







**TERR/** 







### kvadrat weaving



















































pneutec

























Networking time!







### Agenda

\$15	12:00-13:00	Networking lunch
\$ <u>\</u> \$	13:00-13:30	Welcome and company update by Otto
\$15	13:30-14:00	Al for Quality management - beyond the hype by Gerben
\$15	14:00-14:30	Coffee break – network and chat at the demo booths
\$15	14:30-15:00	The People Side of Change – Patrik Bierens, GNT International
\$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	15:00-15:30	The Road to QA Ownership – Iris Pierik, Cosun Beet Company
\$\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	15:30-16:00	Coffee break – network and chat at the demo booths
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## AlisQI continued growth

Revenue growth 30%
Team expanding
Overall from 23 to 30
US team from 3 to 5





# **Gartner:** Voice of the Customer for Quality Management System Software

- Highest 'Willingness to recommend'
- Best 'Support Experience'
- Top 'Product Capabilities'









## Our product keeps getting better

# 32 product announcements since last customer day

#### What's new on AlisQI

AlisQI Quality Management Software



#### Proactive email suppression alerts

To maintain the integrity of our email communications and ensure high deliverability rates, we've introduced a new **Email suppression list warning** feature. This enhancement alerts users when their email address is on the suppression list due to previous email bounces.

#### What's New?

- If your email address is on our suppression list, you'll receive a notification within the platform.
- The warning will inform you that you are not received a system emails due to previous delivery failures.
- Guidance will be provided on how to relieve the issue, such as ontacting your application administrator or AlisQI support

#### **Why This Matters**

Maintaining a healthy email reputation oritical for ensuring success usual delivery. When an email bounces repeatedly, we automatically suppress further attempts to protect our email health scores and prevent unnecessary retries. This new warning ensures that users are aware of the issue and can take action to restore their email communication.

#### **Next Steps**

- If you receive a suppression warning, contact your pplication administrator to validate or update your email address.
- · Contact AlisQI support if you believe your email is incorrectly flagged.

This improvement ensures a more transparent and reliable communication process while maintaining optimal email deliverability.







Send us your feedback



### Fixes in timezone conversion for Date filters and Calendar events

With today's release we have resolved several issues related to timezone conversion in date filters and the Cale

**Date Filters** 









Search in this feed

All

Announcement

Fix

Improvement

New

A

March 2025

January 2025

December 2024

November 2024

October 2024

September 2024

July 2024

June 2024

May 2024

April 2024

April 2021

March 2024

February 2024

Older



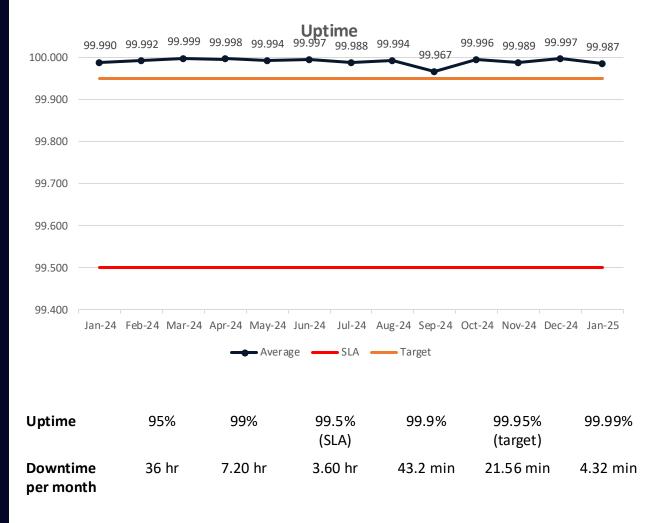
# Annual security assessment

#### Penetration test

Level 5 – Highly Secure	<ul> <li>Optimized security operations are established.</li> <li>Security is joint effort of IT and Business.</li> <li>Continuous security improvement.</li> </ul>
Level 4 - Secure	<ul> <li>Various security controls were identified and proven to be effective.</li> <li>IT Security is properly aligned to support business operations.</li> </ul>
Level 3 – Moderately Secure	<ul> <li>Organization supports IT Security.</li> <li>Overall security controls exist but inefficient.</li> </ul>
Level 2 - Insecure	<ul> <li>Organization has limited focus in achieving IT security objective.</li> <li>Security controls are limited and ineffective.</li> <li>Various types of vulnerabilities found and not being managed.</li> </ul>
Level 1 - Highly Insecure	<ul> <li>Organization does not recognize need for IT Security.</li> <li>Organization is vulnerable to various types of threats.</li> </ul>



### Availability







### Change comes in many shapes and sizes



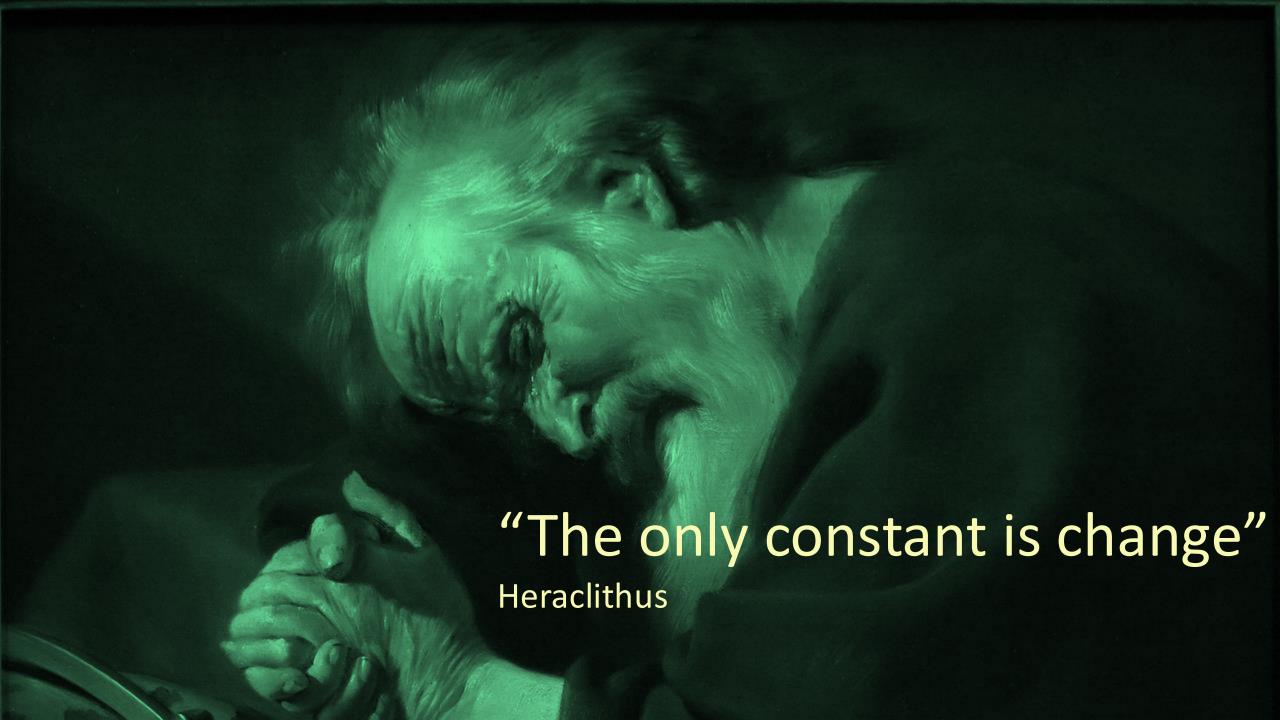






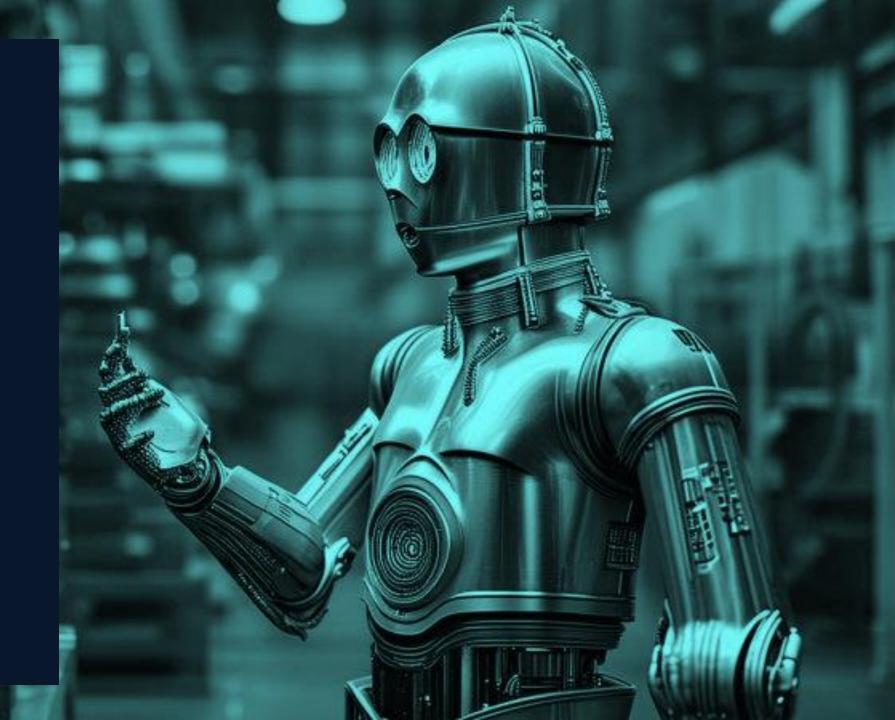






## And change is an opportunity!

- How technology can drive change or help adjust to change
- How Quality can drive change
  - Patrick Bierens
  - Iris Pierik



