

“We have saved a tremendous amount of time and money, and increased our accuracy and overall efficiency.”

—Toni L. Hofer
CP-FS Raley's Sr. Food Safety Manager
Raley's

Raley's

Background

Tom Raley opened his first store in Placerville, California in 1935. Since then Raley's Family of Fine Stores has grown to be the largest family-owned company in the greater Sacramento region. Raley's has 133 stores in Northern California and Northern Nevada: 83 Raley's Superstores; 21 Bel Air Markets; 22 Nob Hill Foods supermarkets; and 5 Food Source warehouse-format stores.

Challenges

Managing compliance documents, nutritional information, and other certifications for 133 stores in two states in order to receive products from national and international suppliers is more than challenging. Keeping everything organized and accurate required a seemingly never-ending string of phone calls, faxes, manual emails, and snail-mail. Add to this the unexpected, such as a product recall, and the entire process becomes almost unmanageable.

Goals

Raley's needed a way keep all their necessary documents organized, accurate and easily accessible. They had to have a system that would accomplish all of this and provide an efficient process for dealing with unexpected incidents, like product recalls. This system had to be all-inclusive so they could track not only their supply-chain documents, but also facility documents that ensure the compliance level of their individual stores.

Solutions/ Results

Raley's has experienced great success with the iCiX system. Using smart forms to enter data, and then utilizing iCiX's various sorting options, Raley's has access to all of their supply-chain compliance documents at any time, and from any place. With the iCiX network, document updates are available to them in real time so they always have the most accurate information (or they know what is missing before it becomes a problem).

The iCiX recall module is an additional feature which has made the task of managing compliance at Raley's significantly more efficient. The iCiX recall module provides a template which can be quickly completed by the person in corporate headquarters responsible for recalls. The pertinent information is then automatically distributed to a predefined list of locations. These notifications are accompanied by an automated voice call which is programmed to bypass store auto-attendants. Once the notification has been received, each location can enter in the relevant recall data and the corporate administrator can track all of the progress in real time. After the recall is complete, advanced features allow the corporate headquarters to print any records they require.

Success Story

Raley's



Raley's

Industry: Grocery Stores & Supermarkets

Location: West Sacramento, CA

Established: 1935

Member Since: 2003

“The site is well-organized, and one click of a button shares useful information with trading partners! It would be so convenient if all companies subscribed to iCiX.”

—Sharon Feldman
Operations
Mario Camacho Foods

Success Story

Mario Camacho Foods

Mario Camacho Foods

Background

Mario Camacho Foods is a privately owned, independent joint venture between Westin Foods of Omaha, Nebraska, a family owned producer of high-quality, value-added protein products in the United States and Angel Camacho, S.L. of Seville, Spain, an internationally recognized grower, producer and distributor of olives, olive oil, and a variety of other specialty food products. As an independent importing, distribution and marketing company, Mario Camacho Foods is an industry leader in the manufacturing, packaging and exporting of the very best food products. Mario Camacho Foods supplies both retail and food service markets in the United States and abroad.

Challenges

For a relatively small company, managing compliance documents is time consuming and complicated. With the creation of Mario Camacho Foods it became necessary to manage compliance documents from both U.S. and international supply chains in multiple languages. Managing supply chains internationally and in multiple languages is hard enough without the extra burden of keeping up-to-date records and well organized, easily accessible compliance documents.

Solutions/ Results

Using the iCiX network, Mario Camacho Foods created a more efficient compliance document system. Uploading and storing compliance data in an online network allows anyone from Mario Camacho Foods to manage the documents regardless of where they are located. This makes it possible for them to manage both the Spanish and US iCiX sites from one location. In addition to the benefits of the iCiX online network, the system interface is instrumental in improving the efficiency of compliance document management. iCiX's organizational options enable them to quickly and easily view documents in a number of ways including by product, compliance documents, or certificates. These organizational options and iCiX's flexible methods of document entry and updating give Mario Camacho Foods greater control over their products. Ultimately iCiX enables better access, more control, and superior organization all of which help Mario Camacho Foods maintain more efficient compliance document management.



Industry: Fruit and Vegetable
Canners and Distributors

Headquartered: Plant City, FL

Member Since: 2007

"We view iCiX as critical to the upcoming issues and challenges in the food industry, dealing with Country of Origin, supplier's suppliers key information, food safety and other information necessary to the operation of food companies."

—Tom Black
Director, Quality Supplier Conformance
The Bama Companies, Inc.

Success Story

Bama Companies

Bama Companies

Background

Since the 1960s, The Bama Companies, Inc. has been an innovator of wholesome bakery products that cater to the needs of the biggest and best-known restaurant chains on the planet. The Bama Companies, Inc. serve customers in more than 20 countries and work with production facilities in the U.S. and abroad.

Challenges

As a global food supplier, The Bama Companies, Inc. manage an ever-increasing amount of documentation. Letters of Guarantee, specification sheets, technical data sheets, food safety and other quality information all need to be tracked, recorded and made easily available for audit. Prior to engaging with iCiX, The Bama Companies, Inc. employed one person whose primary responsibility was managing data and scanning it into an internal specification system. This method maintained accurate records but often the documentation out of date by the time it was reviewed.

Goals

The continuing challenge when dealing with such a large volume of documentation is finding a system that helps keep everything current so that reports can always be up-to-date. The Bama Companies, Inc. needed a system that would help them maintain current documentation without increasing the manpower required.

Solutions/ Results

As part of the iCiX network, The Bama Companies, Inc. are connected directly to all their suppliers and clients, worldwide. iCiX allows their clients and suppliers to upload information directly into the system and share it with anyone who needs it. Now, instead of waiting for a

hard copy of the required documents and then scanning them into an internal specification system, The Bama Companies, Inc. can simply log into iCiX and, at a glance, review the most current documentation from their supply network, or use the network to request an update.

Using iCiX, The Bama Companies, Inc. have streamlined their compliance documentation process, increased the accuracy of their documents and decreased the amount of manpower required to maintain their records. In fact, their success with iCiX has spurred them to require the same level of accuracy from their suppliers' suppliers. As a result one of their key suppliers, now uses the iCiX network to effectively distribute compliance documents.

In summary, the iCiX network has enabled The Bama Companies, Inc. and their suppliers, to work more efficiently and maintain a greater level of compliance documentation accuracy.



Industry: Bakery Products

Location: Tulsa, OK

Established: 1960

Member Since: 2006