthoods.com](mailto:SupplierUseOnly@krafthoods.com), and email details and invoice.
- Call the agency to notify them of the sample pickup.
- Prepare entry bill and proforma invoice (1 origin + 2 copies manual).
- Scan the entry bill number for tracking purposes.

Option (C) - FSCS ENTRY NUMBER IN COUNTRY WITH FSCS OFFICE (US/CA ONLY)  
 Notification and preparation of entry bill and proforma invoice for UFS.

- Send the details of UFS, from [SupplierUseOnly@krafthoods.com](mailto:SupplierUseOnly@krafthoods.com).
- Use the details of UFS, from [SupplierUseOnly@krafthoods.com](mailto:SupplierUseOnly@krafthoods.com), and follow the instructions to notify your local UFS office for sample pickup, fill in and print out entry bill and proforma invoice.
- For international shipments (not the Sample ID) and print out entry bill and proforma invoice (1 origin + 2 copies).
- Submit the UFS account number of Supplier (see form 1) when Sample UFS is submitted.
- Sample will be picked up automatically by UFS.
- Scan the entry bill number for tracking purposes.


**Supplier Use Only (Kraft Foods use only) will be approved by the Global SQA Lead.**

1. Complete the entry bill and proforma invoice as per the instructions in the entry bill and proforma invoice.  
 - If not possible, please use the last name for the address the material has been submitted to.  
 2. Scan the following elements:

\*Sampled for testing and analysis purposes only. Not intended for human or animal consumption. \*Use declared for customs purposes only - not commercial transaction.

Page 1 of 1

# Sample Submittal Form - Introduction

	<b>1.</b>	<b>For Eurofins Use Only:</b>	
		Date and Time Received:	
		SCR Received By:	
		Courier:	
<b>Kraft Foods Materials Monitoring Program - Sample Submittal Form</b>			
<i>Complete green shaded areas in this form and enclose in the sample package. Samples should be representative of the material sent to Kraft Foods. Use of this form authorizes Eurofins to release information and analytical results to Kraft Foods.</i>			

❖ Kraft Foods has selected Eurofins (<http://www.eurofins.com/en.aspx>) as the approved 3<sup>rd</sup> party laboratory to perform the material testing.


## 1. Instructions:

- The green/shaded areas in the form must be completed in its entirety and enclosed with the raw material sample.
- Samples should be representative of the material supplied to Kraft Foods.
- Analytical results will be released to both Kraft Foods and the raw material supplier simultaneously.

# Supplier Contact Information

## Sample Submittal Form

2.

Sample Submittal			
Date Submitted: <input type="text"/>	Storage & Handling: <input type="text"/>	Rush Test* (Y or N): <input type="text"/> (Kraft Foods Use Only)	
Date Needed: <input type="text"/>	<input type="text"/>	<input type="text"/>	
<i>(Supplier or Kraft Manufacturing Plant - Complete "Manufacturing Plant Information" Section)</i>		<i>(Supplier Use Only)</i>	
Manufacturing Plant Information		Company/Commercial Contact Information	
Manufacturing Plant Name and Plant Code: <input type="text"/>		Company Name: <input type="text"/>	
Address: <input type="text"/>		Commercial Address: <input type="text"/>	
<input type="text"/>		<input type="text"/>	
Technical Contact Name: <input type="text"/>		Commercial Contact Name: <input type="text"/>	
Telephone Number: <input type="text"/>		Telephone Number: <input type="text"/>	
Fax Number: <input type="text"/>		Fax Number: <input type="text"/>	
Email Address: <input type="text"/>		Email Address: <input type="text"/>	
<b>Supplier Material Shipping Requirements:</b>			

## 2. Sample Submittal:

- Identify the date the material was submitted for shipping.
- Detail any unique storage or handling requirements (e.g. temperature).

