



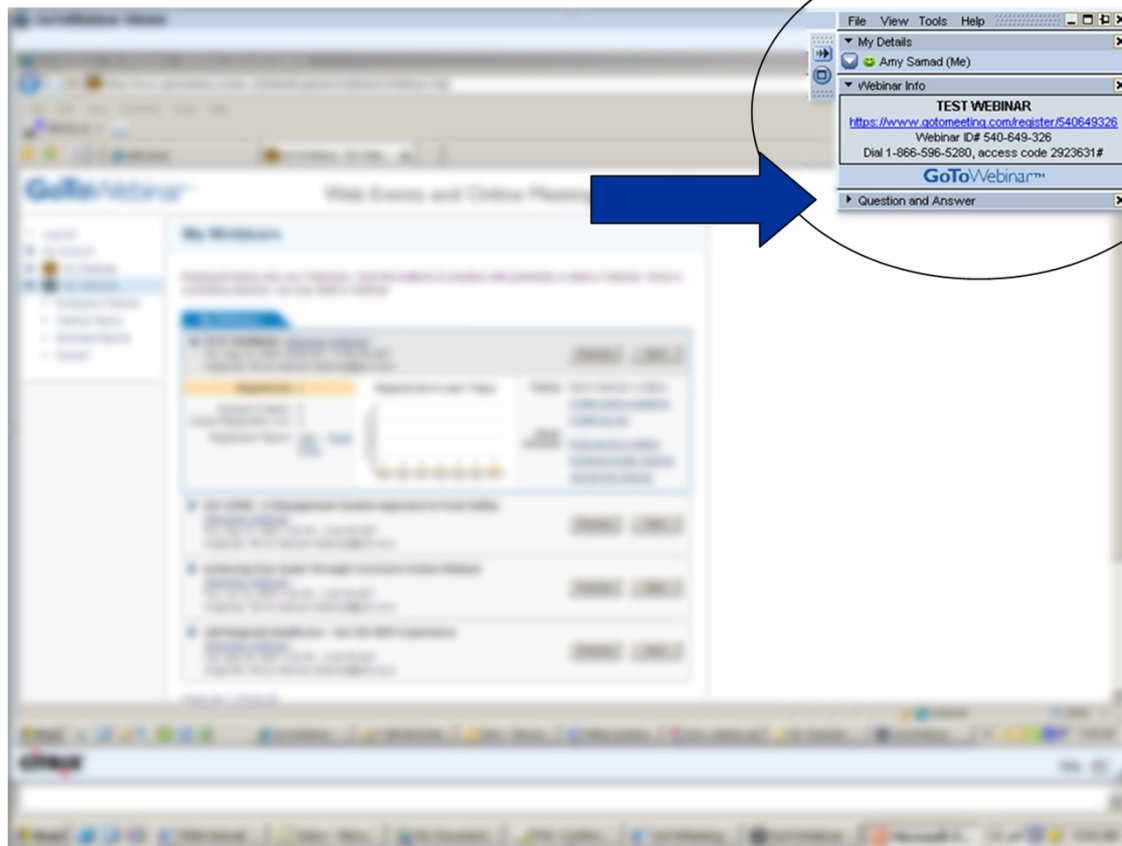
Perry Johnson Registrars Food Safety, Inc.

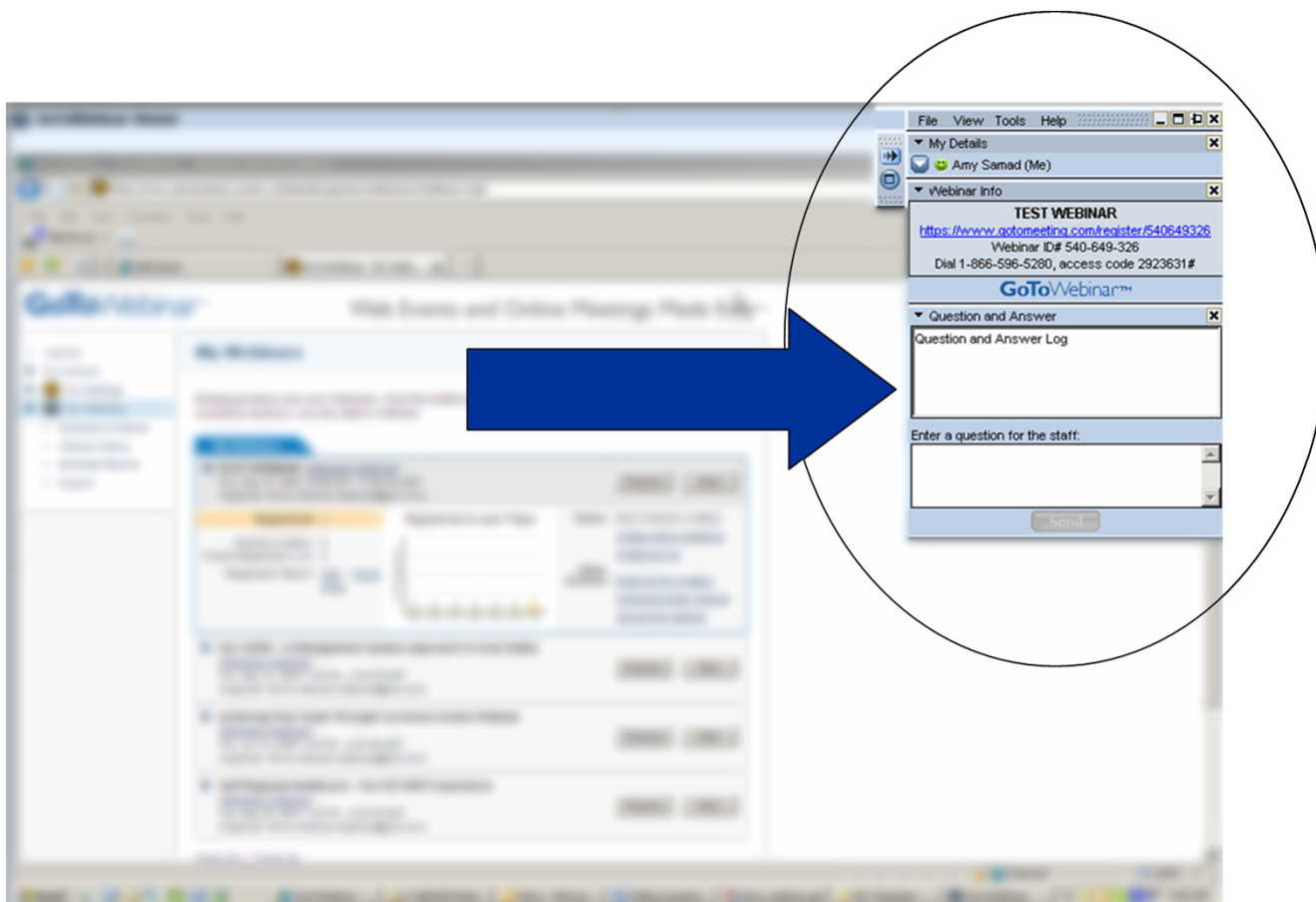


PJRFSI – Partner for Food Safety

“Managing the Customer Complaint Process Effectively”









Perry Johnson Registrars Food Safety, Inc.

