



One platform for quality, risk & compliance

# 5 Considerations When Choosing a Supply Chain Quality Management System

***“Our operating environment is incredibly complex; we’re a global brand with locations around the world, our menu is diverse and we source from thousands of suppliers. It’s a tough problem to tackle and CMX was the right choice for us.”***

**Diego Beamonte, Head of Quality Assurance  
Restaurant Brands International**

If you’re a consumer brand that has outgrown your current supply chain quality systems, these suggestions will help ensure you procure a Supply Chain Quality Management System (SCQMS) that addresses your unique needs both in the short and long term.



## SECTION 01

# Introduction

## Introduction

In today's business environment, consumers demand and expect **products to be readily and easily available**, and that they meet their quality and safety expectations. Perhaps none more so than in the Food and Beverage industry. For medium to large brands, this can be an ongoing challenge as you scale.

Achieving the optimal balance between consumer expectations, brand promises, and corporate objectives for growth and profitability can be daunting, especially in the high-risk operating environment of Food and Beverage. Finished products are becoming more complex, and are increasingly being sourced, manufactured, and made available through a decentralized network of brokers, logistics, and distributors. Further, these products must be stored, and in some cases prepared and served, across hundreds or thousands of retail locations. Even the smallest organization will have hundreds of Critical Control Points (CCPs), while the larger ones will have thousands. Under these conditions, **quality and safety can only be achieved and maintained with a rigorous, systems-based approach to Active Managerial Control.**



The key to any management system starts with good data. Specifically, this means the ability to acquire, utilize and maintain accurate and actionable data from a multitude of sources in many formats.

However, the sheer volume and variety of records needed to support such programs render email, word-processors, and spreadsheets wholly inadequate. The human capital required to maintain this data is too great and may be impossible when sourcing and selling complex goods from thousands of independent suppliers across the globe.

**The right SCQMS can solve these problems and put you in control of your quality and safety programs.** So how do you make sure you choose the right technology partner? To help get you started, we've compiled these five important — but often overlooked — factors.



## SECTION 02

# What Problems Are You Trying to Solve?

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Without a clear picture of the problems you're solving, you run the risk of shopping for unnecessary features instead of looking for capabilities that generate real value.

It's common for organizations to spend a great deal of time and energy documenting software requirements without giving critical thought to the problems they wish to solve. Essentially, you run the risk of shopping for features instead of looking for capabilities that generate real value.

In order to turn the software acquisition process into one that establishes new opportunities for efficiency, executives need to assess ways in which technology can solve common problems.

Typically, these include Comprehensive Record Management, Process Automation, and Reporting & Analytics.



### Comprehensive Record Management

**Whether you're responsible for innovation, sourcing, quality, compliance, or supply chain operations, your programs depend on large volumes of accurate, timely data. Inputting and managing this information manually is inefficient and unsustainable, so it's important to make sure your technology partner can demonstrate they have the capabilities to centralize your records and automate all your critical record-keeping processes. You will need a system which can accommodate all of your records for partners, products, and quality, accommodate different data types and formats, help with data-collection, integrate easily with other systems, automate record-keeping and most importantly, enforce data integrity.**



## What Problems Are You Trying to Solve?



### Process Automation

Distributed supply chains are inherently susceptible to operational inefficiencies and gaps due to the number of participants, disparate systems, and data types. If you're sourcing high-risk products and distributing through a decentralized value-chain, the potential for escalating costs and risk exposure increases. It's important to evaluate your needs to ensure your technology partner can efficiently support your business rules and orchestrate the work between your internal and external supply chain partners effectively.

Your supply chain is dynamic, with many different records following concurrent business processes. Collectively, the information you are managing will inform both the status of your programs and the performance of your products and suppliers. The right SCQMS will enable your management team to have real-time visibility into this information and the status of your programs.

