



Ensuring Reliability of Third Party Audits

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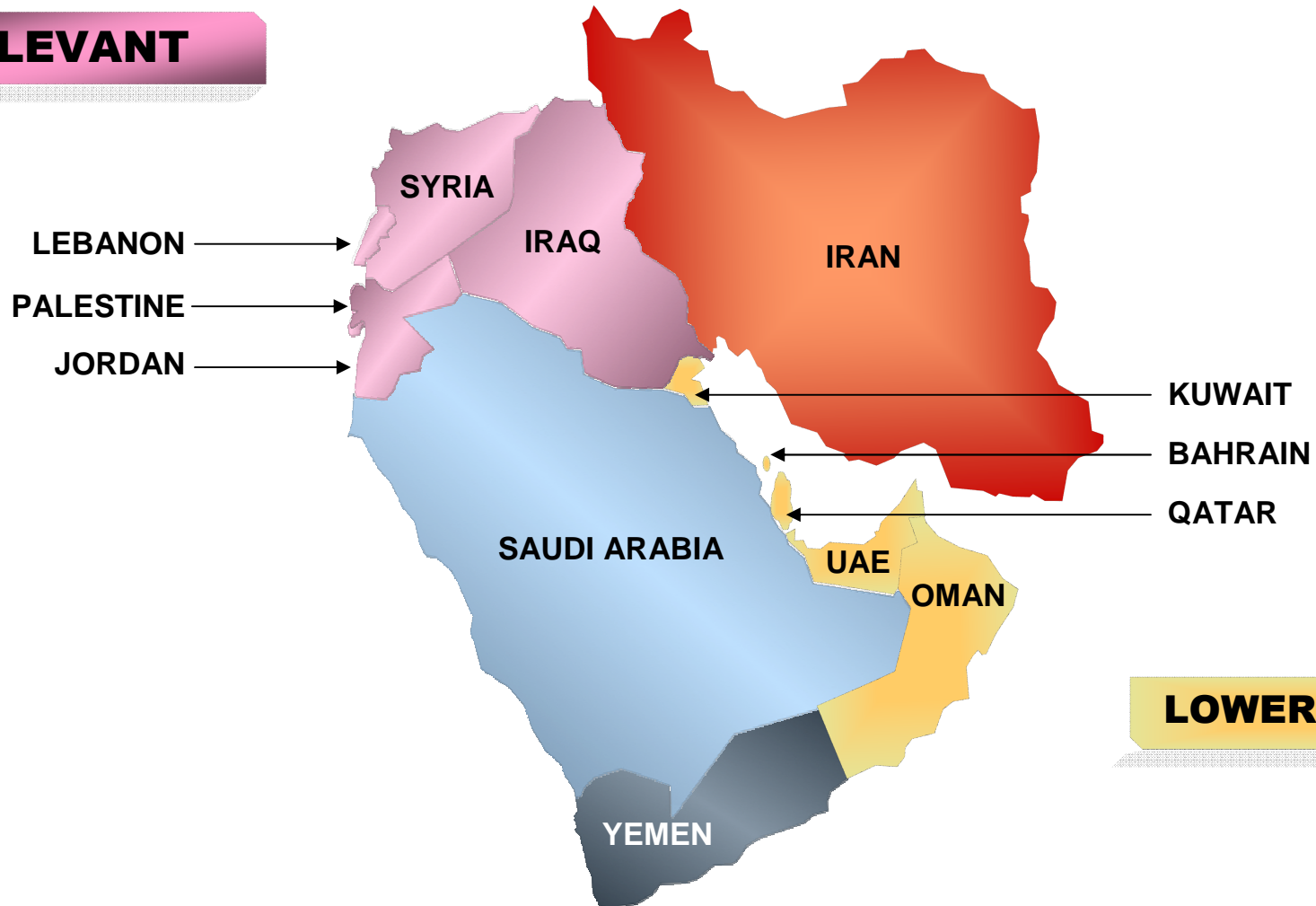
Agenda

- **Nestlé in the Middle East**
- **NQMS - Nestlé Quality Management System**
- **Why Third Party Certification?**
- **Nestlé's 3 steps to ensure reliability in Third Party Certification**
- **Tangible Results 2008/2009**
- **Q&A**

Nestlé in the Middle East

1 Market with 13 countries

LEVANT



LOWER GULF

Nestlé in the Middle East

4 Manufacturing sites



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NQMS

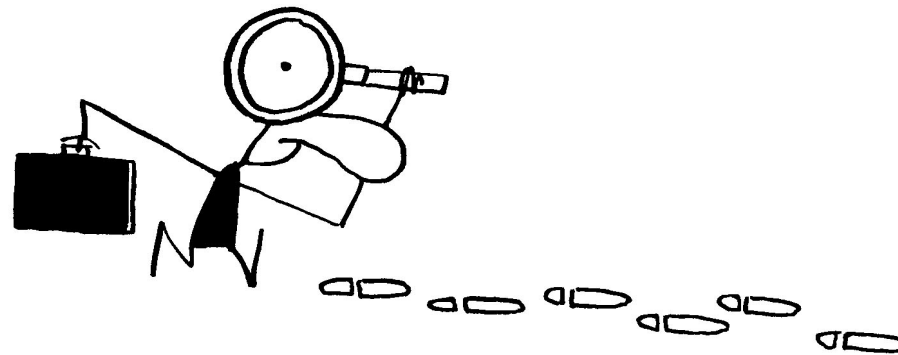


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Why Third Party Certification?