POLLING QUESTION # 1





Perry Johnson Registrars Food Safety, Inc.

PJRFSI – Partner for Food Safety

Paul Damaren

Senior Vice President of Food Safety &
Supply Chain, PJRFSI





AGENDA

01

Who is PJRFSI?

02

Polling Question # 2

03

FEATURE PRESENTATION
MANAGING THE CUSTOMER COMPLAINT PROCESS
EFFECTIVELY

04

Polling Question #3

05

HACCP & FSMA

06

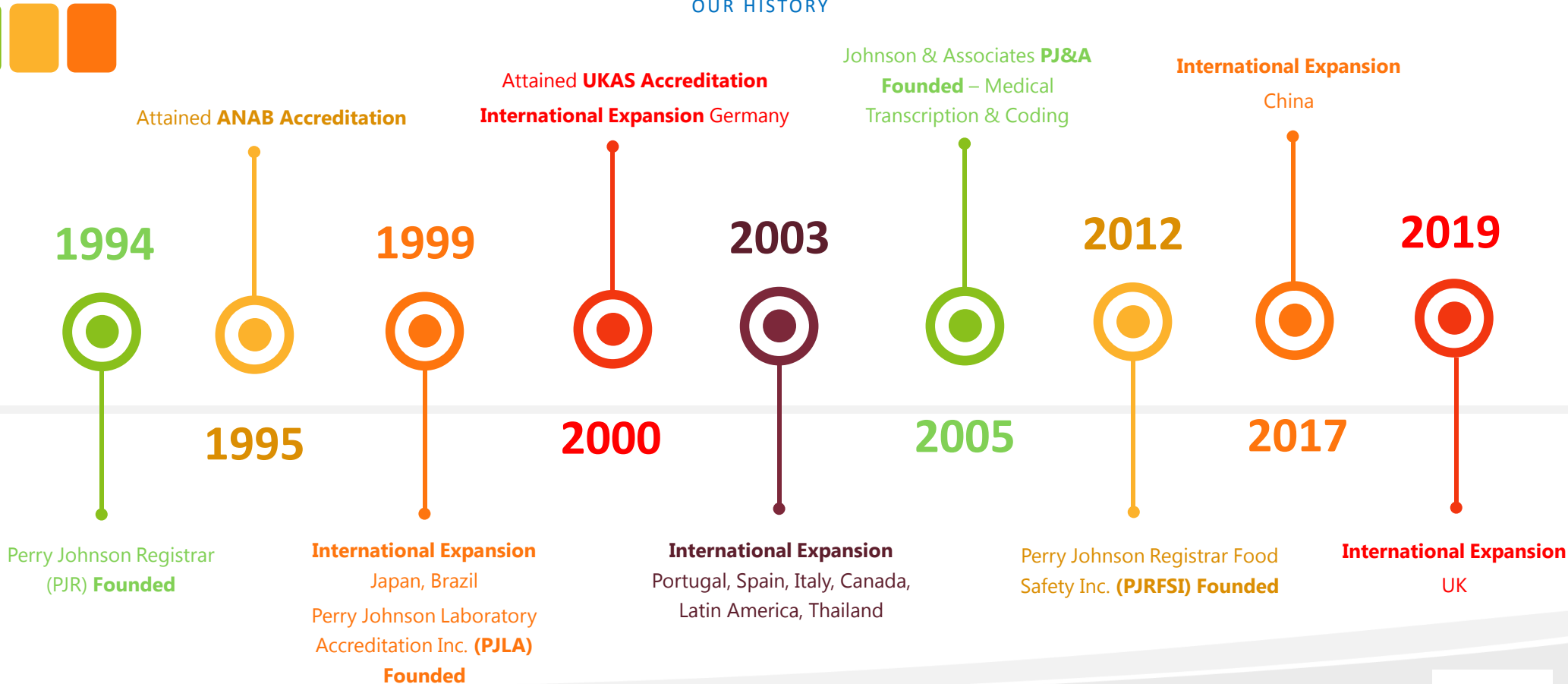
Polling Question #4

07

Upcoming Webinars, Questions & Answers

PERRY JOHNSON REGISTRARS, FAMILY of COMPANIES

OUR HISTORY



Working with the Entire Food Supply Chain



Imports



Farm



Marketer



Food Processor



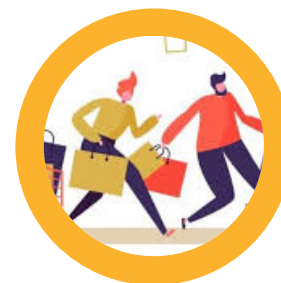
Wholesaler
Distributor



Exports



Retailer



Consumer

Our Services

The Certification and Inspection industry has been deemed an essential service!

Here is a link of all [Essential Services Canada](#)

Here is a link of all [Essential Services USA](#)



Auditing & Certification

Third party risk-based certification of products and systems provides a solid infrastructure for organizations to maximize business performance, increase efficiency, drive continual improvement and manage risk.



Customer Specific & Second Party Auditing

Protect your brand and minimize recalls by building a robust supplier end-to-end program which will improve supplier processes, mitigate risk. Establish confidence your product vision is protected.



Supply Chain Solutions

Your companies supply chain is very complex and the need to manage these risks globally has never been more important. Perry Johnson Food Safety Inc. can help you control and eliminate many of the risks you face today in your supply chain.



Training Solutions

Speak to us about our customized onsite training options for your company. We conduct training to countless standards globally.

Perry Johnson Registrars Food Safety Inc.

FOOD SAFETY & SUPPLY CHAIN

FOOD SAFETY

FIRST PARTY
Customer Specific

SECOND PARTY
CB Owned Protocols

THIRD PARTY
Accredited, GFSI

RETAILER ADDENDA

GOVERNMENT

Supply Chain Assessments

GMP - Good Manufacturing Practices
GAP - Good Agricultural Practices

SQF, BRC, FSSC,

Costco, Ranch & Harvest Audits

FSMA

Food Safety, Quality, Brand Protection

GDP/GPP - Good Distribution/Packaging Practices

G.R.M.A.
Dietary Supplements, Cosmetics, OTC's

Whole Foods

FSVP

Social Accountability, EHS, OHS

Cannabis/Hemp (Retail, Manufacturing, Cultivation)

GLOBAL G.A.P, GFCP

Custom 1st, 2nd, Party programs

VQIP

Recall, Regulatory

HACCP (Seafood, Laundry)

ISO 22000, PrimusGFS

Product Attribute Testing

FDA/CFIA



BA 9000

e-STEWARDS

CMMC

QUALITY

ENVIRONMENTAL

HEALTH & SAFETY

AUTOMATION & OT

AEROSPACE



Recognized Globally, Applied Locally Standards, Accreditation and Scheme Owners



Why Perry Johnson Food Safety?

