

Ensuring Leafy Green Food Safety

CLIENT ISSUE

Throughout the growing season, more than 300 Handlers must be audited multiple times to ensure that they are in compliance with food and safety practices accepted by the Leafy Green Marketing Agreement (LGMA). The program, only in existence for one year prior to this project, had already recognized the following operating business problems:

- Some Handlers were being over-audited while others were not being audited at all due to the lack of a scheduling tool for supervisors and auditors causing friction between the State and Industry
- Audits were being transcribed to electronic documents that required email and fax for transmittal
- There was no ability to track status of an audit, or review historical audits
- Findings reports were re-formatted from the CDFA standard to the LGMA standard in order to communicate issues to Handlers
- Handlers had to create separate documents to establish corrective action plans
- Workflow was completely manual utilizing email and fax
- There is no capability to track verification audits and follow up activities that may be required as a result of each audit
- Relationships between the Handlers and the Growers could not be tracked
- There was no ability for the USDA and FDA to access audit data
- Entire process was very disconnected and did not provide an efficient method to capture information and utilize it to ensure that the public health was being protected

Project Summary

Client:

Leafy Green Marketing Agreement

Solution:

COTS/MOTS System to Capture Leafy Green Data

Objective:

Establish a web-based system that collects audit data and manages the workflow between inspectors, LGMA, and handlers

Utilization:

400 users, 3,000 records annually

Results:

Delivered integrated web based enterprise solution for all programs that transforms the operating process from paper to electronic.

SOLUTION

The Leafy Green Audit System is a unique and innovative public/private partnership project that utilizes business process management (BPM) to transform the way that California schedules, captures, stores, tracks, and disseminates information of Leafy Green audits performed by the California Department of Food and Agriculture (CDFA) to ensure compliance with US Dept of Agriculture (USDA) food and safety practices. Our solution included the following components:

BUSINESS MODELING

M Corp conducted phased and interactive sessions to capture business rules, detailed requirements, and workflow/process flows. The auditing program had only been in existence for one year, so all the business processes, workflow, and audit information had to be documented and translated into detailed requirements through interviews with field audit staff, management and industry resources.

The outcome delivered a complete detailed requirements package that captured all the necessary business rules, workflows, and requirements to deliver each component of the system.

MOTS CONFIGURATION

M Corp configured the COTS/MOTS solution based on detailed requirements and design sessions. Key stakeholders were involved in the unit testing and iterative implementation of each business area. The system has the following features:

- Rules driven data capture forms
- Scheduling is electronic and minimizes duplicate/missed audits
- GIS data can be captured for each audit
- Standard and ad-hoc reports
- Workflow manages and tracks all activities of CDFA, USDA, LGMA and Handlers
- Workflow is automated and can be tracked to check status
- Users can access the system from any web enabled internet browser
- State users can enter time and expense data
- All records are centrally stored

CHANGE MANAGEMENT

M Corp integrated the change management process into the system configuration, testing, and implementation life cycle steps. Change management was managed for both state staff and industry users. Since the processes before were all manual and paper based, emphasis had to be placed on working with users to adopt a single unified process and methodology for performing each work process.

EFFICIENCY OPTIMIZATION

M Corp delivered an innovative and award winning solution that streamlines workflow and user interactions to capture data in a uniform and complete format. Workflow was automated to include notifications to the necessary users at each step of the process. State staff can view workload by staff person or entire units, and re-allocate workload based on scheduling. Industry users can view the status of each submittal and know where it is in the workflow process based on status. Workflow is not constrained by manual processing of payments or other interactions that previously held up processing of requests.



Your system's integrity, backed by ours.

Case Study

CLIENT BENEFITS

RESULTS

The transformation of the client's operating model has been systemic, not just technological. Handlers are notified of audit findings and can provide corrective action plans through the web that are captured and attached to the original audit. LGMA and State Staff can run reports and view status of any audit in the system. State staff can view workload by status. Inspectors can capture data through automated and logic driven screens to secure complete information.

All data for each firm doing business with the state is viewable to only appropriate parties and complete history of all transactions can be viewed by state staff.

The system has ad-hoc reporting capabilities that allow users to self generate reports and export data based on security rights. Maintenance is done through the GUI interface.

All data captured is linked to relevant records, including attachments. The system also standardizes how each task is performed and when it is available for review by the next users.

M CORP ADVANTAGE

M Corp's ability to assess and develop an optimization strategy for such a dynamic stakeholder environment facilitated the continuous progress of the project. Our unique understanding and delivery model allowed a challenging solution to be delivered in a timely and effective manner.

CONTACT US

For information about this project or M Corp's System Integration service line, contact us at 916.254.0355 or info@the-mcorp.com.