



SANTA MONICA
SEAFOOD®
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CASE STUDY

Santa Monica Seafood

Food Safety Management using web based best practice compliance solution

Santa Monica Seafood was founded in 1939 by Jack and Frank Deluca. Over four decades, they built the business into one of the top distributors of seafood in Southern California. In 1981 the Delucas sold the business to Anthony Cigliano and his children who joined the daily operations of Santa Monica Seafood as the company continued to expand. The business continues to grow with the addition of a new processing facility in Los Angeles, additional distribution hubs and in 2012 the purchase of Central Coast Seafood.

THE CHALLENGE:

Successful Certification to the FSSC 22000 and Retailer Approval

The challenge for the company centred on two main areas. The first concerned certification of the processing operation to one of the approved schemes under the Global Food Safety Initiative (GFSI). The second related to the maintenance of approval as a supplier to the Fresh and Easy (Tesco) retail chain. In recent years the company has developed from a successful distributor of seafood into processing and in particular the packing of value added products for multiple retailers. This diversification required the

Executive Summary

SECTOR

Seafood Processing & Distribution

CHALLENGE

Implement a single, web based platform to cost effectively track, record, manage and report on the entire FSSC 22000 system and Retailer Technical Standard

SOLUTIONS

Safefood 360 Standard

APPLICATION

- FSSC 22000 Certification
- Fresh & Easy (Tesco) Approval
- HACCP & FSM System

KEY FEATURES

- 100% web based platform
- Complete solution fully aligned with global food safety standards including FSSC 22000
- Remote access and oversight
- Carefully designed, intuitive user-interface
- Elimination of manual paper based systems
- Fulfils retailer technical requirements

BENEFITS

- Certification to FSSC 22000 on first audit
- 45% reduction in time spent by Quality Manager maintaining the system
- Avoided external consultancy fees when setting up our system
- 90% reduction in manual paper system
- Significant reduction in numbers of non-conformances from using standard platform
- Redeployment of managers time to new projects from less time spent operating system, generating reports
- Increase score achieved in Fresh and Easy audit
- Extending system to second processing plant

business to implement a whole new layer of technical and compliance systems to meet the requirements of customers.

The company undertook a review to determine how it would meet these requirements in terms of certification, new systems development, resources and ease of maintenance. The company also wanted to ensure that any development of the food safety management system was efficient and did not place an unreasonable burden on those responsible for its maintenance.

The company selected the FSSC 22000 as its certification standard. This standard encompassed the requirements of ISO 22000 and PAS 220 and was deemed to fit

the needs of the company in terms of a food safety system specification. A gap analysis was conducted on both the FSSC 22000 and technical requirements of Fresh and Easy.

From this the work required for implementation and maintenance was defined. The company had in place a paper based system addressing many of the requirements which needed to be developed further. There was also limited use of software to manage certain areas such as good receiving.

A decision was made to research the possibility of using software to manage the food safety system in its entirety. A number of solutions were reviewed and finally the company decided Safefood 360

was the one that fulfilled its needs in terms of GFSI certification and the specific requirements of the food retailers. It was also selected on the basis that it would reduce costs and time required by staff maintaining the system and ensuring compliance.

Following the SF360 project, the company obtained FSSC 22000 and is the first seafood processing company in the United States to have certification under this scheme. The company also retained approval to Fresh and Easy and obtained its highest ever score in the audit. The food safety management system is now fully deployed on the SF360 platform and all aspects of recording, scheduling and reporting are conducted using the software solution.

The solution: Web based food safety management platform

Following our move into supplying a major retailer with pre-packed products the demands on our food safety system increased dramatically. We had in place a HACCP system which met regulatory requirements; however we needed to build out the system to address GFSI and retailer technical requirements.

We were aware of the significant workload this would generate in terms of implementation and maintenance and the potential cost of using an external consultant. For this reason we researched a large number of software solutions to help us manage this extra work load and decided to use Safefood 360 for a number of reasons.

It was very easy to use, covered all the specific requirements of FSSC and Tesco and for the excellent back up and customer support.

Safefood 360 provided Santa Monica Seafood with its Standard Edition to set up and automatically track all control programs, record compliance and report on all aspects of our internal food safety management system against the specific requirements of the FSSC and customer requirements.

After a training session and online support we commenced the set-up of the system module by module. We took the decision to phase the implementation process to allow daily commitments to be completed without too much disruption. There was no installation or local IT support required.

As each module was set up we conducted induction with relevant staff and the system program was operational within days. At this point we discontinued our old manual control system.

In total the process was completed in 4 weeks to convert all systems. We did not need to use any external expertise in the implementation since the platform was aligned with the requirements and support was provided on request from SF360 food safety specialists as part of the annual subscription fee. We are convinced that this resulted in a significant cost saving to our business from day one.

Pukar Patel

Technical Manager
Santa Monica Seafood

The benefits: Certification and customer approval

The immediate benefit to the company was the successful certification to the FSSC 22000 Standard. Today we are the only seafood company in the US to hold this. In addition we achieved the highest score to date in our Fresh and Easy audit which is important to our business. SF360 played a critical role in both these outcomes.

However the real benefits have been felt internally. We have reduced the time spent on maintaining the FSM system by 45% and are confident this will increase in the months to come.

There has also been a major decrease in the total number of non-conformances in the system and day to day we are on top of the tasks and records required. This has been a great relief to me and other members of staff.

We are now deploying the Safefood 360 platform in our second manufacturing site and the system will allow for instant and remote oversight of each plant.

Our experience with the software has exceeded our expectations and is now the corner stone of our FSM system in two operational plants.

Pukar Patel

Technical Manager
Santa Monica Seafood



Safefood 360 provides food safety management software for industry leading food processing plants

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