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# Recording manufacturing site audit information

*“Forrester’s research shows that 60% of global enterprise risk management decision-makers are investing in procurement and sourcing third-party risk software to manage complex supply chains.”*

**Transform Procurement for  
Future Fit Supply Chains,  
Forrester Research**



**PizzaExpress** are a household name in the restaurant sector, and a purveyor of high-quality foodservice. PizzaExpress must work with a large number of suppliers, and in order to ensure the highest level of **compliance** and **due diligence**, they must ensure that the **manufacturing sites** of their suppliers are performing to their high standards and company policies.

However, without a standardised process in place to collect detailed manufacturing site information, and record audit information, this can be an incredibly difficult task.

In addition, PizzaExpress needed a method of collecting information from suppliers that reduces the level of time lost to inefficient manual administration.

## Challenges



**Collecting detailed information** on supplier manufacturing sites



**Finding an efficient method** of monitoring and recording on-site audits



Finding a central system to **store information** surrounding manufacturing site audits



Taking measures to **ensure compliance** and **due diligence** in supplier manufacturing sites

**Using ARCUS® Supplier Information Management (SIM) and the plug-in Manufacturing Site Audit (MSA) PizzaExpress have been able to digitise the process of collecting detailed information on the manufacturing sites of their suppliers, whilst monitoring and recording the results of any audits which have taken place.**

To increase confidence in their supplier manufacturing sites, PizzaExpress implemented:



## What

kind of information can companies record from on-site audits?

### How has ARCUS® SIM and MSA aided PizzaExpress?

Initially, suppliers must fill in detailed information about their manufacturing sites, so PizzaExpress can assess whether their suppliers meet the company standards and policies. The suppliers are required to fill questionnaires containing detailed information about their manufacturing sites, including information surrounding BRC Accreditations, the type of products produced at the site, and additional information surrounding any potential allergens on the site, and how these are controlled.

The software provides PizzaExpress with the opportunity to receive thorough and detailed information on the control measures and health and safety practices the manufacturing site has in place, allowing them to ensure they have absolute confidence in their suppliers.

Information about site audits, which are recorded by company employees filling out internal forms, includes details surrounding the site, as well as the type of visit to the site, including supplier approval, a periodic visit or a visit following any concerns or complaints. The form is divided into structured, but detailed sections based on key areas of concern for the company, including hygiene and pest control measures, to help each the process of recording information by delivering it in a questionnaire format.

Our SIM customers include:

**WHITBREAD**



**AAK**

- ANY MAJOR/MINOR RECOMMENDATIONS
- ALLERGEN CONTROL MEASURES
- PEST CONTROL MEASURES
- KNIFE/BLADE CONTROLS
- METAL DETECTION
- TRACEABILITY
- EQUIPMENT CALIBRATED
- ENVIRONMENTAL TEMPERATURES
- AND MORE

### Benefits

- Provides a simple means to collect thorough and detailed information surrounding manufacturing sites from suppliers
- Able to record detailed information from on-site manufacturing audits, in a variety of areas, including hygiene, pest control, shelf-life methodology and allergen controls
- Automated reminders when certifications are due to expire. Suppliers begin to receive reminders 30 days before certifications need updating
- Audit report summaries offer a succinct overview of the audit report

**60%**

of global enterprise risk management decision-makers are investing in procurement and sourcing third-party risk software - *Transform Procurement for Future Fit Supply Chains*, Forrester Research

*"Through the use of ARCUS® SIM and the MSA plug-in, we have been able to record and monitor our on-site manufacturing site audits, and take measures to ensure that our supplier sites are working to our high-standards. Through internal forms, we can record this information in a structured and organised manner."*

Alessandro de Mauri, Quality Safety and Technical Manager, PizzaExpress