# 



# 





# 

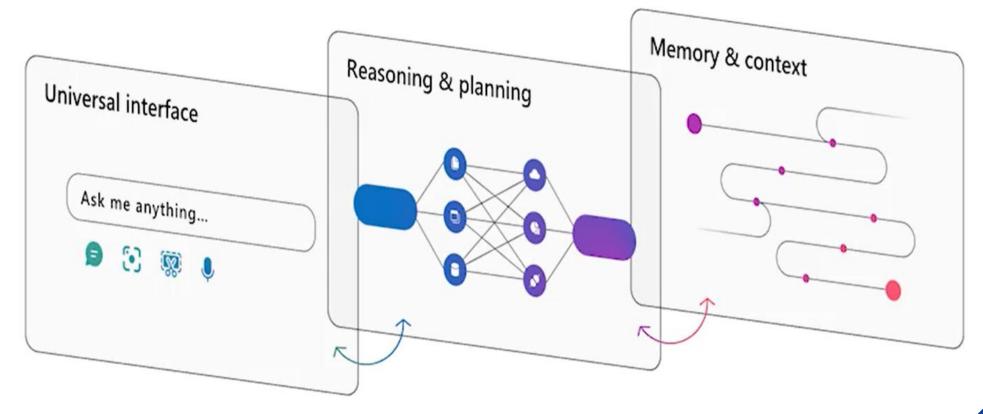




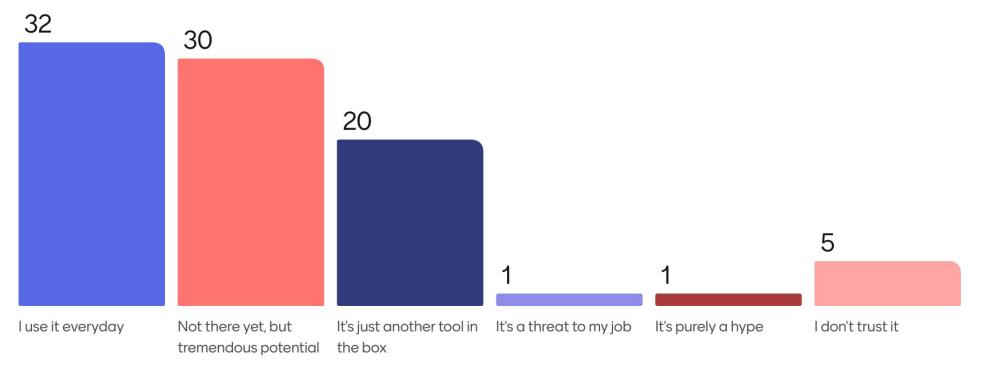




### Three breakthroughs

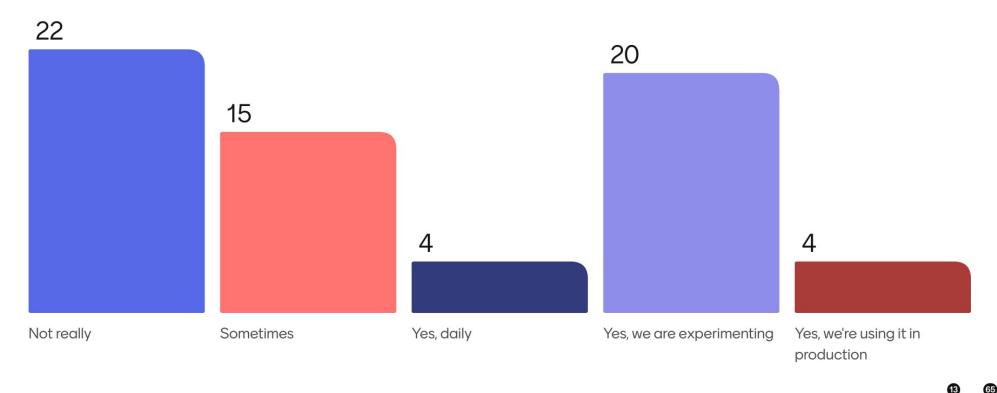


### How do you personally feel about Al?





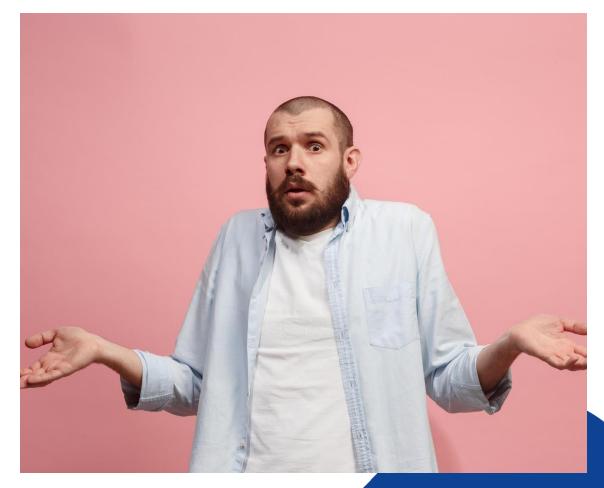
### Is your company actively discussing AI?





### Al for the sake of marketing value









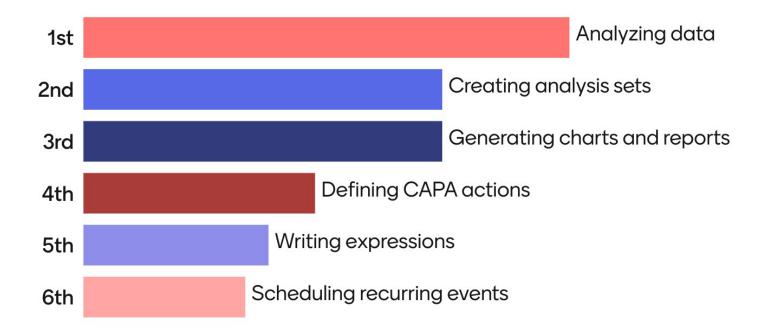
### Meet your Smart Quality assistant

#### I can assist you with:

- Creating analysis sets
- Analyzing data
- Generating charts and reports
- Writing expressions
- Defining CAPA actions
- Scheduling recurring events



### How would you value the features we presented?

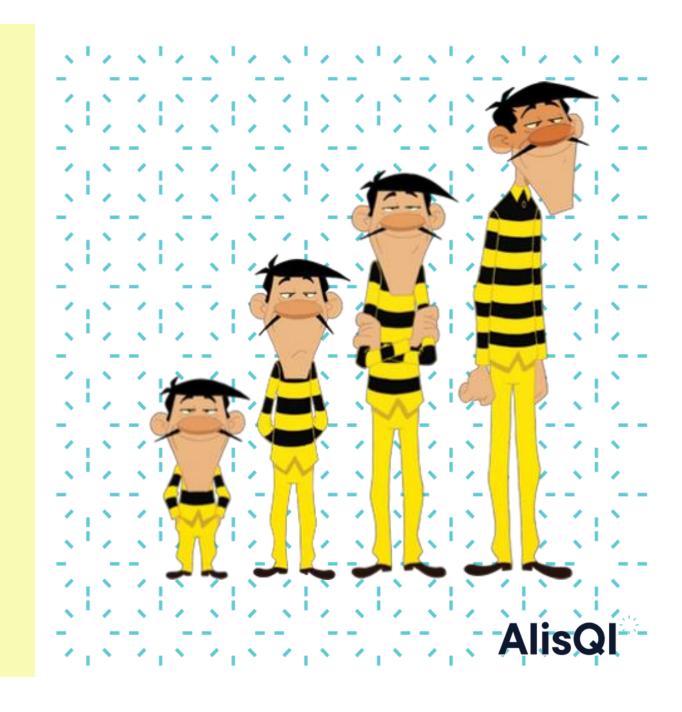




Forecasting and prediction	Auto scheduling tasks	Respond to events with possible causes	Process	Quality control Creating work instructions	Generate best practices micro learning
From data in your system towards prediction	Sorting products based on data	Flowchart processes	All the stuff i don't want to do	Autogenerating reports.	Integrations
Forecasting	Advising directly based on history data.	Help on building the data model taking in consideration the client variables and requirements	Workflow implementation	Forecasting & Prediction Transfer and Import Data	Can it predict where failure will occur
Using spc on different productbatches to prioritize actions to be taken on quality	management of change	Pattern finding	Making working instructions	Flowcharts process	Find relations in data that are not yet found. For example one thing has a relation to another.
Based on data propose who to work with on a project. Take in account proven knowledge, available time etc. Probably illegal with privacy concerns.	Reoccuring quality issues triggers	Knowledge testing	Data protection, security	security	Losing expertise, frowing reliant on AI to perform basic tasks.

