

Solution: Food Quality and Compliance Management

# Case Study: Loblaw

To mitigate risk across the supply chain, it's important that suppliers, vendors, and national brands adhere to the strict standards of government regulatory bodies and internal compliance teams, especially when it comes to food. Learn how Loblaw was able to implement a successful food safety certificate management program to uphold quality compliance throughout all retail channels.

## Loblaw Companies Limited

### Company Stats

Annual Revenue:  
\$48B Canadian dollars

Suppliers: 3,200

Sell Channels: Corporate retail, franchise, wholesale, online

Since its opening in 1919, Loblaw has remained one of Canada's largest food retailers, encompassing more than 1,000 corporate and franchised stores, 22 regional and market segment banners, and close to 200,000 employees. In addition to grocery items, Loblaw also provides pharmacy services, banking institutions, and apparel. Its private label program is led by Canada's top consumer brands, *President's Choice*®, *Life Brand*®, and *no name*®.

## Results with Bamboo Rose

### ENHANCED

VENDOR COLLABORATION & MANAGEMENT

### EXTENDED

PRODUCT TRACEABILITY FUNCTIONALITY

### INCREASED

TRANSPARENCY TO ENSURE COMPLIANCE

## Challenge

Loblaw's Quality Assurance team experienced its fair share of challenges managing vendor compliance, claims certification, quality, and safety across all product categories and private label brands. First, the technology to record accurate, up-to-date vendor information and Global Food Safety Initiative (GFSI) documentation within a unified platform was cumbersome and administratively heavy, resulting in limited visibility across the business and high effort to manage vendor accountability. Second, efforts to enable facility-level traceability proved both challenging and time consuming—a process that could have exposed the company to potential compliance risk under pending regulatory requirements. Third, the Loblaw team had to work hard to familiarize the broader organization with its business-critical work, requiring extra effort to maintain close ties with vendors and colleagues in other departments, like procurement and sourcing.

## Pain Points



- ➔ Incomplete production facility level certification information
- ➔ Inconsistent view into vendor management across all product categories
- ➔ Limited exposure of QA's business-critical work
- ➔ Disparate, non-digitized data

Explore the Solution →

## Bamboo Rose Solution

To reduce vendor management challenges and streamline product compliance complexity, Loblaw looked to Bamboo Rose, whose Multi-Enterprise Platform and Vendor Management solutions allowed the retailer to aggregate quality data and effectively manage compliance across all product categories. In doing so, Loblaw's Quality Assurance team can now track and record vendor collaboration and compliance within a unified hub, ensuring data accuracy, vendor accountability, reduced compliance risk, strengthened strategic partnerships across the vendor community and reduced administrative complexity.

### Results with Bamboo Rose



#### SUPPLY CHAIN TRACEABILITY

Current government regulations require retailers to validate product traceability beyond the vendor level, so with Bamboo Rose, Loblaw now has the ability to extend traceability even further, down to individual production facilities and ship locations for every item per product category. This ensures all items remain adherent to listed claims, which reduces regulatory risk and creates product differentiation.



#### IMPROVED PROCUREMENT AGILITY

Bamboo Rose's Vendor Management solutions give Loblaw full access to real-time compliance data across product categories, which allows procurement teams in quick-moving product categories, like fresh produce, to accelerate the sourcing process with compliant vendors and secure the highest-quality products at the right time for the right price.



#### INCREASED APPRECIATION ACROSS THE ORGANIZATION

The multi-enterprise aspect of the Bamboo Rose Platform allowed Loblaw to facilitate cross-organizational transparency, giving the company's QA team the ability to promptly share essential GFSI documentation and vendor performance data with all employees. This open access has helped QA team members deliver a better understanding of vendor quality and compliance data to Loblaw staff, and it's subsequently enabled them to execute operational tasks at a much higher level of efficiency.



#### INCREASED VENDOR ACCOUNTABILITY

By leveraging business-critical automation capabilities within the Bamboo Rose Platform, Loblaw is now able to automate its vendor certification process while enabling transparency across its vendor network. This time, when the system recognizes a non-compliant vendor, it sends an automatic notification of non-compliance to Loblaw while placing a temporary hold on orders until the vendor is compliant once again. Because of this efficiency, Loblaw is able to complete more vendor compliance audits, resulting in reduced risk.



#### ENHANCED VENDOR COMPLIANCE AND QUALITY VISIBILITY

With the Bamboo Rose Supplier Collaboration and Compliance capability in place, the Loblaw team is able to facilitate visibility across all vendors, suppliers, and production facilities, making it easy to track and evaluate GFSI and quality certification statuses. Should a Loblaw vendor fall out of compliance, an ERP integration will alert the QA team before they even attempt to submit a purchase order. Loblaw can then use the Bamboo Rose supplier library to quickly identify and connect with new vendors in specific product categories to avoid future inventory disruption.