



Services Summary and Check List

CRISIS MANAGEMENT

- Crisis Management Plan Desk Top Review
- Crisis Management Plan Development
- Crisis Management Workshop
- Crisis Management Simulation
- Post Crisis Assessment

PRODUCT RECALL

- Recall Plan Desk Top Review
- Recall Plan Development
- Recall Workshop
- Recall Simulation
- On Site Recall Systems Audit
- Post Recall Assessment

FOOD DEFENSE

- Food Defense Plan Desk Top Review
- Food Defense Audit/Risk Assessment
- Food Defense Workshop
- Food Defense Program Development
- Food Defense Simulation
- Food Defense Post Incident Assessment

EXTORTION

- Security Risk Assessment

SUPPLIER MANAGEMENT

- Supplier Ranking and Risk Assessment
- Supplier Remediation and Qualification
- Supplier Audits
- Supplier Risk Assessment Program
- On-Going Relationship Management

HACCP

- HACCP Program Audit
- HACCP Plan Desk Top Review
- HACCP Plan Development
- Introduction to HACCP Workshop
- Advanced HACCP Workshop

AUDITS

- Supplier Risk Assessment Program
- Supplier-GMP-HACCP Audits (Supplier Certifications)
- HACCP Program Audit
- Food Safety Quality Systems Audits
- BRC/SQF/ISO 22000 Audits
- Foreign Material Audits
- Food Defense Audits
- Fresh Produce Audit
- Good Agricultural Practices Audit
- Health and Personal Care Products Audit
- Home Care Products Audit
- Packaging Materials Audit
- Warehousing and Distribution Audits
- Facilities Physical Security Audit

CUSTOMER EXPERIENCE MANAGEMENT

- Consumer Affairs/Customer Experience Management Interactive Workshop
- Consumer Affairs/Call Center Assessment

OTHER CUSTOMER SERVICES

- On Line Workshops
- GFSI-BRC, SQF or ISO 22000
- Customized Plan Templates
- Dark Website Development
- Other Customized Services

FOOD FORENSICS

- Available Testing
- Foreign Matter Identification
- Common Contaminants

CRISIS & RECALL RESPONSE SERVICE

- Consumer Complaint Retrievals
- Product Recall/Withdrawal Retrieval and Effectiveness Checks
- Post Recall Assessment