

▶ **At The Ingredient House** we understand that the quality of our ingredients directly impacts the quality of your products. That's why **we take great measures** to evaluate and select only top quality ingredient manufacturers **to meet your needs and specifications.**



▶ We Keep our House in Order

In addition to continuous communication with our suppliers regarding quality management, we take the following steps to ensure product quality and supply of our branded ingredients:

1. **FDA Registration** – Our partners are all properly registered with the FDA and follow FDA's prior notification procedures in order to avoid supply delays.
2. **Quality testing by outside laboratories** – The Ingredient House utilizes the services of world class analytical labs for all quality testing. This testing is in addition to, and independent of, the testing that is conducted by the manufacturer. Every batch of material we provide to our customers has been **checked at least twice** against the international standards before it enters the country. This way we ensure that you receive the quality you require.
3. **Specialized testing on our ingredients** — This helps to demonstrate and verify the absence of any contaminants which in turn helps demonstrate our quality meets the standards set by the best available in the marketplace.
4. **Regular audits** — We utilize third party evaluating organizations respected by the major international food manufacturers to audit our partners regularly. In addition our own QC team completes regular checks to ensure consistent quality.

▶ Audit Assurances are NOT always what they Seem

The Ingredient House takes our approach to auditing & the professional bodies we work with very seriously. We often make the time to witness firsthand the audit of our partner to **ensure strict compliance with the standards we require.** This extra step ensures that the people you trust with the supply of your ingredients have firsthand knowledge of **1.** how the audit was conducted, **2.** the standards required to pass such audits, and **3.** oversee the management of Corrective Actions should they be required. Our local QC team then meets regularly with every manufacturer to ensure the consistent quality of our partner facilities is maintained ahead of the next qualified audit. In addition our customers are welcome to audit our plants themselves, or visit them together with access to the audit reports so they can verify we have strict standards in our management of quality.

▶ All of our manufacturers have certified HACCP and ISO 9001 programs in place.

- ❖ **HACCP**, (Hazard Analysis and Critical Control Points), is a systematic approach to food safety and quality. A HACCP program identifies all of the critical control points in the process where the quality or safety of the ingredient may be affected and sets action standards if these controls are not met.
- ❖ **ISO 9001** certification involves adhering to the following basic requirements: a set of procedures that cover all key processes in the business; monitoring manufacturing processes to ensure they are producing quality product; keeping proper records; checking outgoing product for defects, with appropriate corrective action where necessary; regularly reviewing individual processes and the quality system itself for effectiveness; and facilitating continual improvement.

▶ Halal and Kosher too

In addition to these certifications, our partners of course have Halal & Kosher status for the ingredients we market.



▶ Trusted the World Over

The Ingredient House approach to quality is now trusted in over 15 countries around the world by a growing number of companies who agree with us that quality comes first for their multimillion dollar brands. As we have passed many of their stringent audits and quality tests, and continue to supply ingredients without incident, **we believe our approach of constantly monitoring quality is demonstrating we can be trusted by our customers around the world.**

▶ The World's Best Working for You

Before we select a manufacturing partner to work with we identify a number of candidates that are involved in the manufacture of this ingredient. We then visit these candidates, and select a short list of the companies we think can reach our standard. Through pre-audit evaluations we determine one or two candidates for final screening. Detailed audits are then carried out, and tests of the ingredient are conducted at world class laboratories. **Once a candidate passes these stringent tests, and manufactures to our standard, then they can become a partner in the marketing of our branded ingredients.**



▶ Timely Communication from Our House to Yours

Along with our emphasis on quality, **we recognize the importance of timely and thorough communication.** When a customer needs an answer to a quality question, or requires important documentation, we're ready to provide it – fast! **We deliver upon what we commit.**



▶ Seven Principles of HACCP:

1. Analyze hazards.
2. Identify critical control points.
3. Establish preventive measures with critical limits for each control point.
4. Establish procedures to monitor the critical control points.
5. Establish corrective actions to be taken when monitoring shows that a critical limit has not been met.
6. Establish procedures to verify that the system is working properly.
7. Establish effective record keeping to document the HACCP system.

Source: www.cfsan.fda.gov

▶ Why Quality Is The Most Important Objective!

Everyone recalls the events of recent years where the quality of certain ingredients and raw materials were bought into question! Our approach has demonstrated that **Quality & Safety** are the most important criteria for selection of a supply chain partner. Often, our inspection of manufacturing facilities that claim a certain quality, or certification provides clear evidence of poor practices. **This is why it is important to work with a supply chain partner like The Ingredient House who has face to face contact with manufacturers, who tests the ingredients purchased on every shipment, and audits the facilities to a stringent & trusted standard.**

HPLC chromatogram of RightSweet™ Erythritol