Too quick action, w/o understanding data

# Al maturity journey





#### **Summary by Copilot**



Marius Ruiter provided Otto de Graaf with a link to access the online order portal for AlisQI and the support number for Apple Business Manager 1

Marius mentioned that new users can be added to the online order portal through them and discussed leasing options for devices with a minimum lease value of €2500 excluding VAT 1.

Payment details for Apple Retail Netherlands were provided, along with a link to view different keyboard layouts and information on technical support and AppleCare 1.

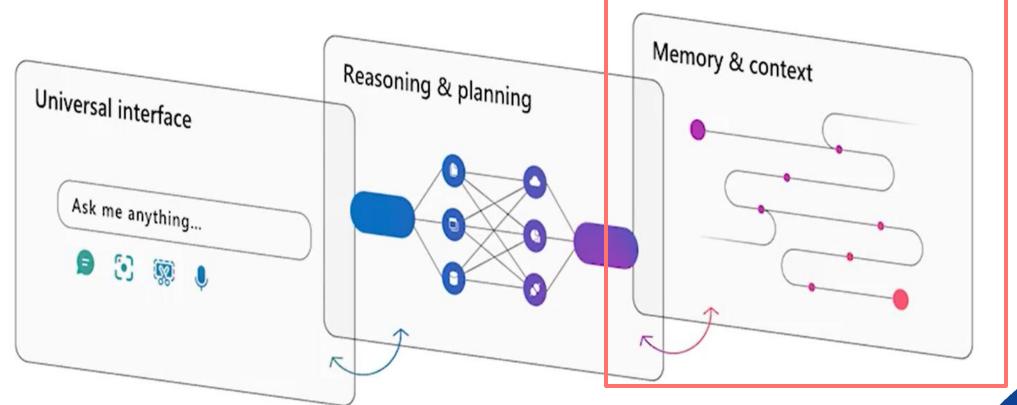
Al-generated content may be incorrect



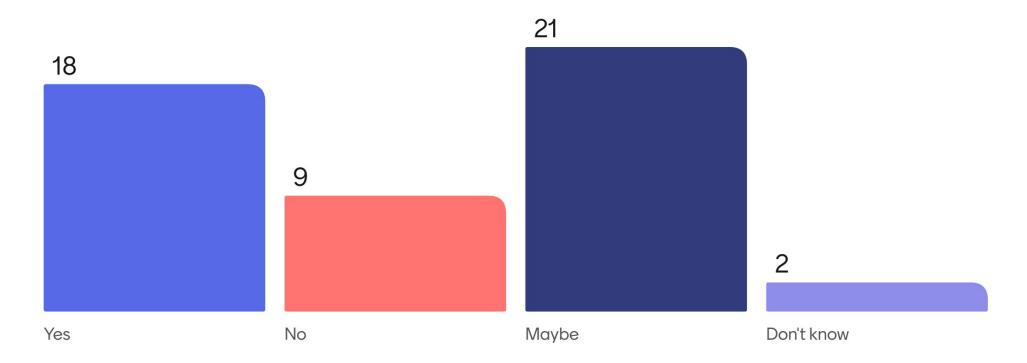


Privacy	IP	Security	Security on data	Data security	IP	Being replaced
Wrong interpretation	Breach of confidentiality	Security	Mistakes	Governance	IP	API call limit (30/min)
People not checking the results.	Data security	Interpretation	Loss of skill	Trustworthy informations	Losing control and knowhow of the qc proces. Being compeltely dependatn on ao	The truth
Losing responsibility	Data trustability	Quality of the used data	Data security	Privacy	To assume it is right	Using incorrect data sources
Incorrect data without knowing it	Too much dependance on a single tool	Security	Collegues whi have no clue what effictive promts to use	Betrouwbaarheid	Het wrong data	Wrong and discusable output
Knowledge drain  Not using it right or with the wrong data.  Security  Reliability of data						

Three breakthroughs

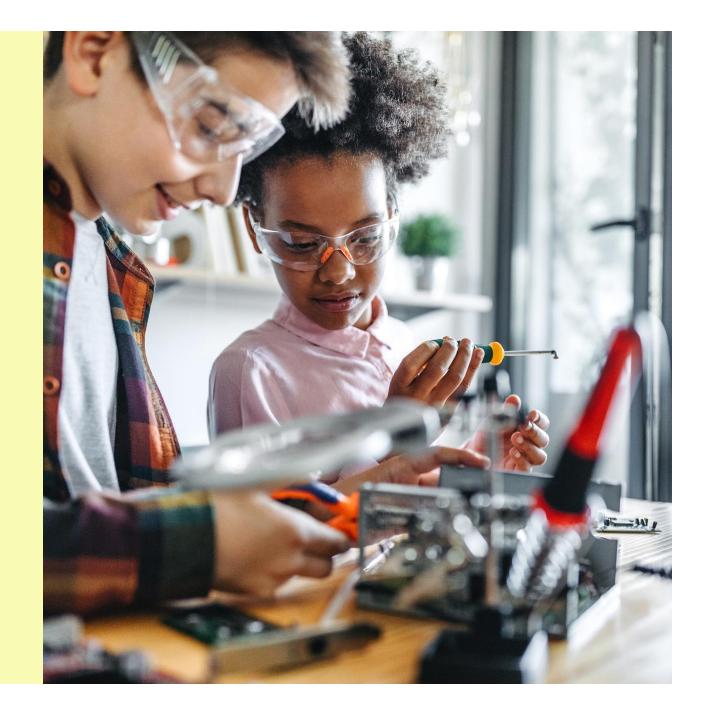


### I am OK that anonymized and aggregated data is used for training AI





# Let's team up!

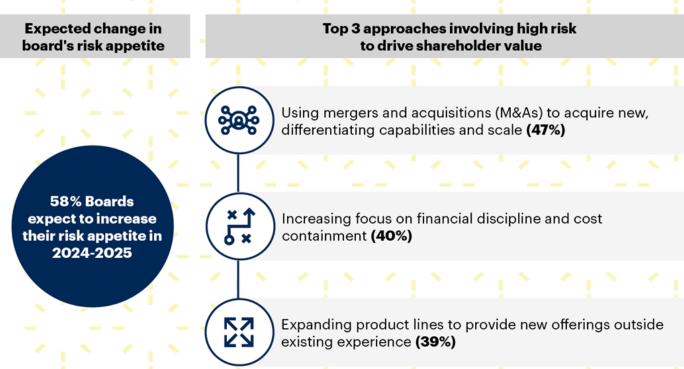


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# Increased risk appetite

#### Areas of Risk Appetite Increase by Boards of Directors in 2024-2025



#### n = 285; non-executive board of directors

Q: How is board's risk appetite (willingness to accept increased risk in pursuit of corporate objectives) expected to change for 2024-2025, to drive your organization's growth and profitability?

Q: Considering the risk management and the approaches that you plan to adopt, please select the top 3 approaches where the Board is willing t accept a greater level of risk to drive increased shareholder value?

Source: 2024 Gartner Board of Directors Survey on Driving Business Success in an Uncertain World

800447\_C







Mijn nieuws Net binnen Beurs >



21 mrt 13:45

### Efficientie is uit, flexibiliteit is in: nieuwe strategie voor volatiele tijden



Marceline Bresson, Pieter Couwenbergh

#### In het kort

- Bedrijven moeten laveren in een steeds onzekerder en onvoorspelbaarder wereld.
- Dat betekent dat het streven naar maximale efficiëntie is vervangen door flexibiliteit.
- Lokaal produceren biedt wendbaarheid bij importheffingen.