# What Problems Are You Trying to Solve?



## Reporting & Analytics

Reporting is an essential component of any quality program. However, despite its prominence as a key requirement, it's often under-emphasized in the evaluation process. One explanation may be the use of the term "reports," to generically describe everything from the simple "status" of a record or process to more advanced "insights", featuring computation, logic, and visualization. To help avoid this confusion, we suggest you think of reporting as falling into one of two categories i. Record & Process Status, and ii. Business Intelligence.

### Record & Process Status



Your quality and safety programs generate a lot of data, and a well-designed SCQMS should put that data to work for you with automated identification of issues, alerts to the issues that need action, and updates throughout the resolution process.

## What Problems Are You Trying to Solve?

In general, before you choose a technology, we recommend you spend some time to identify each of the critical business processes that comprise your programs, to determine at each stage of the process:

01

What is expected?

03

How is success measured?

02

What does success look like?

04

Who needs to know when it's not met?

It's important to make sure your technology partner can provide everything that you require in order to identify issues and take action.

### Business Intelligence

**Most commercial software solutions include some form of reporting, but do they provide answers to the questions that are most important for your business? Spend the time to think about your requirements in terms of:**

- What are **the most important questions** that I need answered?
- What is the best way for me **to receive that information**?
- Will the new SCQMS provide the insights I need to drive **change and improvement**?





## SECTION 03

# What's Required to Implement this New Technology?

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Most organizations will already have some technology in place so it's important to look for a seamless migration to a new platform where the migration of historical records from a variety of formats is supported.

The typical enterprise relies on a number of fragmented, isolated technology systems so the questions to be asked include:

- 01 — **What** systems will we be replacing? Will this be done initially or eventually?
- 02 — **Do** all records need to be migrated?
- 03 — **Do** we need to keep historical data? If so, for what purpose, and for how long? Which people, processes (or both) need access to it
- 04 — **It's** likely you'll have many processes that are "in-flight" when you migrate. How will those records be migrated? How can we minimize the impact to our business?
- 05 — **Do** we require single-sign-on with our company's Identity Management System?
- 06 — **Can** our new platform interface with third-party systems such as certifying bodies, third-party auditors, laboratories and so on?
- 07 — **How** difficult will it be to integrate our new system with internal and external data sources?
- 06 — **Is** the new system modular so you can scale into it?
- 07 — **Is** the new system built for my future needs?  
As advances in the Internet of Things (IoT) technology, Machine Learning, and Blockchain become more prevalent in the coming years, it's important to consider the technology platform your new solution is built upon.

When selecting a new technology, it is important to understand if the technology partner has experience in these areas and if the solution is built for change.



## SECTION 04

# Are You Operating a Global Supply Chain?

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Whether your company is a national brand with a global supply chain or a multinational with multiple brands and a global footprint, it is likely you will require differentiated processes and strategies for sourcing, manufacturing, and distributing your products. Differences in regulatory and brand standards can also increase the complexity of managing and monitoring product quality and safety.



**If this sounds like your organization, we suggest the following considerations when evaluating a new SCQMS:**

- 01** — **Can** the new system support my company's nomenclature? Can we continue to use our terminology or do we have to change to accommodate the new system?
- 02** — **Can** the system support multiple brands or concepts? Or is it limited to only one?
- 03** — **Can** the system support different workflows and manage records for different brands, regions, countries, territories?
- 04** — **Does** the system support multiple time zones and resolve regional time differences seamlessly, particularly when assigning tasks that have due dates or determining the disposition of records and business processes?
- 05** — **Does** the new system support multiple languages? To what degree? Can it be all content or just a limited amount?



## Are You Operating a Global Supply Chain?

06

**Can** the system coordinate work automatically between different subject matter experts when needed?

07

**Can** the system support my functional and reporting hierarchy differences?

08

**Is** the system reliable and robust across different time zones, regions and countries? What is the uptime history for the technology?

09

**What** devices and browsers are supported by the new system?

10

**How** secure is the new system? What data privacy standards does it adhere to? Is it GDPR compliant?



When selecting a new technology, be sure the solution is not only right for you today but can support your needs as they grow and change.





