



Embassy Ingredients Ltd recently reached grade AA - zero non-conformances. This demonstrates they have an exceptional food safety management system in place and shows commitment and continual improvement. This is a fantastic achievement and we are pleased BRCGS Professional supported this. Gwynne Sitsker, a Quality Manager at Embassy Ingredients Ltd discussed this further with us.



#### Tell us about yourself and the company you work for?

I am a food safety and quality specialist with a strong passion for the strategic development of food safety and quality management systems. I have a B.Sc degree in biological chemistry and I have worked in the bakery industry for over

10 years. I currently hold the position of Quality Manager at Embassy Ingredients - an absolutely amazing company who specializes in the manufacture of customized flavours, colors and dry bakery mixes. Our Quality program is proud to maintain various certifications such as BRCGS (grade AA), organic, gluten free (GFCP), non-GMO verification project, kosher and halal.

**'I strongly believe if you set up a detailed continuous internal auditing program and address all NC's found in an appropriate manner then the program will flourish!'**

#### What were the key changes you made to improve your BRCGS audit rating from grade B to grade AA?

When I stepped into the Quality Manager role at Embassy Ingredients, our facility was a grade B rating. To improve our BRCGS audit to a grade AA rating (with zero NCs) our team made many changes! Our biggest focus was on people and process. In terms of our people, we restructured our quality department and added a new member – an amazing Food Safety Specialist. We also started work with Lumar Food Safety Services who provided additional resources and food safety training for the team. With BRCGS Food Safety Issue 8, I was excited about the new food safety culture clause. Placing a heavy focus on food safety culture we created food safety leaders throughout the organization – from the operations group to our Sr. Management team. In terms of process, aside from implementing Issue 8 (which involved a full gap assessment, new clause implementation, a full overhaul of our HACCP plans and many other changes) our team placed a focus on our internal audit program and our RCA-CAPA program. I believe if you set up a detailed continuous internal auditing program and address all NC's found in an appropriate manner then the program will flourish!

## How has BRCGS Professional impacted your business?

The knowledge that BRCGS Professional has brought us has had a great impact on our business. Prior to achieving BRCGS Professional, although I had taken some courses in the past – my skills and knowledge were a little rusty. This course was a great way for me to brush up on the skills and food safety knowledge – which provided extremely valuable when implementing BRCGS Food Safety Issue 8. I was able to bring back the knowledge from the course and provide internal training to our team which allowed us to expand our potential. We currently have other members within our team working towards this program and expect our QA/QC Specialist to become a BRCGS Professional later this year!

## What influenced your decision to become certificated and why did you choose BRCGS?

Our company has been certificated with BRCGS for over 5 years now. GFSI certification is a main customer requirement of ours and BRCGS was chosen due to its highly reputable status. Having a successfully implemented the BRCGS program gives us confidence that the products we produce are safe!

## Would you do it again?

Yes, we have booked tickets for our team to attend Food Safety Americas 2019, and will possibly attend the Internal Auditor course running alongside the event.

We would be looking to attend as many BRCGS conferences as possible; schedule and budget permitting.

We have also communicated our thoughts regarding the benefits of attending the conference to our industry colleagues.

## Do you have any top tips for sites who are thinking about implementing the Standard, or are approaching their next audit?

Make BRCGS an everyday habit and a way of life!

The Quality Team is not the owners of BRCGS. Everyone owns BRCGS (from quality, to ops and especially sr. management!). Create quality leaders throughout the organization. Have fun! And never lose sight of why we are doing this, to keep food safe!

## What benefits have you experienced from adopting the Global Standard for Food Safety Issue 8 and gaining certification?

The success of our BRCGS Issue 8 audit was a big win for the whole team! It brought everyone together – across all departments! The Standard has given us confidence in our food safety program and we have received a lot of positive feedback from our customers.

For more information about BRCGS Professional please visit: [brcgs.com/training/brcgs-professional](https://brcgs.com/training/brcgs-professional) or e-mail [professional@brcgs.com](mailto:professional@brcgs.com)