Bedrijven zijn altijd op zoek naar maximale efficiëntie. Maar zo scherp mogelijk aan de wind varen kan niet meer in een onzekere en onvoorspelbare wereld. Deze tijd vraagt



## The People Side of Change Patrik Bierens, GNT International b.v.



### Agenda

- 1. GNT Organization
- 2. Why Change Management?
- 3. Prosci methodology introduction
- 4. The ADKAR model and important roles
- 5. Lessons learned





GROWING COLORS





### Your partner

Since our foundation in 1978
Mission to create plant-based ingredients to drive a healthier future for people and planet

#### Now

Top 3 global color supplier with turnover of > €200 million

#### Our future

Growth per year on average > 10%



### Worldwide coverage to meet regional needs

#### **HQ** and production facilities:

#### **GNT Group B.V.**

Headquarters Mierlo, NL

#### **GNT International B.V.**

Production Mierlo, NL





#### **GNT Deutschland GmbH**

Production Heinsberg, DE

#### **GNT USA LLC**

Production,
Customer experience center
Dallas, North Carolina, USA





#### Sales and application offices:

#### **Europe:**

- France
- Germany
- Italy
- Poland
- Spain
- UK

#### Americas:

- USA
- Mexico

#### Asia:

Singapore

#### Middle East:

UAE

#### **Distributors and agents:**

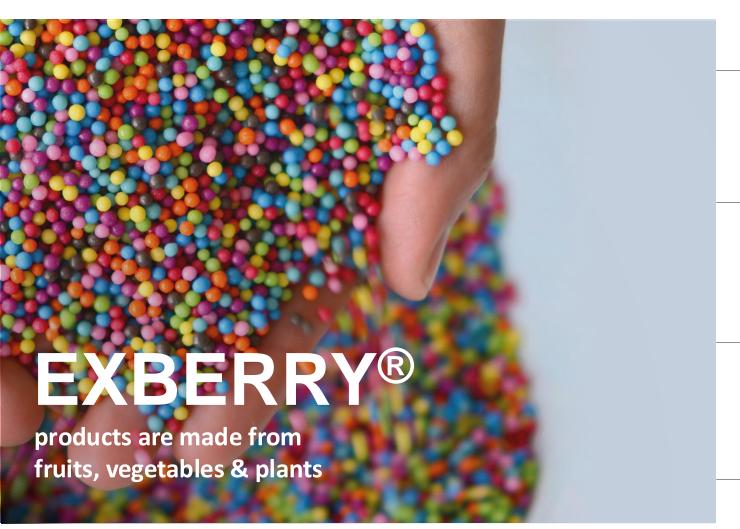
- Australia
- Balkans, Kazakhstan, Uzbekistan
- Brazil
- Chile
- China
- Colombia
- Hungary

- India
- Indonesia
- Israel
- Japan
- - -
- Malaysia
- New Zealand
- Peru
- Romania

- Scandinavia
- Slovenia
- South Africa
- South Korea
- Taiwan
- Thailand
- Ukraine
- Vietnam









### **Vibrancy**

Competitive product portfolio covering all shades of the rainbow



#### **Versatile solutions**

Formats available to suit all types of application



#### Certified

Non-GMO, Vegan, Halal/Kosher and Organic range available

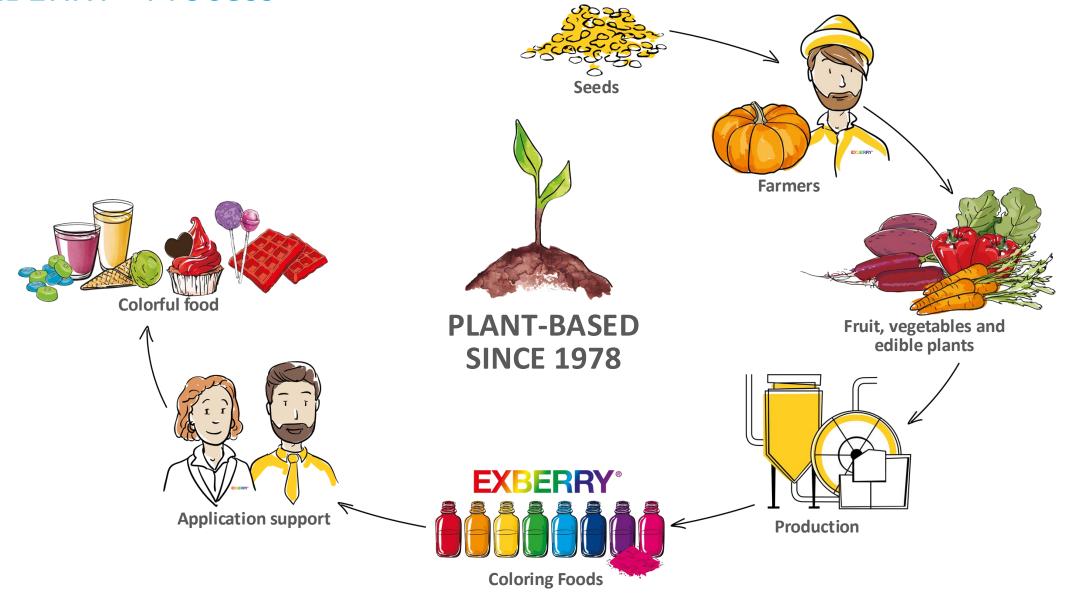


### **Product labelling**

Clean and simple labelling to maximize consumer acceptance



### **EXBERRY®** Process





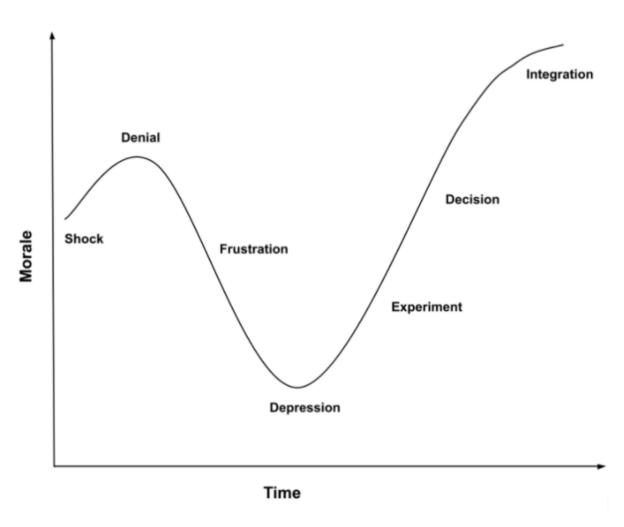
### Chameleon program



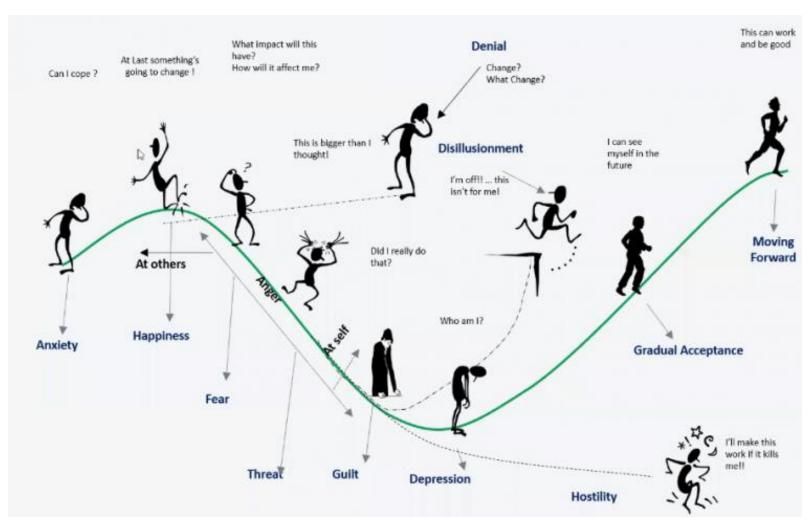
Building the foundation for our future growth