## SECTION 05

# Are You Looking for a Technology Vendor or a Partner?

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Technology vendors are great for commodity solutions for simple problems. However, when evaluating a mission-critical solution for many complex business functions, it's not only important to evaluate the technology solution provider, but to evaluate your own capabilities and resources. Consider the following:

- 01 — **Is** there a cultural fit between our organization and the technology provider?
- 02 — **Can** they provide resources and recommendations where we have gaps?
- 03 — **What** is the track record of the solution provider? Do they have a track record of success in implementations for organizations like ours?
- 04 — **Will** the provider be a thought partner and take ownership in our success?
- 05 — **Can** the provider support where we have unique requirements?



**The technology partner you chose should become an extension of your organization. They should bring the expertise, experience, best practices, innovation, commitment, and understanding of your environment, in order to share in the ownership of your success.**



## SECTION 06

# Are You Driving Towards Quality Excellence?

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Effective supply chain management today is more than simply finding the most efficient way to source and distribute products from one point to another. Increasingly, **leading enterprises are adopting integrated quality management systems with end-to-end supply chain management functions**. This integrated approach is imperative in ensuring the quality and safety of Food and Beverage products from source-to consumption.

There's no doubt that adopting technology will help your organization be more efficient, but will the system you ultimately chose empower your organization to achieve Quality Excellence and consistently meet evolving customer demands?



Choosing a highly optimized, technically sophisticated SCQMS built specifically for Food and Beverage can make the difference between being competitive and surging ahead of the competition.



*“CMX has been a tremendous partner to work with. Our operating environment is incredibly complex; we’re a global brand with locations around the world, our menu is diverse and we source from thousands of suppliers. It’s a tough problem to tackle and CMX was the right choice for us. With their platform, Burger King, Tim Hortons, and Popeyes have continued to aggressively scale, while maintaining control and oversight over supplier and product quality.”*



DIEGO BEAMONTE,  
HEAD OF QUALITY ASSURANCE AT RESTAURANT BRANDS  
INTERNATIONAL



*“The Supply Chain Management solution from CMX provides BBI a common management platform for all our suppliers, products and quality and compliance programs across the globe. It gives us the tools we need to provide better oversight of our suppliers, as well as a new level of integration, automation, and consistency that will allow us to scale our quality efforts as we continue to grow rapidly.”*



LINDY MILLER,  
SR. DIRECTOR SUPPLY QUALITY & PRODUCT INNOVATION  
BLOOMIN' BRANDS, INC.





*"I am super proud to be part of one of the first companies to pilot ActivityStudio® as part of our global implementation of the CMX1 platform for conducting Global Security audits. The technology is as amazing as it is impactful to the way we manage our risks across our supply chain."*



NICHOLAS MATLACH,  
DIRECTOR, GLOBAL SECURITY COMPLIANCE AT HASBRO



*"At Inspire, our purpose is to ignite and nourish flavourful experiences. That starts with serving great food that is sourced from best-in-class suppliers with quality systems in place to promote food safety. The use of CMX1 will be an important part to the successful move toward a more integrated approach across all our brands. With its unique ability to manage and bring visibility across multiple brands, CMX1 is designed to do the heavy lifting by centralizing data, decreasing paper, and enabling automation to ensure our suppliers are meeting our expectations and standards as we scale."*



BYRON THEODORE,  
SENIOR DIRECTOR, GLOBAL QUALITY ASSURANCE  
INSPIRE BRANDS





One platform for quality, risk & compliance

# CMX is your Supply Chain Quality Management Partner

Are you interested in adopting a Supply Chain Quality Management System specifically suited to your organization?

CMX's cloud-based EQMS platform can empower lasting customer trust for your organization by improving the speed, efficiency, and quality of your product delivery.

*To learn more, please visit us at:*

**858-866-8888**

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**Get In Touch**