

*"From a document management point of view, InformationLeader has provided significant positive benefits to the organisation....."*

Kim Jorgensen, Quality Systems Manager,  
Golden Circle on InformationLeader

## *Interview with*

Kim Jorgensen  
Quality Systems Manager  
Golden Circle  
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## *What was the situation?*

Based in Northgate, Brisbane, the Golden Circle main manufacturing operation is large and diverse.

Over 850 farmer shareholders supply over 120,000 tonnes of fruit and vegetables every year to the factory for processing. Golden Circle manufacture over 500 products including shelf stable fruit and vegetables (in cans and glass jars), fruit juices, fruit drinks, cordials, soft drinks, jams, preserves and baby food.

Over the past several years, Golden Circle has invested extensively into its operations - to the tune of \$130m. Part of Golden Circle's investment strategy was the bench marking of its operations utilising the latest technology, and implementing InformationLeader as the organisation's document management software application was a result of this.

InformationLeader was developed by Theta Technologies to provide an electronic solution to the capturing, relaying, and reporting of data captured within a processing line.

## *Why is this a significant change?*

Prior to the implementation of InformationLeader all documentation related to the quality management function was stored on the server including all

redundant documentation. As a result superceding documentation took a long time and required the resources of the QA department in order to update forms that no one else had access to. The resulting documentation took up much of the required disc space on the server.

As a result of the InformationLeader implementation, superceding documentation is now no longer required as the InformationLeader database always retains a copy and the details of who altered the form.

"This meant a large portion of disc space in the server could be freed up. Similarly access levels have been assigned to others within the organisation to update their own documentation without the reliance on the Document Control department. This has therefore meant that the time saved in updating and superceding documents for the department can be utilised elsewhere in the operation", Kim said.

## *What does the future now look like?*

"We've now been able to look at developing more tools for the business now that the document management side is working well", Kim said.

"We are currently looking at record management processes for the 500+ suppliers that supply our products. This will include production specifications for suppliers and approvals for processes and ingredients.

We are also looking to dispense with our old customer complaints database and move to InformationLeader. Because the application is web based, greater access can be achieved and other people can input data in from other places. We can also use the application's reporting function to tailor our reporting a lot better. I'm looking forward to rolling it out in the near future" Kim said.