



Spotlight on Records Management

As an integral component of the Deloitte Food Quality and Safety Solution

Improving regulatory compliance and business process efficiency by automating food safety records management

The current state of managing records within many food and beverage companies can be fragmented, manually intensive, and paper-dependent. Records are stored in disparate systems, often in boxes and file cabinets, and frequently a consistent approach to retention, classification and disposition is lacking. Inefficiencies in locating documents required for audits and recalls can lead to delays and penalties, and these inefficiencies can also contribute to higher costs and decreased productivity as valuable time is allocated to manually searching for the necessary documentation. Manual processes also make version control difficult, which elevates the risk of errors and omissions. Effective document management is at the center of all Food Safety Modernization Act (FSMA) requirements. To

help companies address these challenges, Deloitte has put robust records management capabilities at the core of the Deloitte Food Quality and Safety Solution.

The Records Management component of the Deloitte Food Quality and Safety Solution offers integration of OpenText with SAP®, and incorporates industry knowledge and leading practices from Deloitte, to create an end-to-end solution for managing documents over the course of their lifecycles.

Key capabilities include:

- Capture: Records can be captured from nearly any source, including e-mails, scanned images, SAP, and more.
- Process Integration: Structured or unstructured documents may be directly integrated into SAP business processes (e.g., shipping documents integrated

into the SAP Goods Receipt process) to facilitate traceability.

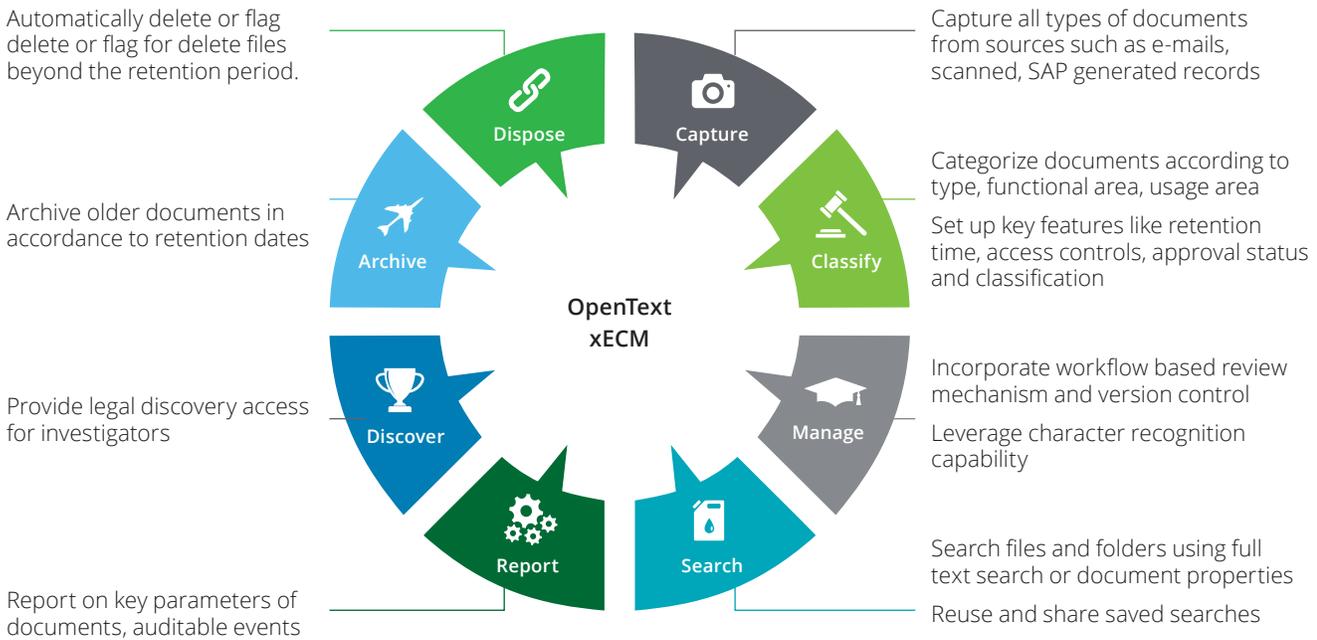
- Classification: Users can rapidly classify objects based upon a pre-defined, industry-standard taxonomy as well as easily access information on how long documents should be retained.
- Contextual access: Records can be stored with applicable objects in SAP (e.g., a calibration procedure can be attached to an equipment master), thus simplifying contextual access to key documents.
- Retention: Records managers can determine the lifecycle of the content, according to policies and terms.
- Disposition: Users can search for items pending deletion or transfer, review them, and take action. Disposition may require approval or be fully automated. Holds may be applied selectively to an individual object, or collectively to aggregated search results, or based upon the user.

Through digitization of documents, automation of manual processes and the application of records management disciplines, the solution can help companies in their quest to “put and end to paper” and to expedite the discovery process. Potential benefits include:

- Reduced time and risk associated with identifying and collecting documents
- Increased efficiency in accessing relevant content via robust search capabilities
- Consistent, centralized policy management and reduced risk of non-compliance
- Less risk of spoliation; and conversely, reduced risk of keeping content too long

- Decreased risk of non-compliance with FSMA and other regulations
- Reduced costs throughout all stages of the discovery process

The components of the Deloitte Food Quality and Safety Solution are designed to integrate seamlessly with one another, providing a cohesive system for managing quality, safety and compliance in operations. With full integration to other processes, such as Corrective and Preventive Action (CAPA), food safety audit management, and enhanced traceability and recall management, the solution helps support the resolution of food safety issues, regardless of where they originate or which parts of the supply chain they involve.



Learn more

To learn more information on Records Management, or other components of the Deloitte Food Quality and Safety Solution, please contact:

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