## 3. Contact Information: Include both Manufacturing Plant, Technical and Commercial Contact Information.

# Supplier Material Shipping Requirements

## Sample Submittal Form

Supplier Material Shipping Requirements:	
The lot of the material submitted for testing has not been shipped to Kraft Foods locations or to contracted manufacturing facilities producing Kraft branded products AND the material submitted for testing will not be shipped to Kraft locations or to contracted manufacturing facilities producing Kraft branded product until results of testing confirm materials meet requirements.	
<b>4.</b>	YES - Proceed with sampling.*
<b>5.</b>	NO - Notified Kraft Procurement Buyer that Supplier Material Shipping Requirements could not be met. Confirmed Kraft has agreed to proceed with sampling.*
<i>* Supplier guarantees the material(s) meet all Kraft Foods specifications and applicable regulatory requirements.</i>	

- 5. Supplier Confirms: **The lot of material submitted for testing has not been shipped to Kraft Foods locations or to contracted manufacturing facilities producing Kraft Foods branded products AND the material submitted for testing will not be shipped to Kraft Foods locations or to contracted manufacturing facilities producing Kraft Foods branded product until results of testing confirm materials meet requirements.**

- 6. If you cannot meet Material Holding Requirements, select an alternate lot of material to be tested that can meet the requirements or contact your respective Buyer or Regional MMP Lead to determine next steps.

# Sample Information

## Sample Submittal Form

6.

Sample Information (To Be Completed By Kraft)						
Test Category	Sample Size (g)	Material Description	Kraft Foods Specification Number	Supplier	Kraft Foods Sample Code (___-RR-CC-YYYY)	Kraft Region Submitting Sample (EU, CEEMA)
						EU / CEEMA

Sample Information (To Be Completed by Supplier)					
Supplier Material Code	Material Lot Number	Date Produced	Expiration Date	Country or Countries of Kraft Foods Receiving Locations	
<i>EXAMPLE:</i> DSW 996453	<i>EXAMPLE:</i> 02 JUN 2009 C 14:35	<i>EXAMPLE:</i> 02 JUN 2009	<i>EXAMPLE:</i> 02 DEC 2010	<i>EXAMPLE:</i> DE	

### 6. Sample Information

- Supplier Material Code
- Material Lot Number
- Date Produced
- Expiration Date
- Country and State or Province of Kraft Foods Receiving Locations
- Information in the White Row will be populated; supplier must complete the information in the Green Row



# Test Result Communication, Turnaround Time, and Cost

## Sample Submittal Form

<b>Send copies of Analytical Results to the following Supplier or Kraft Foods contacts:</b>		Eurofins Use Only >	<b>Eurofins Lab ID Number:</b>	<b>8.</b>
Contact Name and Company:				
Email Address:	<b>7.</b>			
Contact Name and Company:		<b>Invoice Information</b>		
Email Address:		Program courier service and analysis cost will be paid for by Kraft Foods. Eurofins will bill Kraft Foods directly.		
Contact Name and Company:		<b>Results Turnaround Time</b>		
Email Address:		Sample Shipment and Testing turnaround time expected within 7 - 10 business days.		

- 7. Identify any additional persons that you would like to receive the test results via email notification.
  
- 8. Invoice Information – The shipping and testing costs will be paid for by Kraft Foods under current program design. Lab will bill Kraft Foods directly.
  
- 9. Turnaround Time – Shipment and testing turnaround time expected within 7 – 10 business days.



# Sample Submittal Form & Sampling Instructions

## Sample Submittal Form

10.

### Instructions:

- 1.) Use one "Sample Submittal Form" for each raw material sample submitted to Eurofins.
  - Complete all applicable areas of the form (shaded areas).
  - \* Rush testing (Kraft Foods Use Only) - Must be approved by the Global MMP Lead.
- 2.) Include completed "Sample Submittal Form" inside test material shipping parcel.
- 3.) Send an email of this completed form to Eurofins laboratory contact at: Email: [thorstenchristian@eurofins.de](mailto:thorstenchristian@eurofins.de)
- 4.) **A sample of the material must be collected and submitted at the sample size designated in the Sample Information table.**
  - Collect and retain an equivalent sized reference sample to be stored at the plant facility until test results are received and confirmed to meet all requirements.
- 5.) Package materials for shipment in containers that would prevent leaking or spillage of the material while in transit.
  - For liquid samples, submit material in a plastic or nalgene bottle. Do not use glass (or any breakable container) or ziplock bags.
  - For dry samples, submit sample in a plastic bag that is thick enough to prevent tearing while in transit.
  - For perishable, refrigerated, or frozen items, submit sample in ice, dry ice, or cold packs, as appropriate. Avoid shipping materials requiring cooling over the weekend.

