

Quality Management



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OCB Meeting | April 6th, 2017

LCBO Quality Assurance

Responsible for product quality and safety

1. Meet Ontario and Federal regulatory requirements
2. Meet LCBO and CALJ standards



Questions:

- 1) Do you have a Quality Management System?
- 2) Is it adequate for your growing business?



PLAN

Establish procedures, resources, Quality policy, and risk-based thinking to build an effective QMS



DO

Report nonconformances and inspections to prevent escapes to customers



CHECK

Perform audits and analyze historical data to identify opportunities for improvement



ACT

Perform root cause analysis and take corrective action to drive continuous improvement

Spring / Summer 2016



Summer/ Fall 2016 Recalls

Class 2 Recall – June 7/16 a Russian Style Stout, and a Bitter

Reason: Product Instability

Class 2 Recall – June 23/16 LCBO – a Radler

Reason: Product Instability

Class 2 Recall – July 27/16 LCBO – a Cider

Reason: Product Instability

Class 2 Recall – August 11/16 a Wheat Beer

Reason: Off Taste

Class 2 Recall – August 31/16 LCBO a Lager

Reason: Product Instability

Class 1 Recall – September 6/16 – a Radler

Reason: Product Instability

Class 2 Recall – September 20/16 - a Lager

Reason: Product Instability

Class 2 Recall – October 14/16 - a Lager


Reason: Product Instability

2016 / 17
Fiscal year

29 Recalls issued


Class 1 – 3

Class 2 – 26



“I just moved the can and it
burst cutting my hand”

– *LCBO Customer*



“These cans are dangerous
and I will not put myself or any
staff members in danger. These
cans literally go off like bullets.”

– LCBO Store Manager





“This is a safety issue, these cans are blowing up with extreme force”

– *LCBO Retail Employee*



“A can burst open in my bag
and leaked all over my Mac
laptop. Would like some sort of
compensation”


– LCBO Customer



“My staff is afraid to touch them, even with the protective gear on”


– LCBO Store Manager





“I was putting a bottle of beer on the end aisle and the bottle beside randomly exploded. The top half of the beer broke and glass sliced my shirt along my stomach area on the right side of my body.”

– *Retail Health and Safety Incident/Accident Report*



I put the bottles in my fridge on their side; before I could close the door, the top of a bottle blew off and flew 20 feet across the room.

I am thankful my dogs were outside; they're normally at my feet in the kitchen.

- *LCBO Customer*

“Exploding beer cans cause LCBO recall”

– *Canadian Packaging*



“LCBO Recalls Potentially Explosive Beer Cans”



“LCBO Issues Recall on Exploding Beer cans”

In the event of a recall

- Product is withdrawn from sale, all channels
- Repatriated to LCBO from Grocery stores for destroyal
- Retail stock destroyed
- Warehouse stock returned or destroyed
- Investigation is launched with CFIA



In the event of a recall

Impact to your business?

- 1) Out of market for days to weeks or longer
- 2) Impact to Brand
- 3) Fees for:
 - Lab testing
 - QA Admin fees
 - Retail Destruction of inventory
 - Warehouse destruction of inventory
 - Freight, recycling fees
 - Risk of Fines by CFIA



Learning 2016

Issues:

Volume / growth challenges with increases in production and scaling up

Product stabilization processes are inconsistent

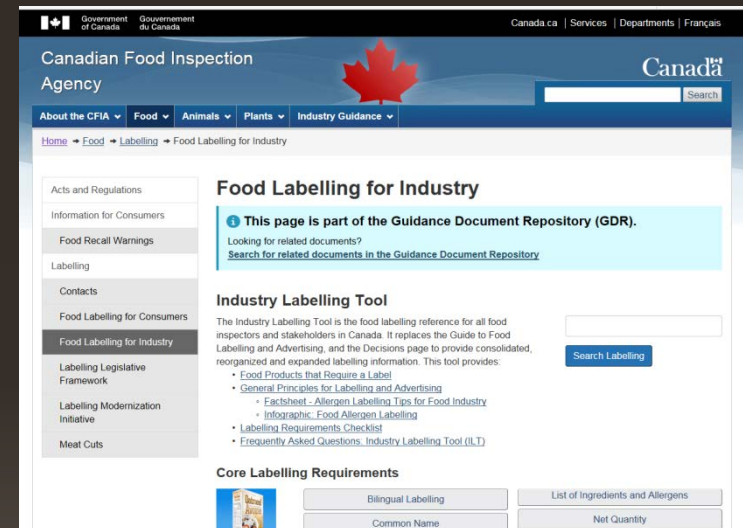
Shelf life is a challenge

Date code legibility is often unacceptable to trace affected product

Vendors are invested in quality, but aren't always ready for scaling up to broader distribution and the variability of other retail environments

Common problems noted

- Date / lot coding & Traceability
- Single field of vision
- Alcohol deviation



The screenshot displays the Canadian Food Inspection Agency (CFIA) website. The header includes the CFIA logo, the text "Government of Canada / Gouvernement du Canada", and navigation links for "Canada.ca", "Services", "Departments", and "Français". The main navigation menu includes "About the CFIA", "Food", "Animals", "Plants", and "Industry Guidance". The breadcrumb trail shows "Home > Food > Labelling > Food Labelling for Industry".

The page title is "Food Labelling for Industry". A blue banner indicates that the page is part of the Guidance Document Repository (GDR). Below this, there is a search bar and a "Search Labelling" button. The "Industry Labelling Tool" section provides a reference for food labelling and includes a list of links: "Food Products that Require a Label", "General Principles for Labelling and Advertising", "Factsheet - Allergen Labelling Tips for Food Industry", "Infographic - Food Allergen Labelling", "Labelling Requirements Checklist", and "Frequently Asked Questions - Industry Labelling Tool (ILT)".

The "Core Labelling Requirements" section includes a search bar and three buttons: "Bilingual Labelling", "List of Ingredients and Allergens", and "Common Name".

#1 Priority - Risk Management

For everyone's benefit.

Earlier and more assertive response to potential risk

Requirement for suppliers to prove product quality improvement before re-introduction to market



Working with CFIA



- Inspection
- Investigation
- Root Cause Analysis

You are accountable for the stability of your product in all retail and warehouse conditions and throughout it's shelf life



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