1. PJR RANKS AS THE #1 REGISTRAR!

- (Source: www.iaar.org) Industry Association of Accredited Registrars
- Over 30 Years Of Auditing

2. Value Added Partner

- Complimentary plaque to every client
- Complimentary certificate
- Free webinar training
- Free press release & marketing tools for your business
- Option of virtual assessments

3. PJRFSI has the resources, capability, established infrastructure and commitment to support your mission, objectives and requirements.

4. PJRFSI will become your **trusted partner** for the following reasons:

- Our ability to align with your organization to achieve your food risk and brand protection objectives.
- The technical expertise of field based audit and leadership & account management teams.
- Delivery of real time management information.
- Delivery of a close and transparent partnership with your organization
- Unparalleled expertise to be your partner in food safety management system assessments.





Perry Johnson Registrars Food Safety, Inc.

POLLING QUESTION # 2

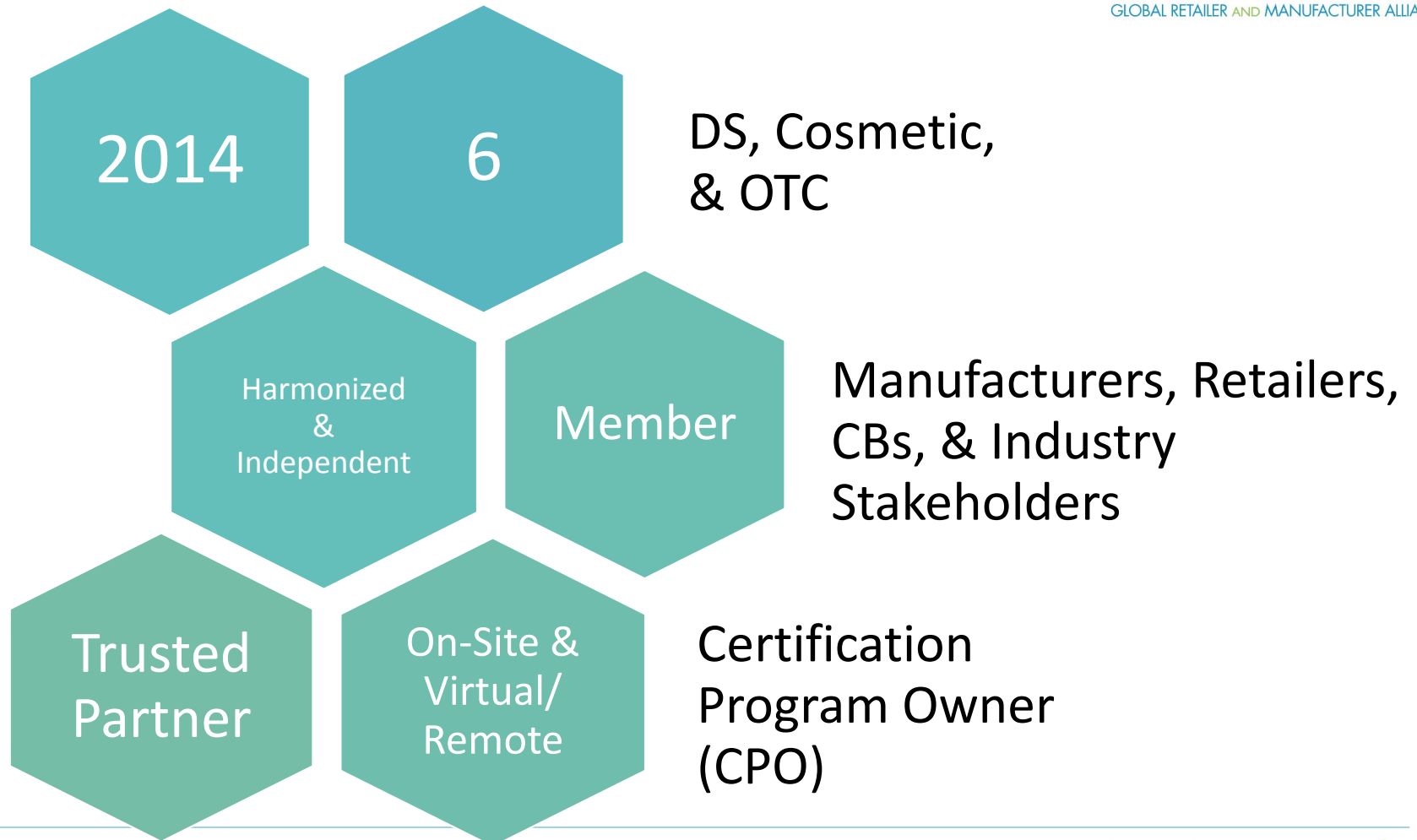




Allyn Shultis
GRMA
Executive Director

October 2020

GRMA Overview



Certification Program Owner (CPO)

Responsibility & Focus



- Best Practices
- Rigorous Qualification & Integrity Program
- GRMAuditsphere
 - Establishes Common Infrastructure
 - Audit Directory Tool
 - Ability To Add Safety & Regulatory Testing & Supply Chain Audits