## 10. Sample Submittal Form & Sampling Instructions:

- Use one "Sample Submittal Form" for each raw material sample submitted to the Lab.
- The amount of material to be collected will be identified on the sample submittal form.
- Package the materials in containers that prevent leakage or spillage while in transit.
- Complete all applicable areas of the form (green / shaded areas).
- Include a copy of the form inside the test material shipping package.
- Email copy of the form to the designated Lab contact.

# Sampling Instructions

## Additional Sampling Guidelines

- The sample should be representative of the material used in production.
- Sample Size: The amount of material to be collected for testing will be identified on the sample submittal form.
  - Collect and retain an equivalent sized reference sample to store at the plant.
- Sampling Tool:
  - Sampling tool must be cleaned & sanitized –or- in factory-sealed container prior to collecting sample for testing.
    - Avoid cross contamination.
  - Solids: Use stainless steel or plastic scoop.
  - Liquids: Use stainless steel ladle, “bomb” sample collector (bulk), or syringe.
- Sample Packaging:
  - Select sample packaging material that will not break while in transit. (Do not use glass.)
    - Avoid cross contamination.
  - Solids: Use laboratory grade ziplock or whirl-a-pack type plastic bags. The bag must be thick enough to prevent tearing while in transit.
  - Liquids: Use plastic or nalgene bottles. Do not use glass (or any breakable container) or ziplock bags.
  - Perishable, Refrigerated, or Frozen items: Submit samples packed with ice, dry ice, or cold packs.

# Shipping Instructions

## Sample Submittal Form

<b>Shipping Information:</b>		<b>11.</b>
Eurofins Analytik GmbH Wiertz-Eggert-Jörissen Neuländer Kamp 1 21079 Hamburg Germany FEDEX account number: 47942330 UPS account number: 2EV609	Local ASM: Dr. Thorsten Christian Phone: +49 172 4485273 Email: <a href="mailto:thorstenchristian@eurofins.de">thorstenchristian@eurofins.de</a>	
<b>Courier Service Notification (Select Option A, B, or C and Follow Instructions):</b>		
<b>Option (A.) - ONLINE notification and preparation of airway bills and proforma invoices for FEDEX.</b>		
<ol style="list-style-type: none"> <li>1. <a href="http://www.fedex.com">Enter the website of FEDEX, www.fedex.com, and select country and language</a></li> <li>2. Log in with your site specific FEDEX customer number and follow the instructions to notify your local FEDEX office for sample pick-up. Fill in and print out airway bill.             <ul style="list-style-type: none"> <li>- For international shipments (not within Europe) fill in and print out proforma invoices (1 original + 2 copies).</li> <li>- Enter the corresponding Eurofins FEDEX account number (see point 1) under "Sender's FEDEX Account Number".</li> </ul> </li> <li>3. Samples will be picked up automatically by your local FEDEX agency.</li> <li>4. Retain the airway bill number for tracking purposes.</li> </ol>		
<b>Option (B.) - FOR KRAFT LOCATIONS IN COUNTRIES WITHOUT FEDEX ONLINE SERVICE ONLY.</b>		
<b>Notification of courier service by phone and manual preparation of airway bills and proforma invoices.</b>		
<ol style="list-style-type: none"> <li>1. <a href="http://www.fedex.com">Go onto the website of either FEDEX (www.fedex.com) and check the service number of your nearest FEDEX agency.</a></li> <li>2. Call the agency to notify them of the sample pick up.</li> <li>3. Prepare airway bills and proforma invoices (1 original + 2 copies) manually.</li> <li>4. Retain the airway bill number for tracking purposes.</li> </ol>		
<b>Option (C.) - FOR LOCATIONS IN BERLIN AND LÖRRACH ONLY. ONLINE notification and preparation of airway bills and proforma invoices for UPS.</b>		
<ol style="list-style-type: none"> <li>1. <a href="http://www.ups.de">Enter the website of UPS, www.ups.de</a></li> <li>2. Log in with your UPS customer number and follow the instructions to notify your local UPS office for sample pick-up. Fill in and print out airway bill and prepare package.             <ul style="list-style-type: none"> <li>- For international shipment please print out proforma invoices (1 original + 2 copies).</li> <li>- Enter the UPS account number of Eurofins Hamburg (see point 1) under "Sender's UPS Account Number".</li> </ul> </li> <li>3. Samples will be picked up automatically by UPS.</li> <li>4. Retain the airway bill number for tracking purposes.</li> </ol>		
<b>Preparation of Airway Bills and Proforma Invoices for International Shipments:</b>		
<ol style="list-style-type: none"> <li>1.) Describe the sample as accurately as possible on the airway bill ("contents") and proforma invoices.             <ul style="list-style-type: none"> <li>- When possible, please use the Latin name for the species the material has been</li> </ul> </li> <li>2.) Enter the following statement:  <i>"Samples for testing and analysis purposes only. Not intended for human or animal consumption. Value declared for customs purposes only – not a commercial transaction."</i> </li> </ol>		

