veroFresh™

How a Cold Chain Distributor Reduced Audit Prep Time From *Days to Minutes*

KEY RESULTS

Centralized digital database of route and temperature data reduced audit preparation time from days or weeks to minutes.

Root Cause Analysis automatically records the cause of a temperature violation, whether or not the product was affected, and what action was taken.

Instead of digging through piles of manual temperature printouts and notes, the team can now instantly search by route or trailer number.

PROBLEM

Stacks of paperwork and no way to retrieve documents quickly

veroFresh's client is an enterprise supply chain partner for a global fast food company. Their trucks are responsible for cold and frozen deliveries for over 25,000 restaurants that serve millions of satisfied customers each year. Their cold chain is complex and constantly shifting, which requires their operations and quality teams to keep a close eye on product temperature, trailer health, and potential violations.

The Cold Chain Distributor's largest customer is quality obsessed. Their food needs to taste the same in Singapore as it does it Houston, which means that every delivery needs to remain at a specific temperature from factory to plate. To ensure product quality, they rely on frequent product and operational audits.

Because veroFresh's client recorded all maintenance and temperature records manually on paper, these audits were extremely time-consuming and labor-intensive. The auditor would select a random assortment of trailers and the team would then need to dig through mountains of paperwork to find the corresponding temperature data.

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Over the last 18 months a lot of our audits have gone virtual. veroFresh makes it easy to log in and show our auditors what trucks are doing live. We can pull up all of the historical records in a couple seconds. It makes our lives a lot easier.

Quality Manager

A failed audit had big consequences, and reflected poorly on the company's brand. The Cold Chain Distributor knew that to simplify the audit process and maintain their high quality standards they needed a way to modernize their operations.

A centralized system powered by real-time temperature data

The Cold Chain Distributor selected veroFresh to help them digitize their operations and streamline the audit process. veroFresh is a flexible platform that pulls raw temperature data from the refrigerated trailer's onboard telematics system and makes it easy to understand. Data flows through pre-built integrations which made it easy for the Distributor to get the system up and running quickly. With data flowing into the platform, the Quality and Operations teams now had a central location to store all trailer, route, temperature, and maintenance data.

Route Dashboard

veroFresh's Route Dashboard gave the team a real-time view of all their current routes and GPS locations of the trialers. The platform also uses a proprietary algorithm to convert ambient trailer temperature into a simulated product temperature, removing the need for manual probing and paper temperature sheets. All temperature data was stored in the system automatically, along with any maintenance issues or temperature violations.

Root Cause Analysis

When a temperature violation did occur, the team leveraged veroFresh's Root Cause Analysis to record the cause of the violation, whether or not product was affected, and what action was taken to remedy the problem. The analysis was then stored in a searchable database for easy retrieval during an audit.

> " *verofresh monitors our temperatures, shows us where our trucks are and where routes have detoured. If we split up a route the system alerts me so we can review it. I can now supply a customer with a temperature recording in a* **matter of seconds, versus days or weeks.**
>
> Operations Supervisor

Now that the team had a centralized digital database of route and temperature data, audit preparation was reduced from days or weeks to minutes. Instead of digging through piles of manual temperature printouts and notes, the team could just search by route or trailer number and share the information with the auditor in real-time. They could see exactly where the trailers were and the temperature of the product.

Actionable insights with zero guesswork

Contact us to learn more and take the first step towards a *healthier, more efficient cold chain*.