Building quality standards together



Complaint Management: Forecasting

Baseline Complaint Management



Consumer Feedback

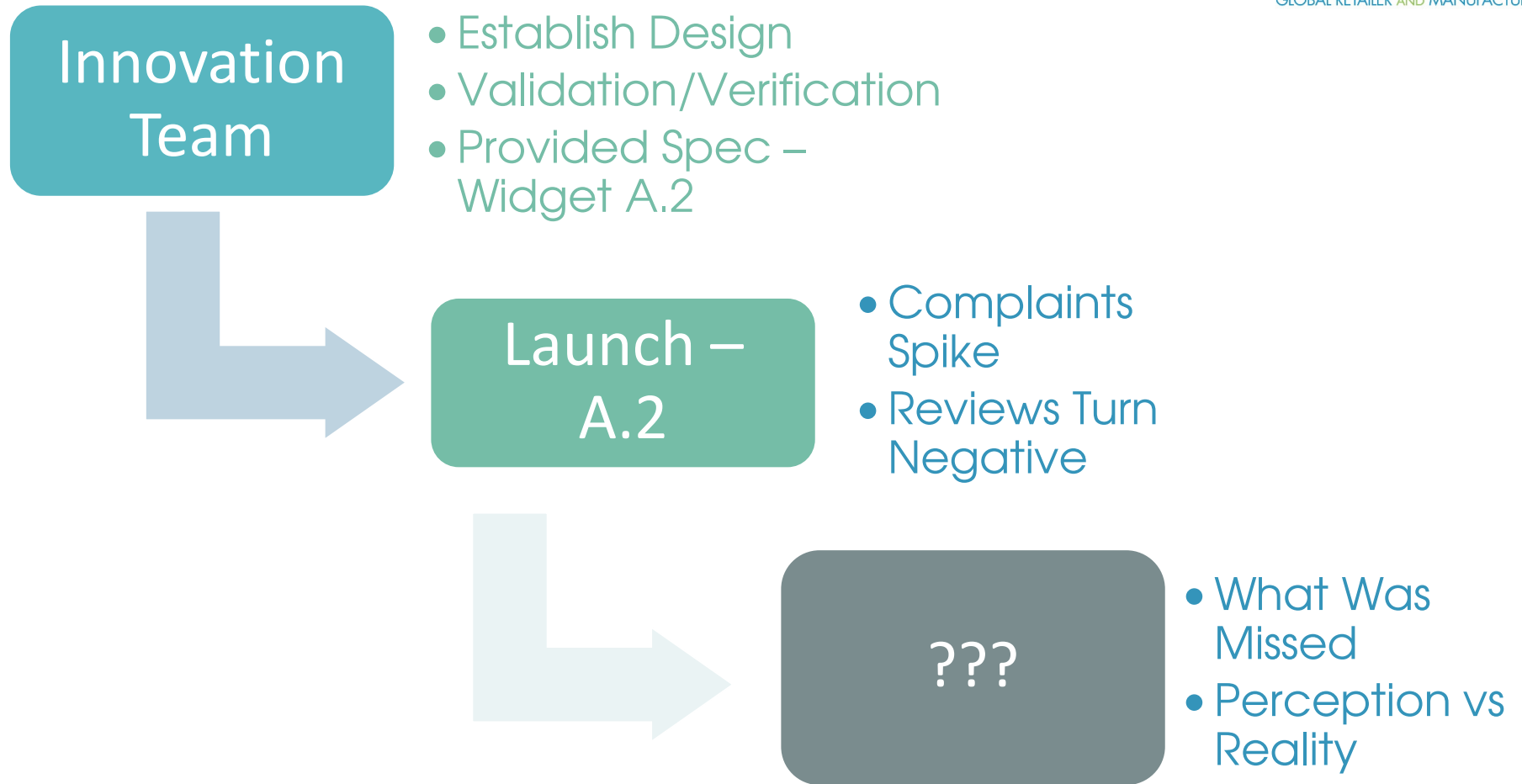


Categorize & Investigate



CAPA & Improve

Brand Ownership – Transparency

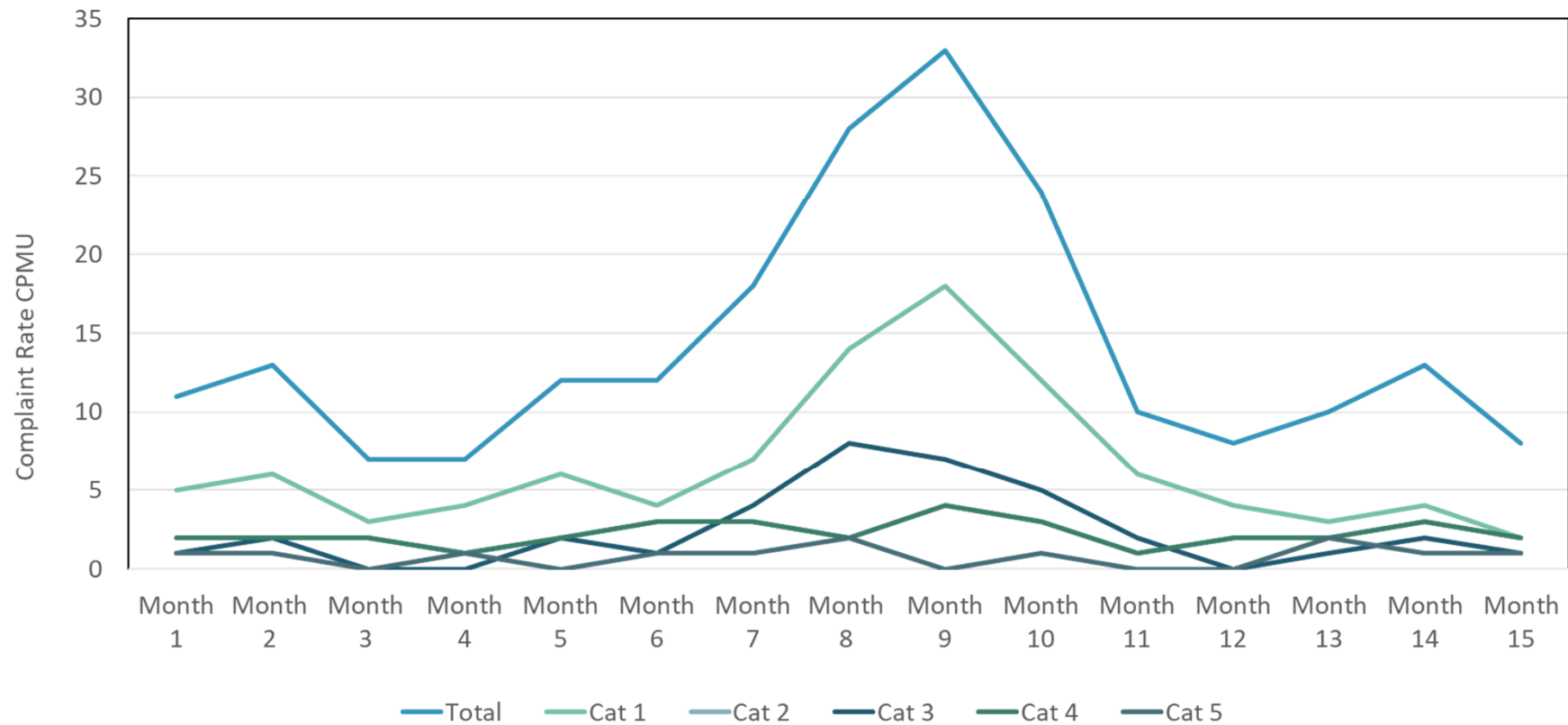


Forecast



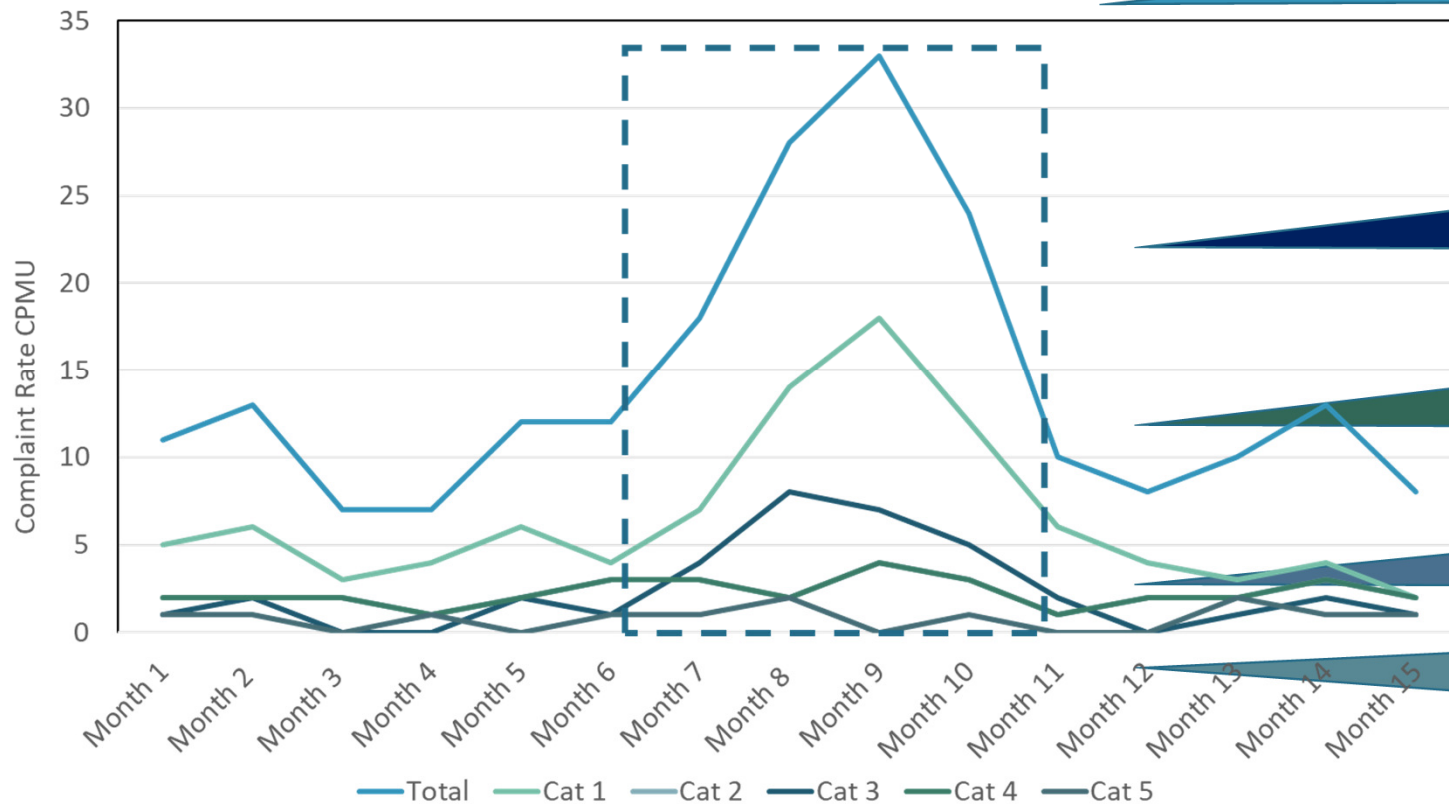
History

Widget A.0 Transition to Widget A.1



Establish a Case Study

Widget A.0 Transition to Widget A.1



What were the parameters that changed?

Why did it predominately impact Cat 1 & Cat 3?

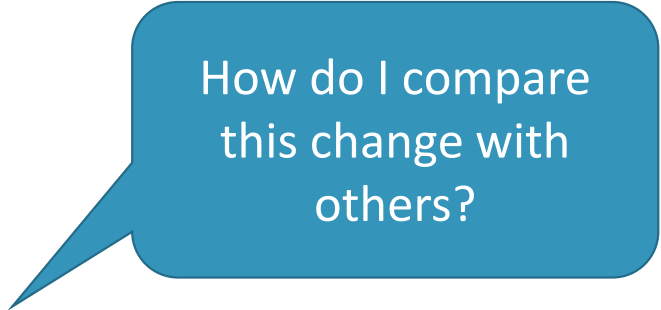