### 11. Shipping information and courier service notification will be provided on the sample submittal form

- Courier service notification process varies for countries with and without access to Fed Ex Online Service
- Some circumstances may require use of UPS

# Test Results Communication

- Test results will be evaluated against Kraft Foods specified Review Limits for each test parameter.
- Review Limits based on:
  - Regulatory Limits
  - Kraft Foods Specification
  - Internationally Recognized Standards (i.e., Codex)
- Lab testing:
  - A single test is performed on the material for each of the identified parameters.
    - If a result exceeds the review limit, the same sample will be retested to confirm results.
  - An analytical report detailing results is emailed to the Supplier and Kraft Foods simultaneously.
  - Report will indicate if results do or do not meet review limits

# Test Results Review and Next Steps

- Supplier must review the report to determine if test results meets Kraft Foods review limits
- If the test results meet all review limits, the specific lot tested may be shipped to Kraft Foods
- If the test results do not meet all review limits, the specific lot tested may not be shipped to Kraft Foods until the supplier receives further communication from Kraft Foods on next steps

# Supplier Next Steps

- Kraft Foods to send out communication letters to all impacted suppliers - ongoing
- When you receive the communication letter, check for the Material Selection and Sampling Protocol attachment to determine if you need to submit a pre-shipment sample.
- If selected for pre-shipment sample
  - Complete sample collection and shipment
  - Respond as soon as possible if the timing or shipment requirements cannot be met.
  - Partner with Kraft Foods for issue resolution when appropriate.

# Certificate of Analysis (COA)

## Certificate of Analysis (COA):

- A document provided by the Supplier which indicates results of specific tests\*/analysis performed on a defined **lot** of the Supplier's product
- The supplier is responsible for the tests, done either by the Supplier or an external testing firm, and must be based on Kraft Foods specified protocols/methods



\* - critical tests according to the Kraft Foods Raw Material Specification

# COA Requirements

- Kraft Foods uses the material COA as a biological CCP for select materials
  - COA pathogen test results are verified at a defined frequency
- Opportunity to reinforce our COA requirements.
  - Specific analysis required on a COA is noted in our Kraft Foods Specifications
  - Supporting information required on COAs are detailed in our Supplier Quality Expectations dated Feb 2008.
- Failure to comply with COA requirements may result in rejection and the material returned to the supplier at supplier's cost.

# Kraft Foods COA Requirements

## Information That Must Be On the COA:

- Supplier name, address, phone number, and contact person
- Supplier Plant Manufacturing location
- Material name, **lot** identity, production date and Kraft Foods identification number
- Supplier purchase order number, if available
- Specification number (or purchase agreement) and issue date
- Authorized Signature by the Supplier and date of signature

# Kraft Foods COA Requirements

## Information That Must Be On the COA (Continued):

- Statement that the results are actual **lot** analysis results or composite results commonly used in commodity industries
- Test and Analysis results for each **lot**, including Kraft Foods specification target and range.
- Parameter being tested, Test method, sample size and sampling method being used
  - Information must match Kraft Foods specifications
- Laboratory name and location performing the testing

# Supplier Next Steps

1. Suppliers ensure that all Kraft Foods COA requirements are met.
2. Notify the Kraft Foods receiving locations if a lot is split between 2 or more Kraft Foods locations.