John Fisher change model



### With change management

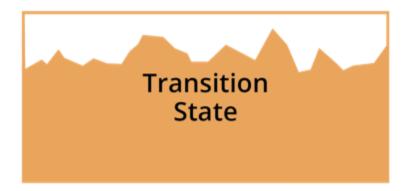


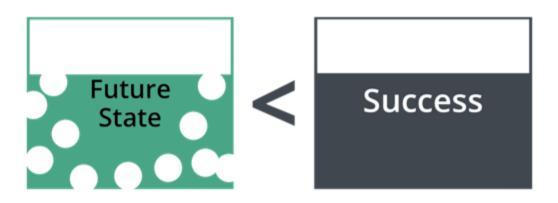
Transition State



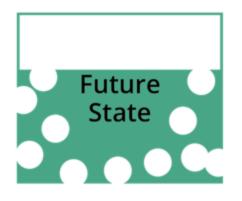
### Without change management











Instead of





Lower Return of Investment



History of failed changes



Unachieved improvement



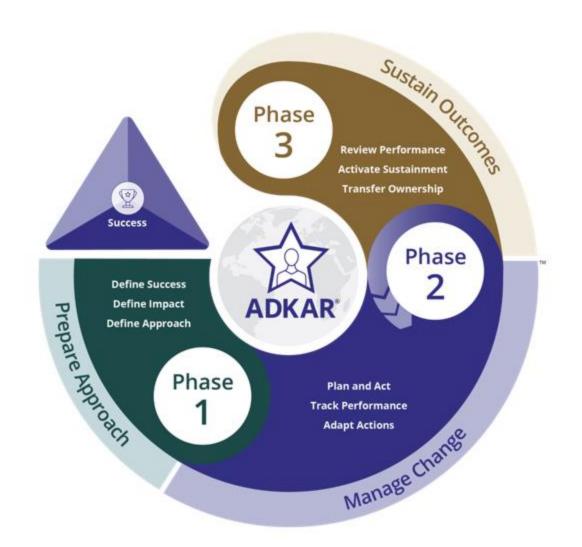
Not what expected/ hoped for



GROWING COLORS



### The People side of Change

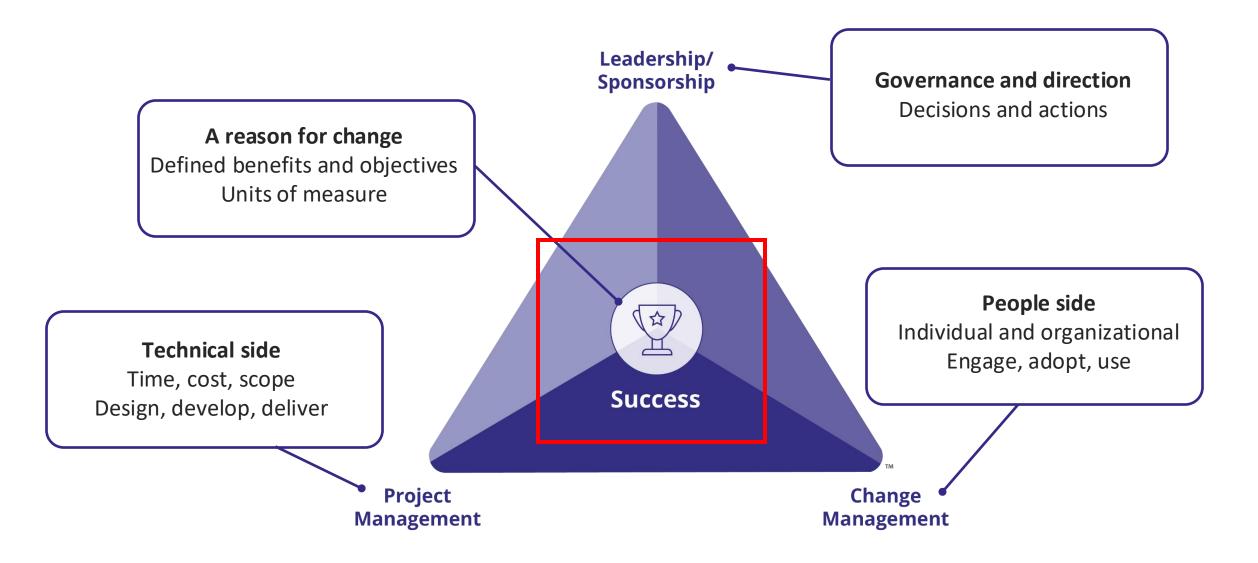








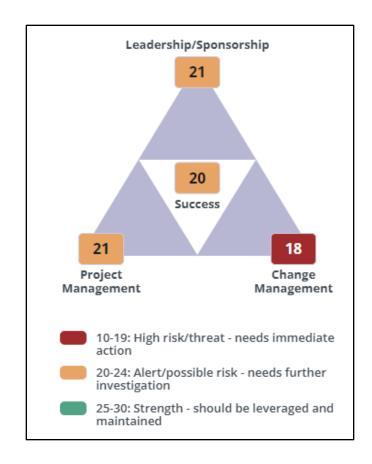
### Project Change Triangle (PCT model)

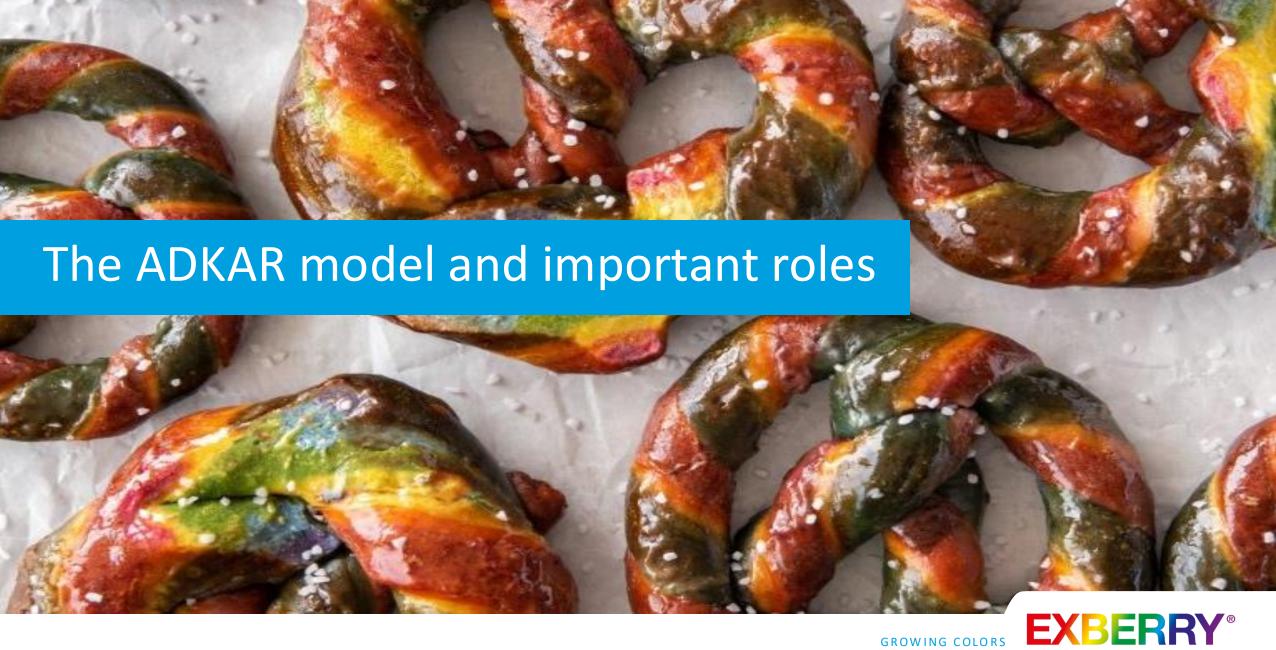




### Project health assessment

Success			
Factor	Score	0	
1. Inputs into the change management process are defined (may include a business case, charter, scope, or plan).	1	2	3
2. Organizational benefits are fully defined (what the organization gains).	1	2	3
3. Project objectives are fully defined (what the project achieves).	1	2	3
4. Adoption and usage objectives are fully defined.	1	2	3
5. Units of measure for benefits and objectives are established.	1	2	3
6. Benefits and objectives are prioritized.	1	2	3
7. Benefit and objective ownership is designated.	1	2	3
8. People dependency of benefits and objectives is evaluated.	1	2	3
9. The definition of success is clear and ready to be communicated.	1	2	3
10. The sponsorship coalition is aligned to a common definition of success.	1	2	3
		Score	20







### The ADKAR model



- What is and isn't working in my organization
- 2. What are my options
- Communicate that there is a problem
- Focus attention on the most important reasons to change





#### Desire

- Communicate benefits for adoption of scrum
- 2. Identify risks involved
- 3. Build momentum
- 4. Address fears





#### Knowledge

- 1. Learn new technical skills
- 2. Learn to think as a team
- 3. Learn how to time box
- 4. Share information
- 5. Set reasonable targets





#### Ability

- Empty a suitable governance framework
- 2. Training the basics
- 3. Start small
- 4. Don't do it by stealth
- Adjust processes that touch the scrum teams





#### Reinforcement

- Engage a scrum coach identify champions
- 2. Share scrum experience
- 3. Learn from early mistakes





### Set up ADKAR model

ADKAR element	Definition	What you hear	Triggers for building
Awareness	Of the need for change	"I understand why"	Why? Why now? What if we don't?
Desire	To participate and support the change	"I have decided to"	WIIFM Personal motivators Organizational motivators
Knowledge	On how to change	"I know how to"	Within context (after A&D) Need to know during Need to know after
Ability	To implement required skills and behaviors	"I am able to"	Size of the K-A gaps Barriers/capacity Practice/coaching
Reinforcement	To sustain the change	"I will continue to"	Mechanisms Measurements Sustainment