Can you find other occurrences that follow similar patterns?

Is this Customer or Geographic Specific?

How quickly did this change occur (softroll/hardroll)?

Observations

- Change – Packaging Design
 - Categories Impacted
 - Cat 1 – Performance Category
 - Cat 3 – Perception Category
 - Categories Not Impacted
 - Cat 2, 4, & 5 – Manufacturing, Process, Safety Categories
- Duration 4 Months
- Single Peak
- Customer Specific
- Focused Along the Coasts



How do I compare
this change with
others?



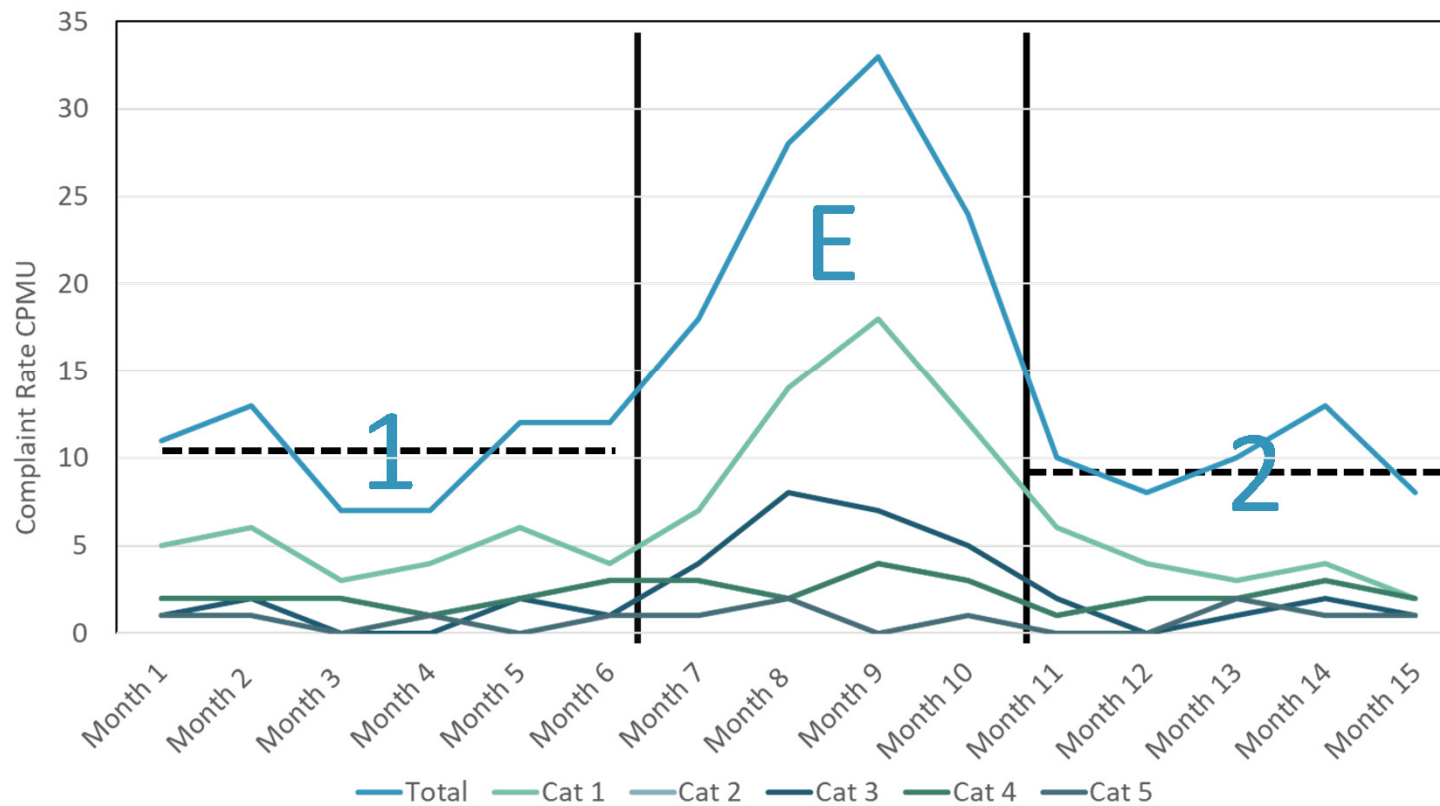
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POLLING QUESTION # 3



