

Case Study

Quality Control Best Practices for Supplier Compliance and Collaboration



Jiffy Mix is a 110-year-old, family-owned milling business that produces nearly two dozen mixes such as: Corn Muffin Mix, Chocolate Muffin Mix, Golden Yellow Cake Mix, and Fudge Brownie Mix.

Jiffy Mix, committed to producing a high-quality, affordable product, is a complete manufacturer: the company stores most of the wheat it uses, processes it into flour for production, and even manufactures its own packaging. Jiffy Mix ships more than 150 million pounds of mixes annually, and its products are available at more than 30,000 retailers and food service outlets across the globe.

Challenges

Jiffy Mix's commitment to its customers requires extra attention to quality throughout every step of the manufacturing process. In the past, ensuring all suppliers remained compliant with all quality requirements meant a never-ending flood of manual tasks that threatened to overwhelm Jiffy Mix's staff. The company needed a solution that permitted around-the-clock quality control without adding personnel or cutting corners.

Jiffy Mix faced several challenges, including:

- Too many certificates of analysis (COAs) that needed to be manually checked against Jiffy Mix's ingredient specifications.
- Manual and inefficient processes to retrieve data to support customers' GFSI audits.
- Inability to predict supplier's future performance or to evaluate them on anything other than price and timely delivery.
- No early warning of impending problems; operating reactively instead of proactively.

Solutions

With **Supplier Management** and **Supplier Compliance**, Jiffy Mix can—at any time—confirm whether a supplier, or any of its shipments, is in compliance with all the company's business rules and ingredient specifications.

When suppliers are out of compliance or nearing a violation, the system automatically initiates supplier corrective action requests (SCARs), sends eNotifications to both internal and supplier personnel, and can automatically place suppliers on probation, suspend them, or reject any of their shipments.

The TraceGains solution also measures the financial impact of non-compliance and monetizes potential damage in areas such as manufacturing efficiency, finished goods quality, and product safety.

Additionally, the system provides a comprehensive purchase order acknowledgement tracking function, with alerts for late or short shipments that can disrupt the normal supply chain operations.

“TraceGains runs 24/7, insuring that whenever suppliers submit COAs they are automatically checked.”

- Jack Kennedy, VP & General Manager, Jiffy Mix

Outcomes

At Jiffy Mix, quality isn't just an empty buzzword—it's the backbone of the company. TraceGains' full-service supplier, compliance, and regulatory document management solution helped the company fulfill its strategic "best in class" initiative and leverage quality as a competitive advantage.

Specific accomplishments include:

- Average certificate of analysis latency (receipt of COA after material received) has fallen from 22 days to less than 22 hours. Jiffy Mix can now address problems before they make it into its supply chain.
- TraceGains software solutions drive proactive quality control, food safety, and risk management. COAs are no longer just backup documents used to investigate problems but have become instant alerts to potential issues.
- Digitizing COAs and making them actionable has resulted in a 75 percent reduction of out-of-specification lots on the receiving dock. Since COAs are usually analyzed before the shipment arrives, Jiffy Mix can now reject shipments even the shipment prior to delivery, saving the supplier reverse logistics charges and returns processing.
- Significant reduction in ingredient variability make product output more consistent, thus increasing customer satisfaction. This also reduces the cost of goods manufactured.
- Labor needed to check COAs is reduced and COAs check are both more accurate and efficient.
- Staff once dedicated to clerical tasks are now redeployed to higher-value problem solving.
- Suppliers receive immediate and collaborative feedback, so they can adjust accordingly, improving the quality of products while also bolstering their partnerships with Jiffy Mix.
- Any dangerous materials are identified immediately through constant compliance monitoring, thus eliminating those materials and suppliers from use.

Most critically, overall risk to the company has been cut dramatically, and regulatory and downstream auditors frequently praise Jiffy Mix for being audit ready.

Subsequently, Jiffy Mix implemented an automated purchase order acknowledgement system, to help better protect against stock-outs, better schedule and manage production, and improve cash flow.

“We have a whole new relationship with our suppliers based on synchronized data and communications.”

- Jack Kennedy
VP & General Manager,
Jiffy Mix

Digitizing COAs and making them actionable with TraceGains solutions has resulted in a **75 percent reduction** of out-of-specification lots on the receiving dock for Jiffy Mix.

About TraceGains

Founded in 2008, TraceGains connects people and information so teams can work smarter. As a global technology company, we provide networked innovation and compliance solutions to consumer brands that want to reduce supply chain risk, speed up business processes, and take control of their data. On average, companies find that 80% of their suppliers are already on TraceGains Network, allowing them to instantly connect and collaborate.

Learn More

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