

SNAPSHOT

Family-Owned Bakery Enters New Export Markets with the Help of Farmer-to-Farmer Volunteers



Land O'Lakes Venture 37 volunteer Dr. Ahmed Deif and Global Food's food safety team upon completion of Lean Six Sigma training



Land O'Lakes Venture37 volunteer expert – Charles Sellers onsite training

Global Food is a family-owned business located in Khaldeh, Beirut producing bakery and pastry products. To sustain their business in a difficult environment and enter new markets, Global Foods sought to improve their food safety system to maintain compliance with Global Food Safety Initiative (GFSI) benchmarked standards. Over the past two years, the Farmer-to-Farmer Food Safety and Quality program (F2F FSQ) has worked closely with Global Foods, providing three volunteer experts to find and address their food safety gaps.

As a volunteer program, the Farmer-to-Farmer Program only covers the costs of technical assistance and does not provide grants, but from the very beginning of Global Foods partnership with F2F FSQ, the company has illustrated their dedication and willingness to invest money to improve their food safety practices. After investing more than \$9000 in improvements in food safety, Global Foods introduced a new traceability system to conduct precise follow up on all production stages. This has made Global Foods more compliant with the requirements of Global Markets Programme (GMaP), a program created by the GFSI, and has successfully renewed the GFSI benchmarked International Featured Standard (IFS) certification. As a result, Global Foods has passed the necessary audits and international market requirements for quality and is now exporting their products to new customers in USA, Germany, and Iraq.

Following an initial assessment using the Global Markets Programme tool, three highly skilled volunteers were identified to support Global Foods in fulfilling their needs. Mr. Charlie Sellers, a food processing expert from Virginia state, assessed Global Foods's process design, performance, and efficiency and provided guidance for improvement. Next, Dr. Ahmed Deif, Assistance Professor at California Polytechnic State University, visited Global Foods and provided a one-week practical training on Lean Six Sigma to their technical team. This training guided the host in increasing their productivity, improving the quality, and better engage and empower the employees using specific methodologies. To achieve the requirements of food safety certificates, Ms. Evie Severyn, Senior Quality Assurance Manager from Land O'Lakes, Inc supported Global Foods through conducting a detailed food safety inspection of their facility using the Global Markets Programme's assessment tool. Ms. Severyn identified the food safety gaps and provided a list of recommendations to conform with the GMaP standards.

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The outlined volunteer's recommendations created a roadmap for Global Foods to increase their productivity, improve their quality, and better engage and empower the employees. Furthermore, armed with results of completing the Global Markets Programme tool, the company had a better understanding of requirements and proceeded on the path toward improving their Food Safety & Quality Management system on their own.

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