

"This has revolutionised the meat industry....."

QA Officer
Norvic Processing Plant on InformationLeader

Interview with

Jon Hayes
Managing Director
Norvic Food Processors
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What was the situation?

Jon Hayes has been the General Manager at Norvic for 5 years. Prior to this he worked with AQIS for 15 years. Working on both sides of the red meat industry fence, he has a good understanding of the regulatory framework Australia works in and the large amount of paperwork required to satisfy this level of regulation.

"There are basically 4 major on-site work areas that regulators look into. They are environmental, industrial relations, food safety and Occupational Health and Safety" said Jon.

The obvious overriding consequence of this level of regulation is a large amount of paperwork.

The Norvic Processing plant is a complex site with 15 processing areas that need to be constantly monitored and assessed for performance. Prior to the implementation of *InformationLeader* this was a long, manual process.

Why is this a significant change?

The application has provided the Norvic plant, among others, with a tool that has resulted in the elimination of approximately half of the time spent on filling out paperwork and through reporting features allows management to get a real time snapshot of the plant's performance within seconds.

Norvic has however taken the product to a new level and *InformationLeader* has been taken out of the QA

environment and moved into the area of business performance. *InformationLeader* has provided Norvic with a single solution to integrate all areas of environment, industrial relations, training, food safety, maintenance and Occupational Health and Safety that now allows the site to manage the information that is being captured on a day to day basis in their processes to measure performance. It is taking the business to a new level allowing management to make proactive as opposed to reactive decisions.

"What quality is about is getting it right the first time - measuring it. Prevention costs might go up a bit but failure costs come down" Jon Hayes said.

What does the future now look like?

The red meat export industry is worth \$6 billion to Australian trade each year. *InformationLeader* can now be used as a marketing tool given its ability to provide accurate assessment and traceability of the product.

As Jon states "Everything is recorded and measured. It means traceability from the farm to the box. That's the key to this (application). What we need to market is our safeness, our quality. If we all get focused on that as an industry we are going to take the global (and domestic) situation head on".

InformationLeader is the tool that can keep Norvic and the Australian meat industry at the helm of best practice and as industry leaders locally and globally.