Simple Forecast Analysis

Widget A.0 Transition to Widget A.1



	1 [CPMU]	Eavg X	Emax X	2 [CPMU]
Total	10.3	2.5	3.2	9.8
Cat 1	4.6	2.7	3.9	3.8
Cat 2	2.0	1.5	2.0	2.0
Cat 3	1.0	6	8.0	1.2
Cat 4	2.0	1.5	2.0	2.0
Cat 5	0.7	1.5	3.0	0.8

Data Integrity

- Validity of the dataset
- Establish rules
- Seek out a reviewer

Combine Observations & Analytics

- Influences of other transitions
- Variables at play
- Sensitivities of small categories

Predictions

A.2 Launch with packaging change and design change?



Historic Data Sets

- 2.5X multiple with just packaging alone
- Predictions – reasonable that you will see more focused feedback on new elements

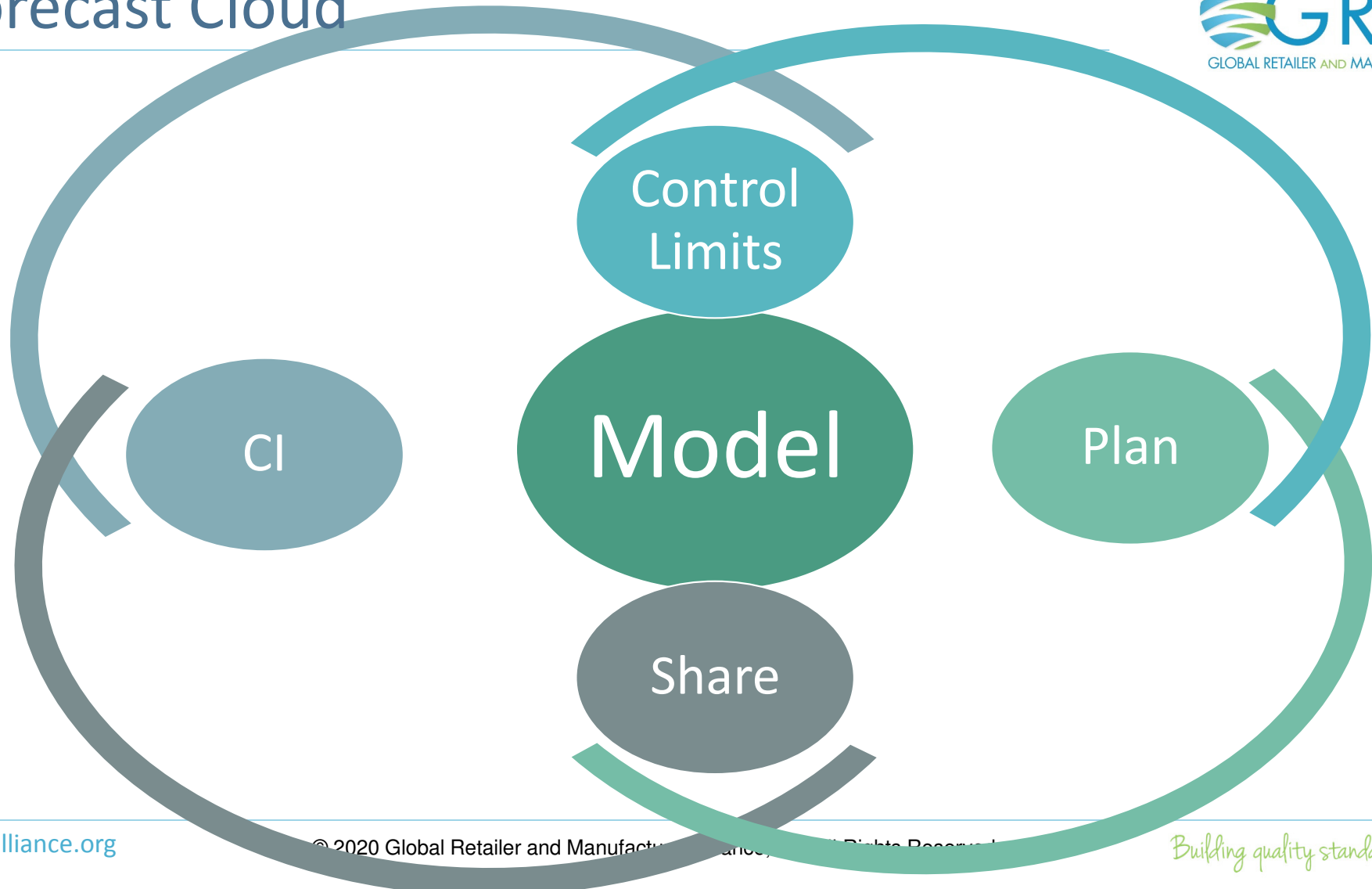
Variables, Constants, & Normal Variation

