


A woman with dark hair, wearing a white lab coat and a white hairnet, is looking down at a tablet computer. She is wearing blue gloves. The background is a blurred industrial or laboratory setting.

Using Technology to Streamline the CAPA Process Across the World

A person wearing a white lab coat and safety glasses is working in a laboratory. They are holding a small glass vial and looking at it intently. In the background, there is a large piece of laboratory equipment, possibly a centrifuge or a similar machine, with a circular door and various mechanical components. The scene is dimly lit, with the primary light source coming from the left, highlighting the person's face and the lab coat.

There's no room for improvisation in the food production industry. You don't need Murphy's Law to imagine what can go wrong through the process and the dreary consequences for public health and corporate reputation. How does one of the world's largest dairy companies ensure the quality and safety of the food chain from grass to glass across four continents?

Quality and Food Safety in the World of Faster, Better, More...

Today more than ever, customers expect products to be innovative and of the highest standards. For the food production industry in general, coping with a more demanding market and staying competitive while assuring quality, is stressful – and that's a tremendous understatement.

If mistakes are made, public health may be a serious issue and the reputation of the producer is at stake. Managing health, safety, and environment (HSE) is of the utmost importance.

A Closer Look at CAPA's

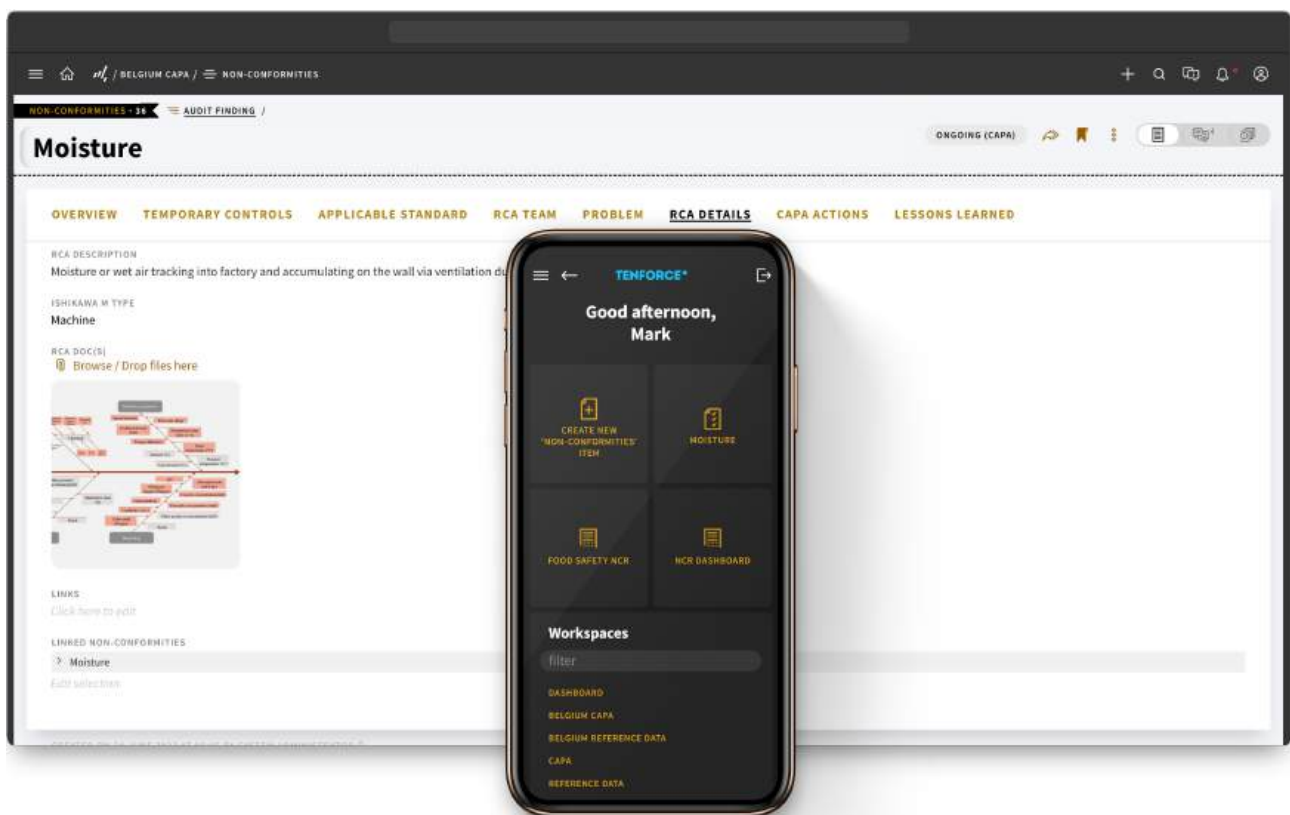
Organizations tackle these risks by using long-established procedures like Corrective Actions and Preventive Actions or in short CAPAs. These are a set of actions required in manufacturing, documentation, procedures, and systems in order to continuously improve the organization's processes and eliminate non-performance and undesirable situations.

You most probably have heard of the rigorous Seveso-measures that safeguard the chemical industry. Not meeting the norms, means closure. Same is true in the food production industry, where CAPA is a required part of the quality assurance (QA).

The Challenge: No Standardization and Lack of Visibility

As one of the world's largest dairy companies, our client puts a tremendous effort across all its business groups across the world to continuously improve their CAPA process. The challenge was to do it in a standardized way.

Without centralized tools, every production site had its own way of managing Quality Assurance and CAPAs. This was an outdated modus operandi, labour-intensive to the extreme, lacking in productivity and leaving too much room for errors. Our client lacked a clear overview of what needs to be dealt with first.



A Digital Enterprise-Wide System to Manage CAPAs around the World

We met our client when they were looking for the software solution able to help them automate their CAPA process. Our common mission was to overcome the outdated way of working that was not serving anyone, anymore.

TenForce provided a standard CAPA module to the dairy multinational, which implemented it on a massive scale. Not only in the European sites, but also in Asia with installations in Vietnam, Indonesia, Malaysia, Thailand, Philippines, Pakistan, Singapore, Hong Kong, Myanmar.

A fast-paced, worldwide implementation like this involved a close collaboration not only with diverse teams on our client's side but also with third-party partners, like Bluecrux. TenForce being a highly-accessible and easy to manage platform was at this point not only a nice-to-have, but a critical factor for the project's success.

Used by employees at all levels in the company, today TenForce provides oversight of the entire CAPA process along with analytical capabilities for detecting issues and improving overall quality management.

The Result: Turning Every Issue Into an Opportunity for Improvement

Once switching to TenForce for managing their CAPA process, the multinational dairy company is better equipped to avoid bottlenecks and automatically escalate issues when necessary. This helps the organization make **better decisions**, improve **collaboration** and foster a culture of **continuous improvement**.

As part of our client's journey to a holistic approach to Quality management we continued the collaboration to expand the TenForce system with two other modules: **Document Management** and **Management of Change** and integrate them with the already implemented CAPA module.