- **Independent & added-value evaluation of Quality System elements**
- **International recognition (ISO 22000 certification)**
- **Industry benchmark**
- **Stimulation of Continuous Improvement mindset**



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Why Third Party Certification?

Independent answer on the following 2 key questions:

Question 1

“Is the NQMS in place and working?”

Verification of **overall** Quality Management System implementation in the operating unit.

Question 2

“Are we producing safe and compliant products?”

Verification of Food Safety & Compliance of **Manufacturing activities** (scope of ISO 22000 certification).

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3 Steps to ensure reliability...

1

Selection of Certification Bodies & qualification of auditors

- **Initial screening of potential Certification Bodies**
- **Interviews**
- **Certification Body presentations**
- **Framework agreements (incl. support organization)**
- **List of selected & approved Certification Bodies**
- **Definition of qualification elements for auditors**

Partnership

3 Steps to ensure reliability...

2

Training of qualified auditors

- **3 Level training approach (Corporate → Zone → Individual) including exam for potential auditors**
- **Train-the-trainer approach**
- **Preparedness assessment**
- **Familiarization with the unit to be audited (if necessary or desired)**
- **Internal experts to be added if necessary (product specifics)**

3 Steps to ensure reliability...

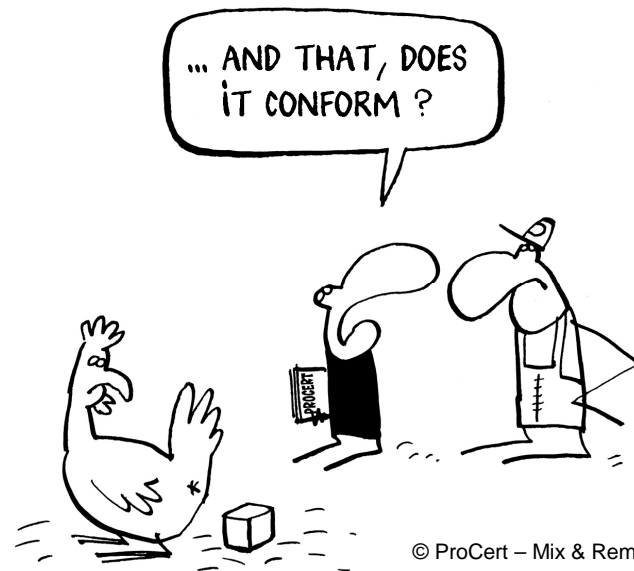
3

Ongoing backing of qualified auditors & review mechanism

- **Witnessing of auditing activities by Corporate function and/or market**
- **Audit feedback mechanism (Online questionnaire for auditees)**
- **Report verification (NQMS part)**
- **Ongoing communication & calibration**

Summary - Reliability thru...

- **Strict selection & approval of partners**
- **Ongoing Communication – Training - Calibration**
- **Transparent review process, addressing potential deficiencies**

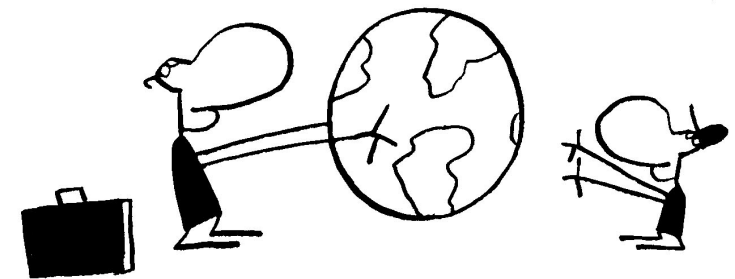


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Tangible Results 2008/2009

- **> 1'000 pre-assessments & audits carried-out**
- **Low failure rate**
- **Areas of improvement shared globally to boost continuous perfectioning**
- **Issues - Complaint trends positively influenced**



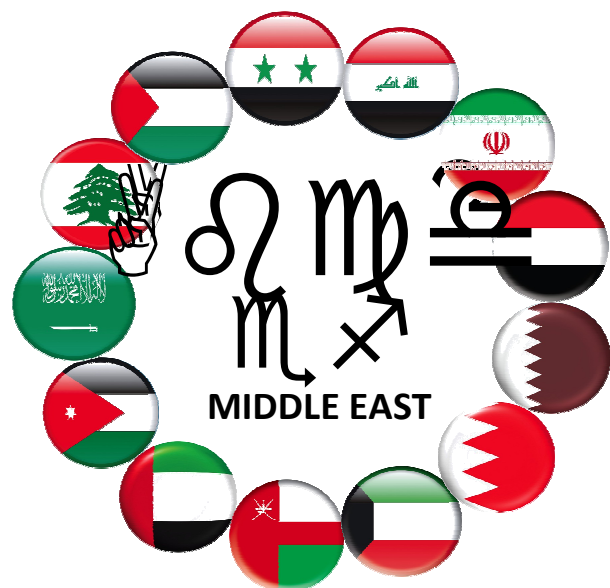
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Q&A





THANK YOU