

# CAPITA | Customer solutions



*Bord Bia*

## Bord Bia case study

Capita Customer Solutions' National Auditing Division was established in 2006 when we were successfully awarded the contract to provide an independent audit service on behalf of Bord Bia. We manage a team of auditors who conduct farm inspections across Ireland in support of Bord Bia's Beef and Lamb Quality Assurance Scheme and National Sustainable Dairy Assurance Scheme.

Currently, our large field force of auditors conduct over 23,000 farm inspections per annum to validate whether the meat and dairy products that originate from Irish farms conform to Bord Bia's Quality Mark and Origin Green requirements. The audits capture an extensive array of information including animal identification, traceability, welfare, housing and transport as well as farm access, safety, environmental, and carbon footprint findings.

Our central audit administration team, based in our Clonakilty head office in West Cork, provides complete field-force support. Its functions include a telephony help-line and an audit review team which evaluates 100% of audit reports for accuracy and completeness.

The guarantee of quality informs every aspect of our service. We use key performance indicators to identify scoring trends; witness and grade farm inspections in person; hold bi-annual auditor briefings to review performance and industry developments; and provide regional training sessions to apprise auditors of regulatory and procedural changes.

One of Bord Bia's key objectives has been to digitise and enhance the inspection process. Capita Customer solutions have fully supported this goal. Our most

significant initiative is the implementation of a fully electronic audit procedure that uses handheld devices, bespoke auditing software and real-time electronic report upload to our in-house administration team. The changes have helped to streamline the audit process and in turn improve turnaround times substantially.

The Bord Bia quality mark is an internationally recognised sign of excellence for internal and export markets in one of the most important industries for the Irish economy. Capita Customer Solutions is extremely proud of the crucial role we play in helping Bord Bia guarantee the quality and provenance of Irish beef, lamb and dairy products and the longevity of our relationship with Bord Bia is testament to the quality of our service.

We are accredited by INAB, in compliance with ISO/IEC 17020:2012, registration no. 9008, to carry out farm inspections in accordance with the Sustainable Beef & Lamb Assurance Scheme (SBLAS) and the Sustainable Dairy Assurance Scheme (SDAS).

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