- Sales
- Transition

VOC

- Call Center
- Reviews

Forecast Cloud



CBD & Hemp Seed Oil Roundtable

Opportunities / Threats

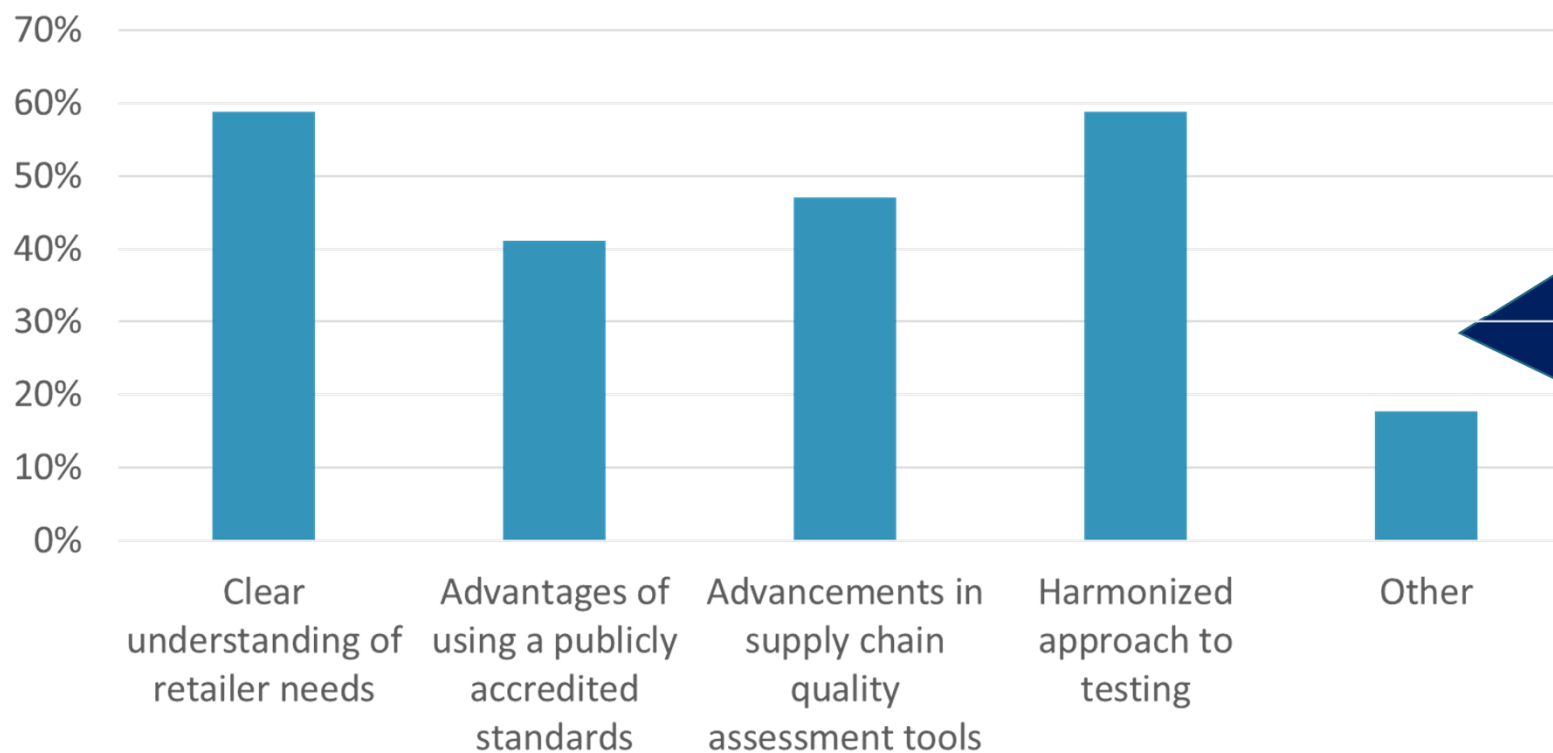


- Quality System
- Supply Chain
- Testing



Pre-Meeting Survey

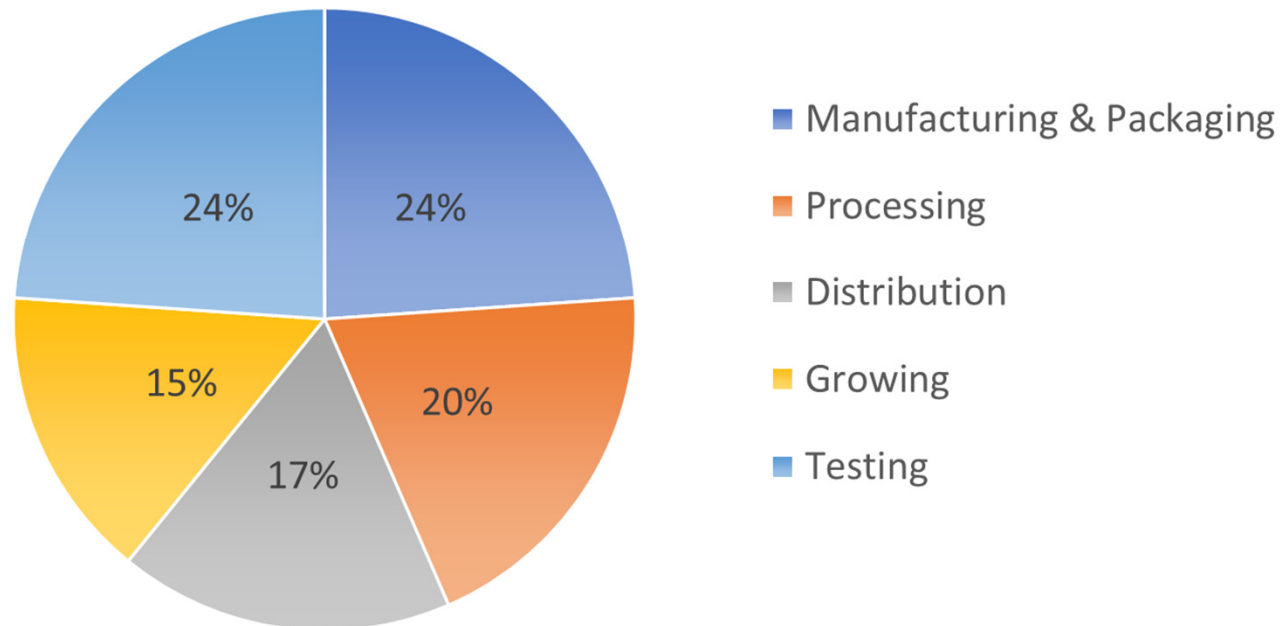
What information are you seeking from the GRMA CBD Roundtable?