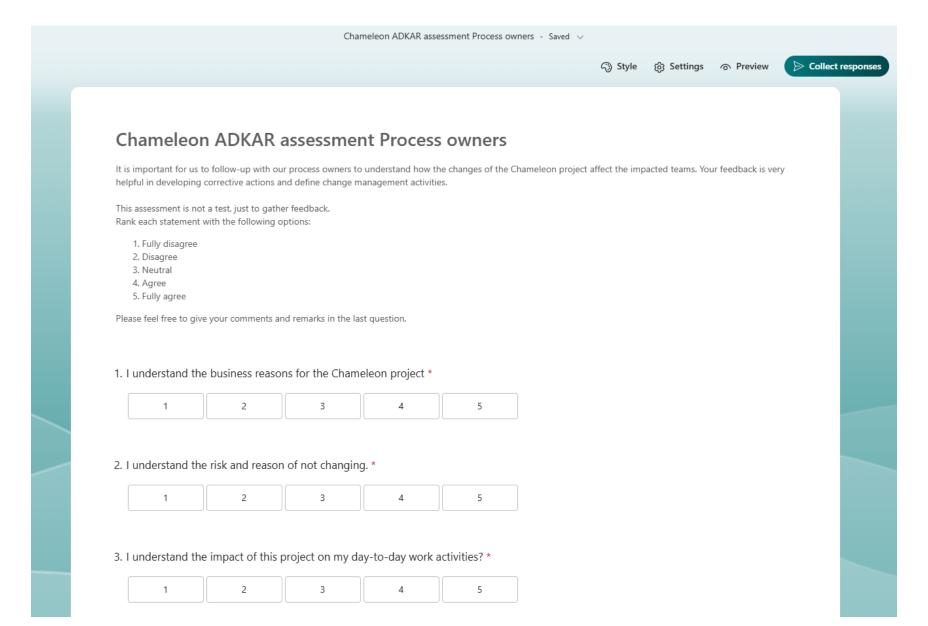


### Most important roles within Change Management

#### **Enabling Roles Employee-Facing Roles** Authorize the change Apply structure and intent to change Fulfill three key roles: (ABCs) Enable and equip other change roles Actively and visibly participate throughout Collaborate on a unified approach Change the project Sponsor with the project manager Build a coalition of sponsorship with peers Practitioner and managers Communicate directly with employees Support direct reports in their change Design, develop and deliver the technical solution with employee journeys adoption and usage in mind from the Fulfill five key roles: (CLARC) beginning Communicator Project People Collaborate on a unified approach Liaison Manager Manager Advocate with the change practitioner Resistance Manager Coach



### Tracking change impact



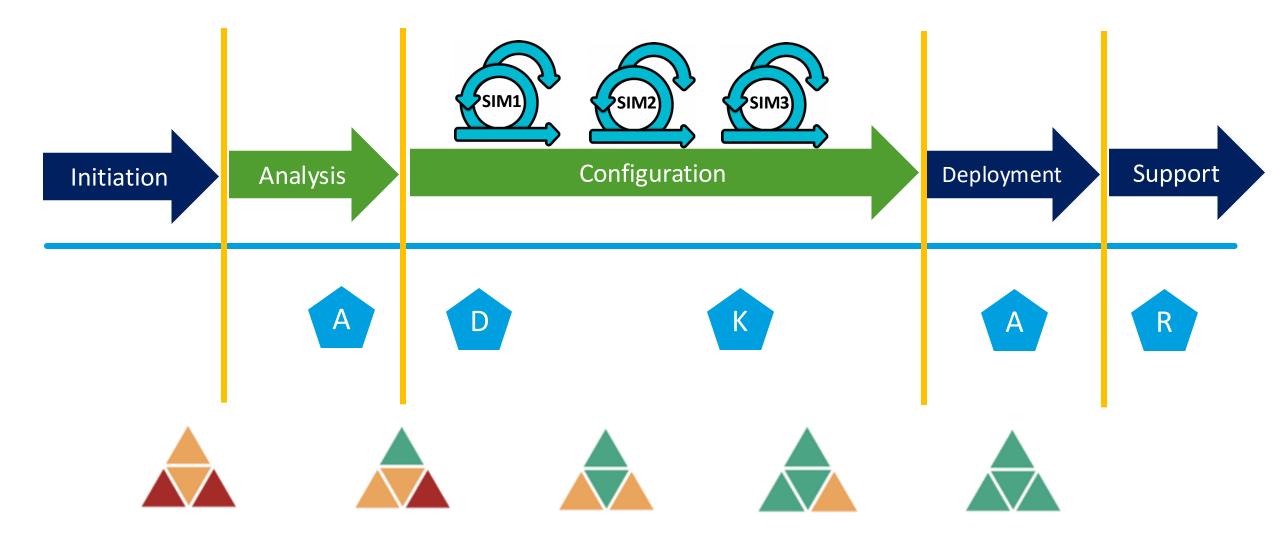


### Tracking change impact

Department	AWARNESS	DESIRE	KNOWLEDGE	ABILITY	REINFORCEMENT	BARRIER POINT	DESCRIPTION
Purchase department	4	3	2	3	5	D	Lack of personal motivation to be part of the project
Production department	5	4	3	3	5	К	Additional training on the system is required
Planning Office	4	3	3	2	4	D	Lack of support of my supervisors
Sales back office	4	3	2	1	3	D	The impact of this project on our day-to-day work activities is not clear
Sales department	4	4	3	3	3	К	I do not have the skills and knowledge to be successful during the project
Quality department	5	2	2	4	4	D	My colleagues do not support this project and the proposed changes
Logistic department	4	4	4	2	3	А	Practice and experience to perform in the new environment is not sufficient
Finance department	4	4	3	3	4	К	Training program has not been adequate



### Integration with Chameleon program







### The People Side of Change - Tops

Structured way of change management



Important role people managers

Focus on benefits

Definition of the "WHY"

Alignment with project management

Communication project sponsor

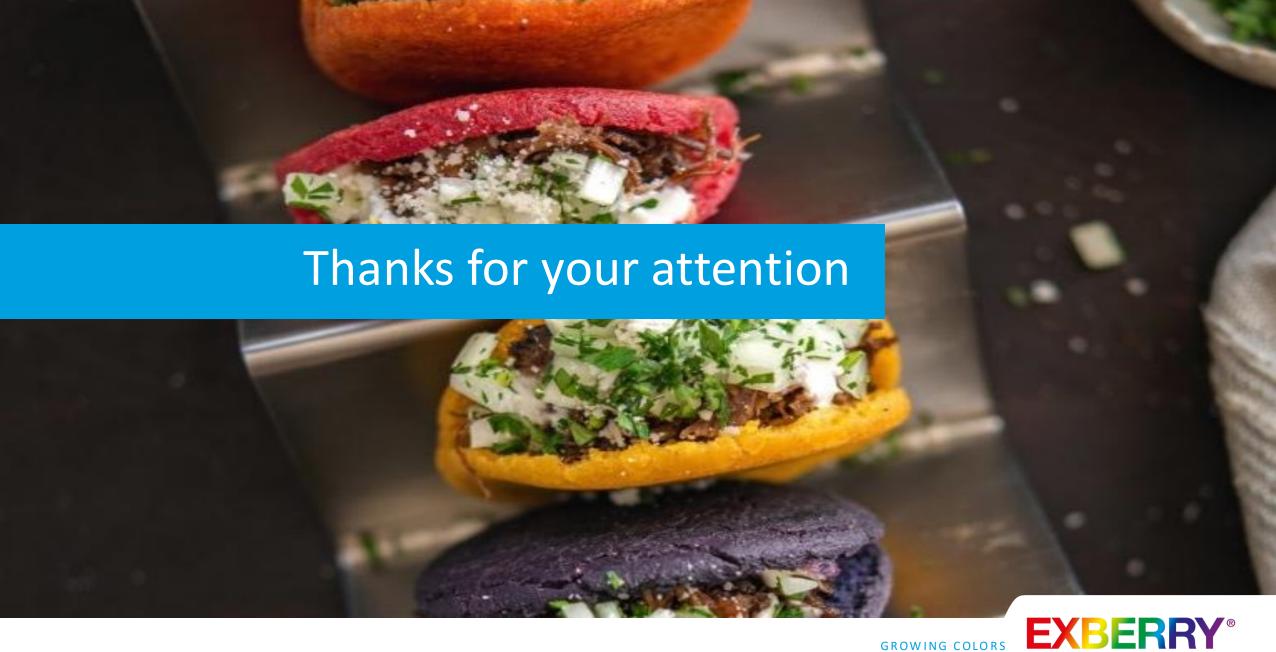


### The People Side of Change - Tips





GROWING COLORS



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# The Road to QA Ownership

March 25, 2025

Iris Pierik-Camp

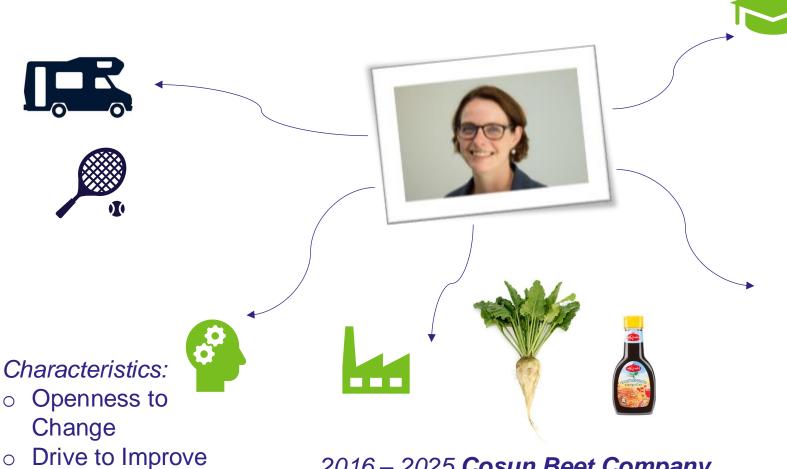
**QA Manager** 

**Cosun Beet Company** 



**Bright Beet Solutions** 

### **About Iris Pierik - Camp**



### Major Food Technology - Process

1999 Wageningen University

- Design
- Minor Operational Research & Logistics







#### 2006-2016 **Unilever**

- Process Improvement
- Planning, Master Data Management
- Factory Implementation Managment

### 2016 – 2025 **Cosun Beet Company**

- **Supplier Quality**
- **Quality Improvement**
- **General Quality Management**



Bridge Builder



Introduction

Cosun Beet Company





#### Sustainability in

2024

From the sowing of sugar beet seeds, to the transportation of products to our customers, and even plant-based snacks. Cosun Beet Company makes every step in the process as green as possible. Here you can learn all about our sustainability efforts this past year.



