

# Coronavirus Pressure Test

## Partnering for Success



**QAPartners<sup>®</sup>**  
Quality Safety Trust

Dr Andreas Klieber

March 2020

“

"We are deeply concerned by the alarming levels of spread and severity"

(Tedros Ghebreyesus, Director-General of the World Health Organization 2020)

The food industry is currently in a difficult position of demand high from consumers but with a looming threat of supply chains breaking and widespread staff illness hanging over their heads.

### **What are the current threats to food supply?**

| **Supply chain disruption** – the supply chain is vulnerable due to global sourcing, just in time procurement, low stock level for production and difficulty of pushing significantly more volume through the retail funnel.

| **Labour disruption** – ill personnel, made worse by asymptomatic super spreaders is causing a high risk of disrupting production.

| **Quality disruption** – record volumes of production are increasing the risk of food safety or quality issue going unnoticed.

| **Trust disruption** – there is already evidence for consumers to reject 'risky' products, made more likely by social media impacts.

The QAPartners Coronavirus Pressure Test will simulate and quantitatively test your response to these threats to your business

## What our clients think

*Andreas is very experienced in the FMCG industry from both supplier and retailer side, and is a very calm and knowledgeable facilitator who was able to guide us through each scenario and provide real time feedback on our responses because he was so familiar with our industry and also direct us to the right information, industry body or government department depending on the scenario which was playing out at the time.*



*Chobani is now in a much stronger position to deal with this crisis in a timely fashion and to engage with all stakeholders as required in the current global COVID-19 crisis, as well as in any future events.*

*I couldn't speak more highly of the process and the confidence it has given us to address our gaps and deal with whatever real life scenario comes our way.*

*Lyn Radford, Managing Director Chobani*

# QAPartners

## Building Quality, Safety and Trust for your Brands

QAPartners is the consulting arm of Quality Associates. QAPartners are established, industry leading Food Safety and Quality Specialists, providing quality services to tier one retailers, manufacturers, and their supply chain. We believe in preventative quality practices when it comes to protecting your brands.

Food safety issues are still common even though food safety programs exist and are exhaustively audited. This is where a QAPartners preventative measures can build true trust in your brands.



A culture of instinctive focus on and prioritisation of food safety is essential for brand success

## QAPartners & Food Safety Systems

Our team of professionals has worked in world-leading food businesses with exemplary food safety systems.

### **We know what excellent looks like.**

We have also written food safety systems in fundamental business turn-around situations.

### **We know how to get there.**

## QAPartners Excels

### **Client Focus**

We deeply value the relationship that we have with all our clients - your business is our business.

We specialise in tailoring quality solutions specifically for your business. No matter what the size of your business or project, we can provide the level of expertise required to complete the task efficiently, with pace and cost effectively.

### **Expertise**

We work with leading supermarket chains and intimately understand the product safety and quality standards set by them. In fact, in some cases we helped to set those standards.

That is why we can provide vital insights into retailers' requirements with regard to system, site, people and product. We can provide professional advice how your products can comply with these requirements to ensure that you can capitalise on more opportunities.

### **Best Practice Retail and Manufacturing Insights**

We have worked with leading supermarkets, food and FMCG manufacturers both here in Australia and around the world. We are proud of the positive outcomes that we have delivered and we would welcome the opportunity to provide a similar outcome to your business.



# The Pressure Test

zation declared the coron  
ay because of its rapid  
y of the disease the vir  
-19 cases has



# Key drivers for conducting a pressure test

Food manufacturers are facing a severe threat from SARS-CoV-2 requiring the ability to respond with pace to ensure consumers, staff and the business are protected.



Existing contingency plans do not fully address the rapidly evolving situation.

Using an externally facilitated pressure test rapidly allows the identification of blind spots. It tests your team's and system's ability to react to previously unforeseen circumstances and can protect your business in the future.



The food industry is facing unprecedented potential threats including global supply chains breaking down and unavailability of staff



Businesses that are prepared are far more likely to survive and even grow through these unpredictable times



A pressure tested system will withstand and react to new and unforeseen circumstances much better than those who have not

# Our Evolving and All- Encompassing Simulated Scenario



STAY AT HOME

# The Pressure Test Simulation

The simulated pressure test will present a rapidly evolving real-life situation that your staff will need to be able to react to. The simulation will test all of your key business systems, policies and procedures in multiple ways. It will address:

- Business Continuity Plan
- Crisis Management Plan
- HR Policies and Procedures
- HACCP Plan and Pre-requisite Programs
- Recall Procedure, Production and Traceability Records

## Timeline of the Pressure Test

1. Kick-off meeting including the latest knowledge on SARS-CoV-2 and set up of scenarios, define desired outcomes as far as possible, allocate tasks and timelines and make available all required resources that would be required
2. Progress meetings (2 hourly) including further evolution of scenario
3. Final meeting to review achievements, challenges and give feedback

The Test would be run across 2 days – in real time, with the aim to address all potential situations in as quick a time frame as possible.

A woman with long dark hair and glasses, wearing a blue top, is sitting at a wooden desk. She is smiling and looking towards the right. In front of her is a silver laptop. To her left, she is holding a pen and writing on a white notepad. The background is a brick wall. The text "Scoring the Pressure Test" is overlaid in white on the image.

## Scoring the Pressure Test

The Pressure Test will be scored to deliver tangible and actionable results for your team. The following areas will be scored by our experts.

- Leadership of each session
- Clarity of participants of their own roles
- Engagement with the wider business
- External engagement (simulated)
- Business systems practicality, rigour and adherence

Coronavirus Pressure Test 30/03/2020-31/03/2020		
Meeting Date:		
Meeting Time:		
Agenda:		
Outcomes:		
	<b>Scoring</b>	<b>Comments</b>
Leadership		
Clarity of roles	<div style="width: 25%; background-color: #4CAF50;"></div>	
Internal engagement	<div style="width: 40%; background-color: #4CAF50;"></div>	
External engagement	<div style="width: 55%; background-color: #4CAF50;"></div>	
Business systems	<div style="width: 75%; background-color: #4CAF50;"></div>	



# Deliverables

## Real, Live Feedback

Continuous feedback will be supplied during the pressure test to allow responses to be refined and to develop coping strategies in real time.

## Final Report

The final deliverable from the pressure test will be an all encompassing final report. This report will be developed after the final meeting to summarize all findings and recommendations to strengthen your systems.

The report will include:

- Collated outcomes of the pressure test
- Analysis of score cards
- Achievements
- Challenges experienced
- Our recommendations

This report will produce actionable recommendations that your business can use to strengthen your systems and shorten your response time when this crisis affects your business.

DO SOMETHING GREAT

# CONTACT

**Michael Klieber**

**Business Development Manager**

Email [mklieber@qualityassociates.com.au](mailto:mklieber@qualityassociates.com.au)

Phone 0439 203 091

Web [qualityassociates.com.au](http://qualityassociates.com.au)



285 Lennox Street RICHMOND VIC 3121, Australia

ABN: 43 686 877 167

Quality Associates Training RTO: 41341