

Accepting Only the Best!

- #1 - **The Bosses' Job #1.** Quality is integral to our management team. Policies are supported by top management and designed to precisely communicate needs.
- #2 - **Setting the Record Straight.** We maintain a tightly-controlled system of permanent documentation for the communication and control of the most up-to-date standards.
- #3 - **Five Stages, One Goal.** Absolute consistency requires documented procedures, including 1) concept development, 2) definition, 3) product development, 4) commercialization, and 5) execution and tracking.
- #4 - **Making Suppliers Step Up.** Our meticulous (OK, persnickety) 28-step process when on-boarding a new supplier is a coordinated effort between our Quality and Safety, Procurement, and R&D departments. What's more, all raw material suppliers undergo annual 3rd-party audits and participates in an accredited Laboratory Proficiency Program.
- #5 - **Our Specifications Make It Special For You!** All our suppliers is required to meet specific standards from 3,000 material specification. Suppliers are required to submit their corrective plan of action whenever they are found to be out of compliance.

We're "Control Freaks"

- #6 - **Backtracking Made Easy.** If you should ever encounter a problem with any of our products, our thorough documentation procedures locate the source cause as quickly as possible
- #7 - **Control Freaks, Part I: Our Lab Sees Your Specs As a Bulls-Eye.** Our laboratory data quality is finely tuned and closely monitored in order to *precisely* meet your needs. If we accept a product that's out-of-spec, we've wasted your time. Likewise, if we reject something that meets your needs, we create a kink in your supply chain. We fastidiously maintain our data controls, and comprehensively train our laboratory personnel, to always deliver exactly what you want.
- #8 - **Control Freaks, Part II: There's A Method To Our Process.** Everyday our goal is to ensure that what we make meets your standards, and we have over 1,500 SOPs in place to make sure that's exactly what happens. Thorough training in these SOPs, plus Quality Control Procedures, HACCP, and requisite training programs are all in place to help meet this goal.
- #9 - **Control Freaks, Part III: Material Evidence.** We take the time to make sure the materials for your products meet your specifications. All materials received are placed on hold and released only after compliance to specification is verified.

People – The Main Ingredient to Our Quality



Every one of our facilities has a Quality Manager, Supervisor, Specialists and Technicians. We also have a dedicated Supply Quality Department whose sole focus is on the quality of raw materials, and a Quality Engineer to assist in continuous improvement. Our Regulatory/ Document Control staff are here to make sure we comply with all regulations, specifications and documentation, and our Food Safety Team is dedicated to food safety and programs designed for the prevention and control of microorganisms.



Our Extensive Audit Process

- #10 - **Product Audits: Starting at Square One.** A Product, Process and System audit program is vital to identifying weaknesses and preventing problems before our products arrive at your door. Audits – both finished goods and ingredient/nutritional declarations – ensure that whatever you're serving is up to your standards, and ours too!
- #11 - **Process Audits: Meticulous Checks ... Step-by-Step.** Process audits verify that proper procedures are being followed, and are critical to reliable operations. These audits range from checking on SOPs and GMPs (Good Manufacturing Practices) to facilities maintenance and HACCP prerequisite programs.
- #12 - **Systems Audits: The Big Picture Is A Big Deal.** Systems audits verify that all system elements have been documented and implemented. Annual HACCP programs evaluates Critical Control Points and assures plan accuracy. QSQCP (Quality System Quality Control Point) confirms Quality Control Points, and the accuracy of flow diagrams and other documentation. Laboratory Quality System is ISO 17025 compliant and assures the conformance of procedures.
- #13 - **Making Sure The Regulators Are Happy Too!** We're also audited by a range of regulatory agencies, including the USDA, FDA, and Wisconsin Department of Agriculture, Trade and Consumer Protection, as well as a variety of 3rd-party firms and customer-driven agents.

Building Quality 24/7

- #14 - **What About The "Oops" Factor?** Our Corrective and Preventive Action Process helps define the course of action when procedural deviations and product defects are identified. Corrective actions are recorded, tracked, and used to identify continuous improvement areas.
- #15 - **You May Be Happy, But We're Never Satisfied.** Good is not good enough when it comes to meeting your specifications. Category improvement teams at all our plants constantly work on annually defined quality objectives, using a host of statistical tools and quality-driven measures.
- #16 - **Got A Problem? We Won't Rest Until It's Fixed!** If you have a problem, you want it addressed promptly and effectively. And you probably want to be kept in the loop on how it was handled. Complaints are investigated by the appropriate department, corrective and preventive action is implemented and shared with your Sargento salesperson, who follows up with you.

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At Sargento, we build safety into everything we do.

Sargento's HACCP Food Safety System is a rigorous program with critical control points for raw materials, processing and finished products, and includes: Premises Control, Receiving & Storage, Equipment Performance & Maintenance, Training, Sanitation & SSOPs, Pest Control, Chemical Control, Allergen Control, Recall, and Food Defense.

These pages illustrate the lengths we go to in making sure we bring you nothing less than what you deserve. After all, they don't call us persnickety for nothing!

16 Quality Keys

Our Dedication to Your Products is Certifiable

Our Quality Systems Staff maintain certifications in Quality Management (ASQ), Quality Auditing (ASQ), Quality Engineering (ASQ), HACCP Auditing (ASQ) and Quality Process Analyst (ASQ), and maintain licenses from the State of Wisconsin in Cheese Grading and Cheese Making.

Finally, Quality and Food Safety are the concern of each and every one of our employees. After all, *our* success starts with *your* success!

Sargento is proud to be a member of the following organizations:



- **CDR** - Center for Dairy Research



- **FRI** - Food Research Institute



- **GMA** - Grocery Manufacturers Association



- **FARRP** - Food Allergy Research and Resource Program

The Sargento Quality System is based on the ISO 9001 - *Quality Management Systems Requirements* and relies on the integration of critical components.

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Quality is Our Main Ingredient But Safety is Our Main Concern

You need products that meet your specifications with precision and consistency. That's quality. You deserve service that anticipates your needs and exceeds your expectations. *That's quality.* You expect to be secure in the knowledge that the food you serve is wholesome and safe. That's quality, too.

At Sargento, Quality and Safety is a comprehensive system that is built into everything we do. It's the responsibility of all our employees to uphold that process, and our people are empowered to deliver on their responsibilities each and every day.