- Harmonized Approach to Compliance
- When can CBs work with producers
- Status of Regulatory Landscape

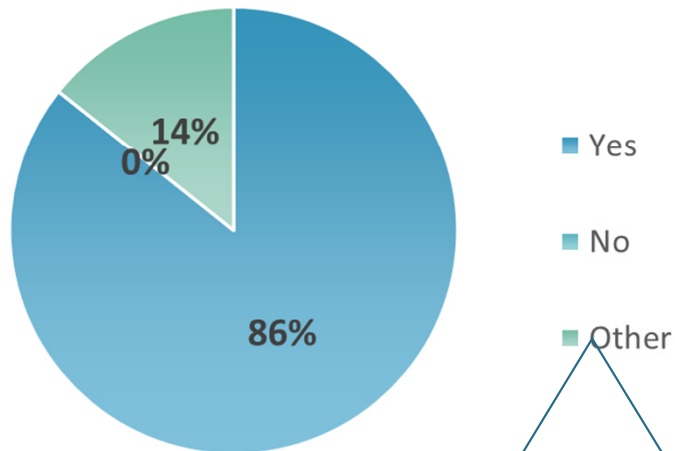
Pre-Meeting Survey

From a supply chain management perspective are you looking for an assessment or certification tools that could cover?



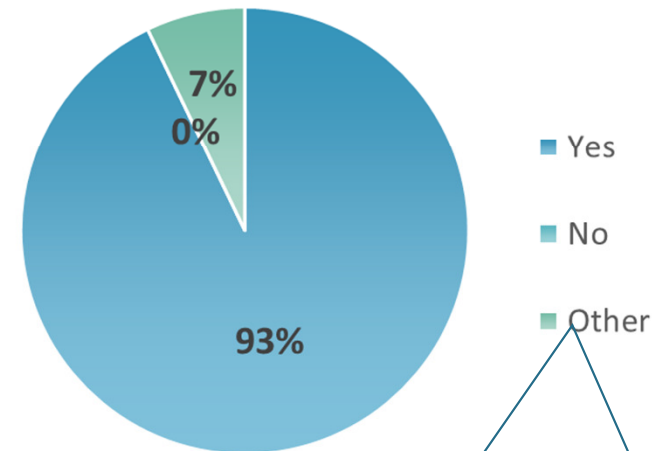
Pre-Meeting Survey

Is there value in benchmarking standards against GRMA requirements to help harmonize retailer and audit/GMP requirements for CBD GMP's to support growth of the industry?



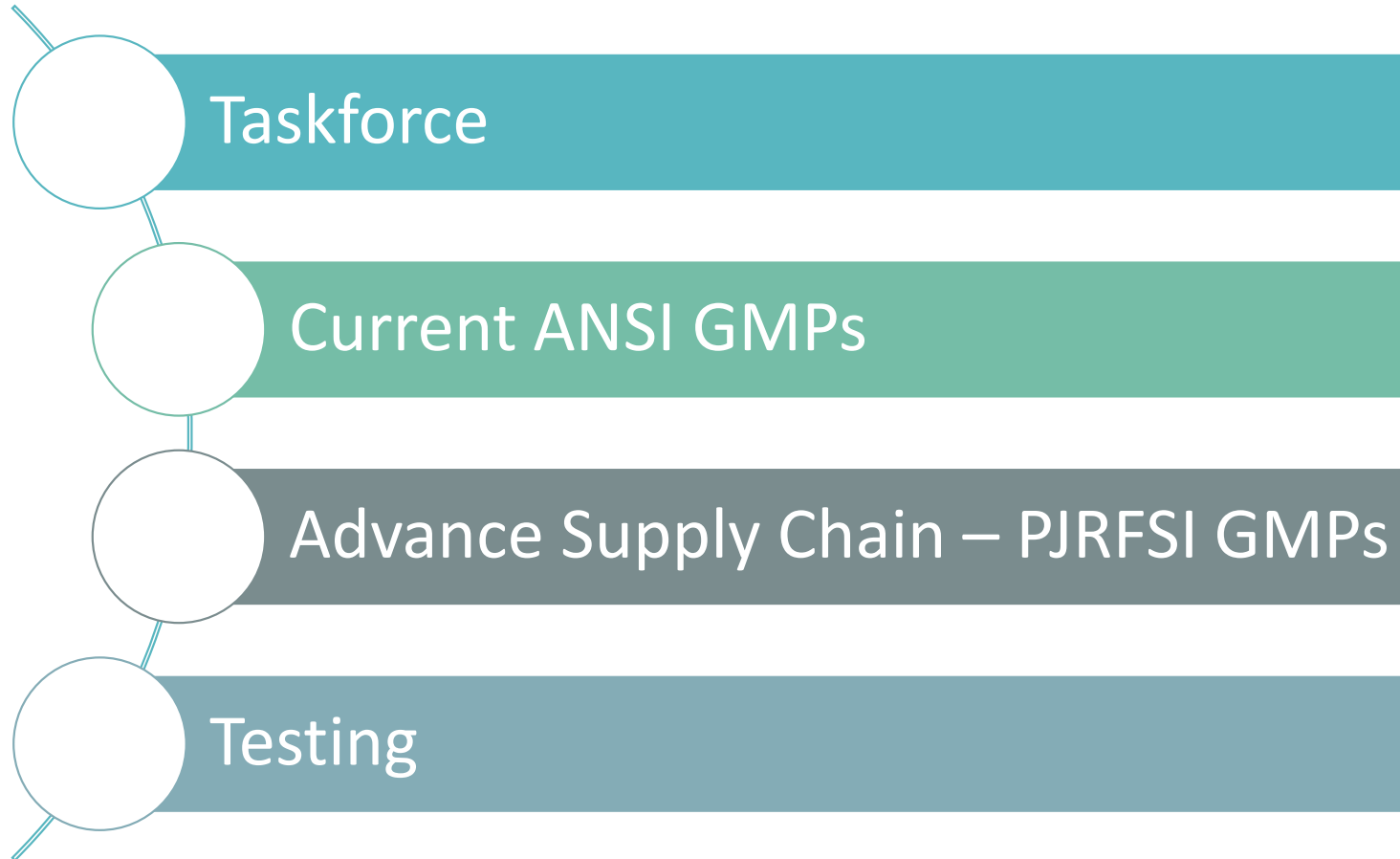
**Why Benchmark an Industry Accepted Standard
Doesn't Apply**

Is having 1 common set of quality requirements that meetings retailers needs from a manufacturing, processing, growing, packaging, and distribution valuable?



**Cover Ambiguity withing the Industry
Several Standards Might Be Valuable**

Advancing Quality Certification



THANK YOU!

For more information or questions on the program -
contact generalinquiries@grmalliance.org



Perry Johnson Registrars Food Safety, Inc.

POLLING QUESTION # 4





You've
got **QUESTIONS**
we've got **ANSWERS**

PJRFSI

Paul Damaren

Senior Vice President, Food Safety & Supply Chain

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