

# Key Achievements

*Building and protecting your brand and business*



# About Elevating Food Safety Pty Ltd

Elevating Food Safety Pty Ltd are trusted and qualified quality and food safety professionals, that provide a one stop technical service for the food industry.

- ▶ Established in 2009 by Dijana Green
- ▶ Serving over 200 clients
- ▶ Up to a team of 20 food industry consultants
- ▶ Operations in Australia, New Zealand, Asia and Fiji
- ▶ Specialise in Systems, Training and Recruitment

Typical engagement for Elevating Food Safety Pty Ltd includes a quality and food safety review of the business. This can take up to a few days and during the review the business systems, food safety culture and behaviours of the organisation are assessed. Inherent food safety and supply risks are audited which form the basis of documenting a quality and food safety strategy plan. The strategic plan is documented to cover either the next twelve months or up to a period of five years. It depends on the client requirements. The strategic plan normally consists of people, process, procedures, plant and product performance and safety. Ultimately building working partnerships with customers, strengthening brand reputation and meeting consumer needs or going beyond.

## Our Clients

Here are some of Elevating Food Safety Pty Ltd clients:



# Some of Our Key Achievements Case Studies

Elevating Food Safety Pty Ltd are proud to have successfully completed various projects and achieved the following goals for our clients.

## Multi National Baking Company

This client produces cookies, cakes, profiteroles, pastries, savory pastries, donuts, croissants, danishes and bulk ingredients.

Elevating Food Safety Pty Ltd were initially engaged to complete a due diligence audit of their Sydney and regional NSW facility. Prior to the acquisition by a private equity company mid 2015. The CEO was very impressed with the work provided by Elevating Food Safety Pty Ltd that the scope was extended to include their biggest facility in Melbourne that has 220 staff and 8 plants on the one premises. This work included a full business review, identifying food safety risks, gaps in system, operations processes and suggestions for improvement, for all areas of the business including warehousing, operations team, quality team, safety, and supply chain. This has resulted in several improvements and achievements for the business:

1. Completed a food safety business strategy for the next one to three years
2. Restructured the quality team resulting in a saving of \$400,000 in wages
3. Implementing CFMSR and preparing for Coles Audits
4. Recruited multiple roles ranging from quality assurance, operations to supply.
5. Restructured the regulatory affairs department
6. Introducing a vendor assurance program which includes risk management
7. Putting together the framework of the new quality management system
8. Implementing a customer care process, includes installing a CRM to manage and monitor complaint reporting
9. Building partnerships and business working relationships with Coles, Woolworths and other major customers.
10. Providing quality and food safety leadership to the business working with executive
11. Streamlined third party audit process to reduce costs
12. Implemented a GMP standard program
13. Restructured the Training Programs

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This project is ongoing, with a continuing relationship as the strategic consultant for business leading food safety and quality, working with the executive team and assisting in further business acquisitions.

## Multi National Dairy Company

This client produces milk, milk power, yoghurt, cream and ice cream.

Elevating Food Safety Pty Ltd were engaged with this dairy business to assist in the set up of their new facility building in Sydney.

During a short few months we achieved the following:

“Implemented  
a quality  
management  
system”

1. Implemented a quality management system
2. Implemented SQF standard
3. Implemented HACCP
4. Implemented a quality team including recruiting the relevant positions
5. Implemented the customer care and complaints process.

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## Multi National Confectionery Company

This client is a global snack company. The facility we worked with had 150 staff and produced mainly healthy snacks, protein bars, chocolate bars and supplements.

Elevating Food Safety Pty Ltd were engaged by the Operations Director to implement a global standard into a new facility producing product for them. All products needed to adhere to the standard prior to the launch of the products into the marketplace. Elevating Food Safety Pty Ltd were responsible for approving the product as meeting the requirements of the standard. It generally takes about 12 months to implement this standard, however a team of 3 food safety and quality consultants from Elevating Food Safety Pty Ltd were able to implement it the Standard in just 3 months, achieving the best result they have ever seen externally and internally within the business.