#### SBTi

Last year, we started the validation process for the Science-Based Targets Initiative (SBTi). By committing to SBTi, we take targeted, scientifically-based measures to help limit global warming to a maximum of 1.5 degrees.

#### More leaf spot sensors

In the past year, 130 new leaf spot sensors were ordered, bringing the total to over 800 sensors spread across beet fields nationwide. These sensors help growers assess the risk of leaf spot, enabling more efficient control and reducing pesticide use.



#### Water quality and nitrogen management

We are participating in a project by Groeikracht Cosun to provide growers with insights into their soil's nitrogen levels and fertilisation advice. This helps prevent nitrate leaching into groundwater. In 2024, around 1,000 growers participated in this project.





#### Additional thick juice tanks

The construction of additional thick juice tanks in Dinteloord and Vierverlaten increases storage capacity at the factory locations. This reduces the need for sugar transports to the depots in Roosendaal and Zevenbergen. This contributes to a more efficient and sustainable logistics process.



In 2024, we opened new inspiration farms in Dinteloord and Lelystad. Both farms use, among other things, robots and A.I. for mechanical weed control and grow robust crops, leading to reduced use of crop protection products. We share the experiences with these innovations with our growers.



#### Higher leaf health The availability of varietie

The availability of varieties with higher leaf health offers growers the option to choose these. Collaboration with the IRS (the knowledge and research centre for sugar beet cultivation in the Netherlands) and targeted advice from us has increased growers' knowledge. This is evident from the seed orders: in 2024, 30% of the beet seed area was ordered with high leaf health. This allows growers to better control leaf diseases, use fewer crop protection products, and achieve higher yields.

#### Plant-based frikandel with Fidesse®

Fidesse®, made from locally grown sugar beet fibres, offers a sustainable alternative with a low CO<sub>2</sub> footprint and no pressure on agricultural land. Through our collaboration with Le Frique, a product was created that is not only sustainable but also retains the characteristic texture and taste of the meat variant.









#### **Road to QA Ownership**

- Continuous Improvement
- Food Safety & Quality Culture



## **Road to Quality Ownership**



**Change #1: Linking Pin** 



**Change #2: Customer Centric** 

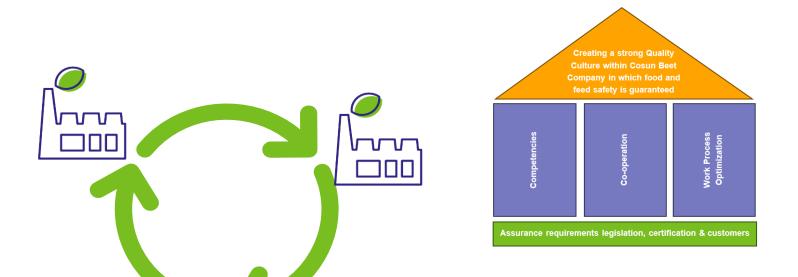


**Change #3: Communication** 





## **Linking Pin Organisation**







REINFORCING
- reinforcing
positive
behaviors.
Including safety
in your
communications
and decisions.
Compliance is

more integrated

into daily

practices

RESPONDING

responding to

requirements in

a mechanical

way (check the

REACTING

emerging

issues and

incidents

- by reacting to

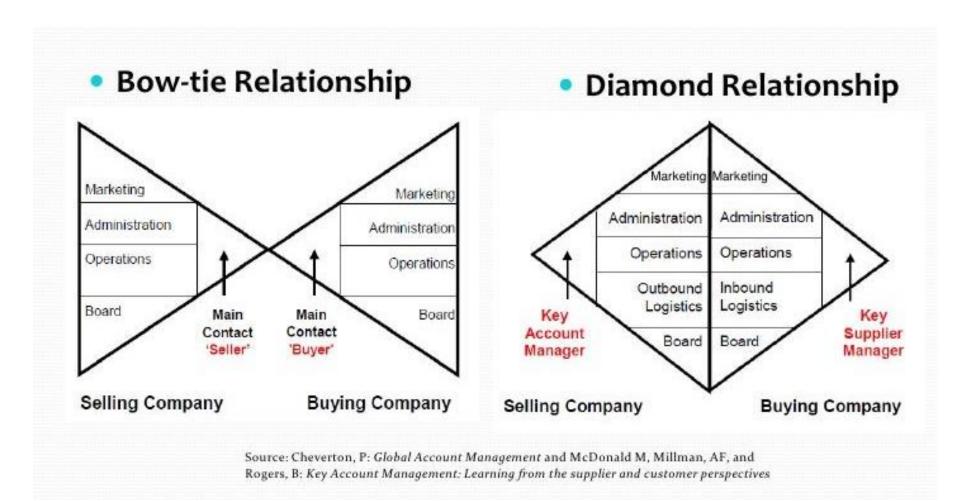
MASTERING

- being alert,
challenging
practices to
improve them,
not taking
safety for
granted, be the
best in class





## **Customer centric organisation**





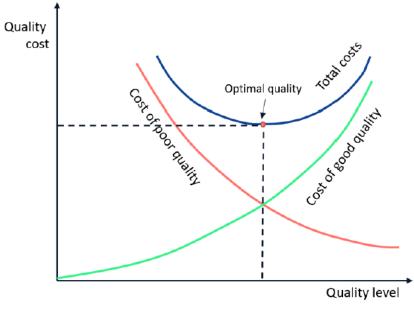


## Communication

#### **Management**

- KPI Dashboard
- > Intensify Quality updates
- > (Total) Cost of Quality









### **Communication**

#### **Shopfloor**

- > One Point Lessons
- Quality Days





#### **Lessons** learned

- > Change an organisation takes time, be patient
- > Be bold: invite yourself to Management Meetings
- > Translate bad Quality in monetary values
- > Take the lead in business processes
- > Repeat, Repeat, Repeat

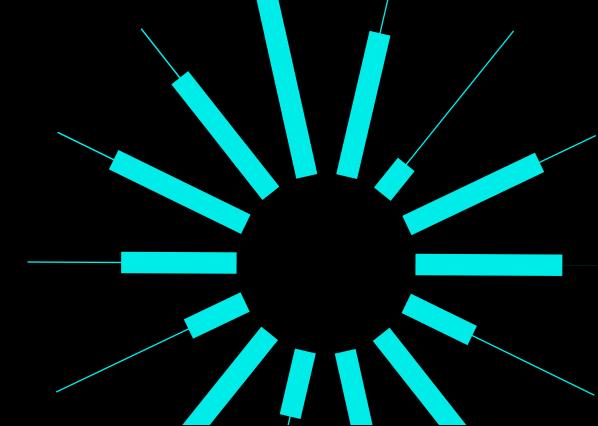


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\$15	13:00-13:30	Welcome and company update by Otto
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## Product update

What's done, what's new and what's next?





## Thanks for your input!

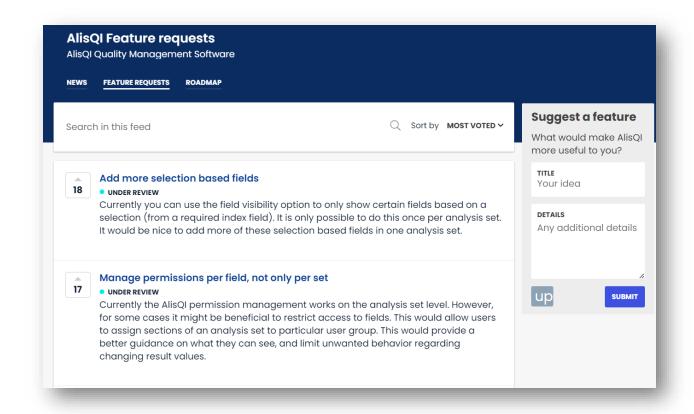
whatsnew.alisqi.com

300+ 800+

Feature requests Feature upvotes

7k+ 65k+

Engaged users Unique views



## Gartner

Gartner.
Peer Insights<sub>™</sub>

## **AlisQI Reviews**

in Quality Management System Software

4.8 ★★★★★ 57 ratings



- Toolkit is great, but hard to understand what we solve.
- You don't want to buy tools. You want your problems solved.
- We have a lot of domain knowledge and best practices



### **Solvers**

A productized solution to a common business process.

