

“The focus of the BRCGS Standard on Traceability and Food Defence helped us become future ready by giving us the ability to handle the challenges thrown up by complex supply chains. To meet the standards we have adopted processes and procedures that have enabled us to work in a leaner and more efficient manner thus enhancing productivity.”

# BRCGS | Food Safety

## Case study



## Tat Hui Foods PTE LTD

To create, manufacture and promote the best authentic noodle brands in the world that improve the lives of our consumers, employees and partners.

### About the company

Established in 1986, Tat Hui Foods Pte Ltd is the leading manufacturer of instant noodles in Singapore. Our global brands KOKA, Sanwa and Yoodles are enjoyed in almost 50 countries across Europe, Asia, North America, Oceania, South Africa and the Middle East.

Since its inception, the company has grown from its humble beginnings into a company firmly founded upon values of care, integrity and honesty. This culture has allowed Tat Hui Foods to build its position as a quality instant noodle manufacturer, achieving food safety certification from a renowned organisation such as BRCGS.

By focusing on research and innovation, the company is able to stay versatile and sensitive to the demands of the ever-changing market trends. In recent years, the company has also become the pioneer in the introduction of healthier instant noodles, developing award-winning products such as the Purple Wheat and Non-Fried noodle ranges. KOKA products now boast a combined total of over 100 variants, including gluten-free, non-fried, low fat, low salt and whole grain varieties without added MSG, preservatives or artificial coloring.

At its core, Tat Hui Foods is a company that prides itself on preserving authenticity and staying true to its roots. The richness and diversity of Singaporean cuisine is the inspiration that the company seeks to deliver to the world of instant noodles lovers.

These exotic, oriental flavours continue to delight consumers around the world and have been the reason for the company's strong international following.

### Why BRCGS?

In the beginning, our focus was based on adopting the industrial best practices to guide us in our operations to enable us to learn, develop and progress.

With changing time and demand from our diverse consumers, the BRCGS was carefully chosen to replace ISO 9001 since 2005 as it was more relevant to the food industries due to its systemic approach covering food safety, traceability, process and food defence in a very concise manner.



**BRCGS  
Certificated**  
Since 2005

Over **100**  
Product variants

Sold in  
almost **50**  
countries

**Established**  
1986

Other certifications obtained to date are as follows:  
ISO 9001 (1999 to 2005)  
HACCP (2002)  
Halal (2006)

### **Process of implementing the Standard**

We engaged an external consultant to train our key personnel. A project team was formed to ensure that we migrate from ISO 9001 to BRCGS with minimum disruption. They went through the documentation requirements and closed the gaps found. All employees were tasked to keep their work areas clean and follow stringent hygiene standards.

### **Significant changes and challenges faced to meet requirements of the Global Standard**

Documentation processes and work procedures were some of the major hurdles that we faced as we need to ensure that our operations are in line with the requirements of the BRCGS.

Involving cross department co-ordination to remove duplication and redundancy is indeed a big challenge due to our diverse employees of different nationalities.

We embrace diversity, overcome language barriers to effectively communicate with employees to work towards a common work standard.

To meet the stringent BRCGS Good Manufacturing Practices (GMP) requirement, we have also adopted a methodology to apply 5S quantitative measurement for the entire factory with scorecards since 2017.

Daily walk-through and color grading is done by the respective department and 5S and quantitative measurement is conducted fortnightly by the internal auditor to maintain the correct level of cleanliness.

5S visual management using color grading to meet GMP requirements is indeed a significant change that shapes the mindset of our employees and our work environment is now above all, neat, clean, hygienic and secure.

### **What problems or issues in your company's management/ production process has the BRCGS certification helped you address?**

We can now do value stream mapping to define our requirements and design our work standards in a lean and efficient way to enhance productivity.

All work standards are properly documented and reviewed periodically to ensure that it stays relevant in line with BRCGS updates.

Documentation control system has improved that sets the path for an improvement cycle based on data analysis, proposing a change in measuring the results and taking appropriate action in line with BRCGS.

### **Framework to improve site productivity and product safety**

The annual training by the BRCGS-Approved Training Partner has given us a framework to enable us to define our production risk zone. This is especially helpful in our management of allergens.

As in all food industries that uses allergen ingredients, cross contamination is a major challenge. By identifying the risk level, we are then able to prepare proper mapping to design our processes to mitigate the risks.



### **Benefits of Being Compliant with BRCGS**

The BRCGS certification give us a competitive advantage as the Standard covers all aspects, from food safety, traceability, processes and food defense.

Being BRCGS certificated is a testimony of our core competence to meet customer needs and expectations.

### **How does your company communicate the benefits of certification to the company, its customers, and any other stakeholders?**

Recognizing the benefits of the certification, we had through meetings and presentations informed our customers and other stakeholders of our certification to the Global Standard and invite them to visit the [brcgs.com](http://brcgs.com) for more information.

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