## Multi National Rice Company

This client is a leading supplier of rice and rice products, with over 2000 employees and operations around the world. Elevating Food Safety Pty Ltd were initially engaged by the General Manager Operations to review a microbiological issue that had been unresolved for about 4 years. Elevating Food Safety Pty Ltd were able to identify the issue and advise what they needed to do to correct it. This required the business to put in capital expenditure to fix the root cause and move on, this process took about 3 months. Impressed by the work performed by Elevating Food Safety Pty Ltd, we were offered an on going contract role. We achieved the following in our time at this business:

1. Established a food safety framework and an operating platform to improve processes, strengthen procedures and strive for best practice, which in turn reduces errors and reduces complaints.
2. Group Quality Assurance Manager looking after 8 countries, including Australia
3. Assist with recruiting, including reviewing the current quality department structure, aligning skills with job roles and filling the gaps with the best qualified individuals.
4. Established a graduate program for quality team members.
5. Implemented a 12 month quality and food safety strategy for the business
6. Successfully implemented a high performing quality leadership team
7. Responsible for the registrars programs
8. Implemented a best practice international audit standard for third party manufacturing in Thailand
9. Implemented a CRM to manage the customer complaint process including the investigating and closing out of complaints, and assessing how they were managing social media
10. Provided support and leadership to sales and marketing and the commercial team
11. Updated the quality management system
12. Established training programs, with a major focus on implementing a team of internal auditors, trained all of the auditors in a lead food safety auditor program and then implemented a program for the auditors.
13. Streamlined third party audit process internationally to reduce costs
14. Implemented a GMP standard program.
15. Strengthen key customer relationships including the retailers Coles and Woolworths

“Implemented  
a 12 month  
quality and  
food safety  
strategy for the  
business”

## National Food Service Company

Our client was a food service business that has operations around Australia. Although they had an existing quality team, they saw the great value is using a third party food safety expert to review their procedures. They engaged Elevating Food Safety Pty Ltd to complete a business gap assessments and review. Elevating Food Safety Pty Ltd were able to provide feedback on the current state of operations and pin point areas for continuous improvement. We also assisted from a vendor assurance perspective on how they could implement greater controls within their systems.



# About Dijana Green



Dijana Green is the founder and CEO of Elevating Food Safety Pty Ltd. She is a food technologist and has been working in the food industry for over 25 years. She is passionate about food safety and is driven to create a food safety culture in the industry. Dijana has a long and rich career achieving impressive QA improvements in the food sector. She has a wealth of experience in implementing and developing quality and food safety systems.

Dijana started in the food industry in 1989 with George Weston Foods where she held various roles and responsibilities within their Quality department over her eleven years with the company.

She then moved onto Goodman Fielder where she spent the next eleven years. Dijana was the National QA Manager in the Baking Division of Goodman Fielder where she managed 44 bakeries in Australia. Some of her achievements during her time there included significantly reducing customer and consumer complaints, standardising audit certification across the group, implemented a global

food safety initiate standard across thirty bakeries, reduced microbiological hazards, built trusting, robust supplier and customer relationships and drove continuous improvement.

In 2009, Dijana left her corporate role and created the business Elevating Food Safety Pty Ltd, a boutique consulting and training services organisation striving to take food safety to the next level. The business has grown, now boasting a team of up to 20 food safety professionals and helping over 200 clients across Australia, New Zealand, Asia and Fiji achieve food safety success.

Dijana has been involved in all aspects of food businesses. She is a food safety expert and can provide a quick turnaround to solve your food safety issues.

Some of Elevating Food Safety client's success stories and her achievements include:

1. Provide leadership and knowledge implementing quality and food safety strategic plans
2. Driving and implementing a food safety culture
3. Implementing foreign body controls programs
4. Conducting due diligence assessments and implementing continuous improvement
5. Conduct internal and external gap audits of food safety systems
6. Provide vendor assurance programs and assessments
7. Restructure teams to ensure the right skills, fit with the right people
8. Provide interactive training and competency assessment, delivered with simplicity to ensure teams have the skills required to understand food safety
9. Working with clients to prevent losing major accounts by improving product quality and food safety, removing potential risks from business, ensuring compliance to customer standards, build on trust and integrity ultimately turning processes and practices around maintaining customers support and partnership
10. Help clients grow their business, by assisting to win new accounts

Dijana is a mother of three and when not working loves to spend quality time having fun with her children, loves being outdoors, reading, cooking, exercising and helping others.

## Contact Us

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