



The largest Russian producer of snacks
and confectionery products

How to stay a KDV supplier?





► **Nadezhda Vitovskaya**

head of food safety department of the **KDV** company

Hello!

In this presentation, you will learn:

- how to build business relations with KDV;*
- how to maintain cooperation;*
- how to avoid termination (suspension) notifications of the contract.*





What are the **KDV** requirements when choosing suppliers?

The supplier's ability to meet the **KDV** requirements:



▶ What is the procedure for **KDV** suppliers?

▶ Audit (evaluation) by competent **KDV** specialists

Audit quality management system and food safety.

Audit production process (purchase) of products.

Audit product quality documentation.

Audit storage systems and products delivery (raw materials and auxiliary material).

▶ What terms are important for suppliers to know?

- ▶ **Audit:** systematic, independent, documented process of obtaining an objective assessment of compliance by the supplier with mandatory requirements, applicable to the production and product sales to third parties (including, **KDV**);
- ▶ **Auditor:** **KDV** authorized specialist;
- ▶ **Audit criteria:** mandatory requirements, established by the Russian Federation legislation (laws, GOSTs, specifications, SanPiN and other normative acts);
- ▶ **Corrective action:** act, allowing to eliminate the causes of the identified non-compliance or other undesirable situation;

▶ What terms are important for suppliers to know?

- ▶ **Non-compliance:** non-compliance with the requirements of **KDV** and (or) the Russian Federation regulations;
- ▶ **Audit plan:** description of actions for carrying out the operation;
- ▶ **Effectiveness:** degree of implementation of activities and achievement of planned results;
- ▶ **Audit report:** recording, presentation of facts/other information related to the audit criteria, which can be cross-checked;
- ▶ **STO:** standard of organization;

▶ The reason for the audit?

- ▶ **Scheduled audit:** conducted with the purpose of assigning suppliers, with whom contracts have been concluded, reliability category **A,B,C,D**);
- ▶ **Unscheduled audit:** when presenting third party claims to **KDV** , in relation to supplier's products, as well as upon detection by **KDV** , delivery facts on poor-quality products;
- ▶ **Repeated audit:** performed after the initial scheduled audit, depending on the supplier's assigned reliability category.

▶ What is the purpose of the audit?

- ▶ Determining the ability of suppliers to produce (supply) quality and safe products, meeting the requirements: **KDV** normative acts of the Russian Federation, customs rules and the national standard of the Russian Federation GOST R 54762-2011/ISO /TS 22002-1: 2009 "Preliminary requirements programs on food safety";
- ▶ Verification of the supplier's compliance with the FSSC 22000 quality standard requirements, HACCP;
- ▶ Development of an action plan to improve the quality of products supplied and to prevent claims on the quality of the delivered products at the entrance control stage or on the side of the controlling bodies.

▶ As a result of the audit?

▶ **KDV** assigns one of the reliability categories to the supplier:

A | Compliance with all quality standards and product safety.

B | Minor errors in the observance of standards.

C | There is a potential risk of violations of product quality consistency.

D | Critical inconsistency with the requirements of **KDV** and safety and quality standards of products.

▶ Frequency of **KDV** audit?

- ▶ In relation to a Category **A** supplier: upon identification of a claim on the quality of products and (or) receipt of comments from the supervisory authorities (inconsistency of supply);
- ▶ In relation to a category **B** supplier: once every two years and (or) on the grounds presented to the category **A** supplier;
- ▶ In relation to a category **C** supplier: in the course of the next calendar year and (or) on the grounds presented to category **A** ;
- ▶ In relation to a category **D** supplier: on the part of **KDV**, the delivery of goods for 90 days will be automatically blocked.

A category **D** supplier must eliminate remarks specified in the **KDV** "Audit Report". A repeated audit of the supplier to review evaluations will be conducted after 90 days

▶ Can suppliers familiarise with the algorithm of conducting an audit?

- ▶ The algorithm for conducting a **KDV** supplier audit includes the timing and procedure for performing certain actions.

Algorithm for conducting an enterprise audit

▶ Where do suppliers get acquainted with the audit plan?

- ▶ Indicative plan for conducting **KDV** audit

Indicative plan for conducting supplier audit.

- ▶ The final audit plan for each supplier is developed individually based on the data, specified in the form "Supplier's self-assessment"

Supplier's self-assessment

The form is provided by the supplier in **KDV** in advance.

KDV responses

to possible questions from suppliers:

- ▶ The decision to audit the supplier is made jointly by the departments: food safety and **KDV** logistics.
- ▶ The auditors' composition is formed by qualified **KDV** specialists.
- ▶ The supplier provides **KDV** auditors with transfer from the airport/train station, around the city and back, a workplace with office equipment and internet.

▶ **KDV** responses

to possible questions from suppliers:

- ▶ The result of the audit is confidential, which **KDV** uses to communicate with the supplier and supervisory and judicial authorities.
- ▶ The audit is mandatory for all suppliers (both permanent and new).
- ▶ The audit is conducted at the expense of **KDV** (travel/accommodation).

▶ **KDV** responses to possible questions from suppliers:

- ▶ The supplier appoints an accompanying employee for the audit period, having corresponding competence.
- ▶ Process for the supplier production (purchase) during the audit, should be carried out in a regular mode.
- ▶ The supplier provides: unhindered access of the **KDV** auditors of the whole territory, informing the auditors of compliance with the necessary safety measures.
- ▶ The supplier provides the **KDV** specialists (auditors) with the opportunity to photograph processes, included in the audit plan (including identified inconsistencies).

▶ **KDV** responses

to possible questions from suppliers:

- ▶ The audit is cancelled when the supplier stops producing (purchasing) products, supplied to **KDV** . At the same time, the supplier reimburses **KDV** expenses for the travel of the auditors and their accommodation.
- ▶ The supplier follows the audit plan and ensures its implementation by its employees.
- ▶ The resolution of issues (disagreements) on the conducting of the audit lies in the authority of the head of the **KDV** food safety department.

▶ Can the information in this presentation change?

- ▶ All changes to this presentation take effect automatically from the moment they are submitted by **KDV**.

It is in the interests of the supplier to continuously monitor information, posted on official website of **KDV**.

Presentation formulation date: 1.04.2017



kdv-group.com