#### In AlisQI

A combination of features, templates and configuration to solve Quality Management challenges.

#### **Examples**

- Product Quality Control
- Document Control
- Complaint Management
- Supplier onboarding
- Audit management





#### Module: Quality Control

- Product quality control
- Process quality control
- Statistical Process Control
- Internal & external reporting
- E2E Traceability
- Equipment & Calibration management

## **Module:**Continuous Improvement

- Deviation management
- Audit management
- Complaint management
- CAPA & RCA
- Risk Management
- Management of Change

### **Module:**Documentation

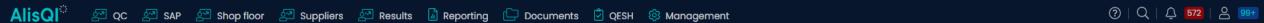
- Quality Manual
- Document control
- Process visualization
- Training management

## **Module:** Supplier Quality

- Supplier onboarding
- Incoming goods inspections
- Supplier deviation handling
- Supplier performance evaluation

## **Module:** Environment, Health & Safety

- Incident Management
- Audit Management
- EHS operations
- Internal & external reporting
- Risk & Compliance



#### **Templates**

**Quality Inspections** Calibrations **Failure** Cost and Culture of Quality Shopfloor **Audits** Prevention No-code QMS

#### **Customer complaints**



Embrace customer-centricity through Complaint Management.

Expression engine cheat sheet

**Details** 

#### Safety incidents



Prioritize safety with Incident Registration.

Details

#### **Total Cost of Quality**



Unlock the power of business logic with our comprehensive cheat sheet.

Details



Gain insight in the financial performance of your quality management operation.

Details

#### **Near miss**

#### **Customer complaints**



Embrace customer-centricity through Complaint Management. Welcome feedback openly, transforming complaints into opportunities to exceed expectations. Listen, address, and resolve concerns with empathy, building trust and loyalty. Your customers' voices drive continuous improvement, guiding your path to exceptional service and satisfaction.



Foster a culture of high-quality behaviors by addressing excellence and improvements.

Details

#### **FMEA**



Discover perfection with Failure Mode and Effects Analysis

Details

#### **Audit findings**



Seize excellence with Audit Finding Registrations.

Details

#### Risk assessment



Simplify risk management. Streamline assessments for informed, confident decision-making.

Details

#### OSHA Form 301 Injuries and Illnesses



Streamline OSHA compliance. Simplify injuries and illnesses reporting effortlessly with precision.

Details

## Quality Intelligence maturity model

- Self assessment
- Expose weaknesses
- Determine priorities
- Map your journey to maturity

#### Quality Intelligence Maturity Model Matrix

Level 1 Level 2 Level 3 Level 4 Ad hoc & Smart & Structured & Managed & Isolated Communicating Integrated Cooperating Process Standardized · Lots of process · High degree of Increased Execution variations standardization workflows standardization Incident-driven · Manual workflow · Partly automated Automated workflows execution execution execution Proactive Reactive Reactive Proactive Performance No performance · manual KPI Spreadsheet based · Real time dashboards Management calculation Balanced Score metrics · Quality objectives Organization · Quality defined as Limited quality Quality Awareness awareness in the in primary & defined, measured strategic value organization supporting and evaluated Cross functional processes Lack of Quality leader in quality ownership management · Dedicated QA / QC Management team managers support **Supply Chain**  Incident-driven E-mail & phone · Automated email Bi-directional system Integration communication communication integration triggers No data exchange Manual data Data import / Quality Portal export / upload QM Control level

# Omnipresent in organization & supply chain Rigid Ad-hoc React React Revery Agile Smart Anticipate

Isolated

in quality department

actional system ation nated sensor & ment data ition sasily accessible sople & systems) ime dashboards

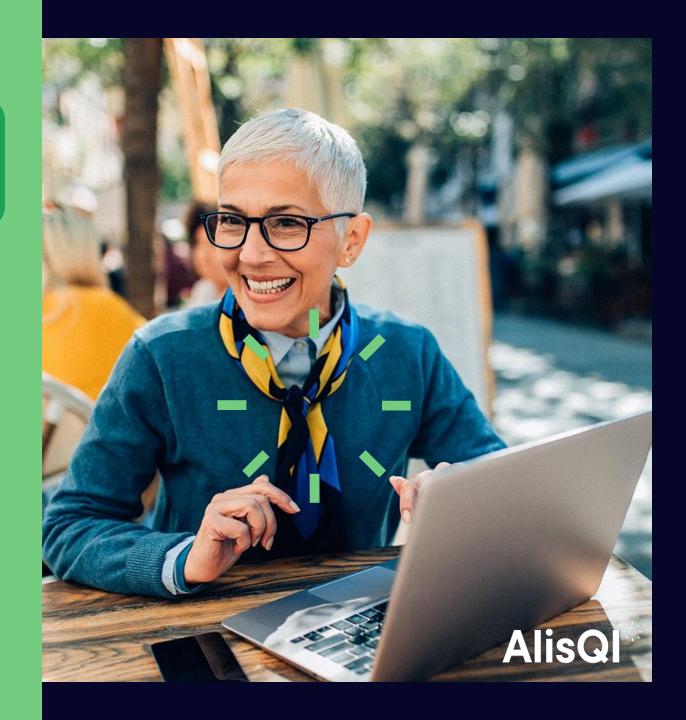


## Quality maturity journey

Advanced Basic Enterprise Statistical Process Control **Product Quality Control E2E Traceability Quality Control** Internal & external **Process Quality Control** Equip. & calibration mgmt reporting Document Control Documentation Process Visualization **Quality Manual** Training Continuous **Deviation Management**  CAPA & RCA Risk Management **Complaint Management**  Audit Management Management of Change Improvement **EHS Operations** Environment, **Audit Management** Internal & external Incident Management Risk & Compliance Health & Safety reporting Supplier onboarding **Supplier Quality** Incoming goods inspection Supplier deviation handling Supplier performance evaluation

## Benefits for customers

- 1. Better problem-solution fit
- 2. Manage change carefully
- 3. Grow in your own pace and direction



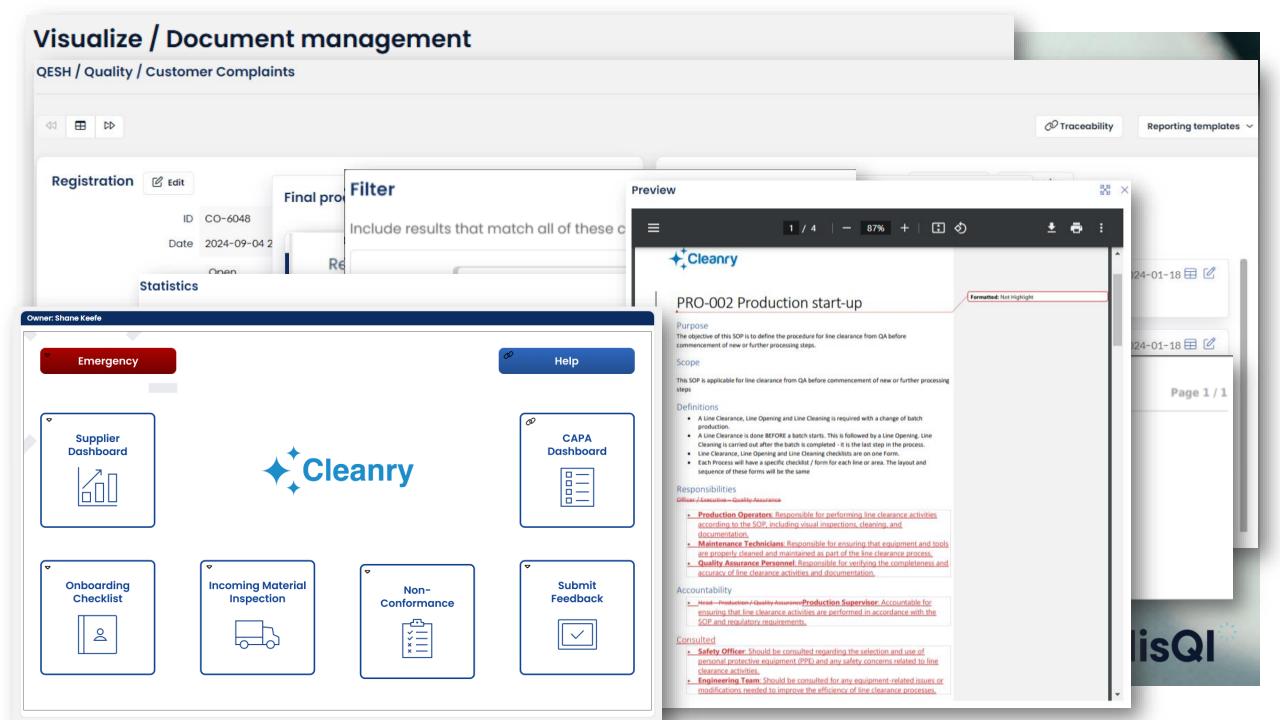


## Roadmap planning 2025



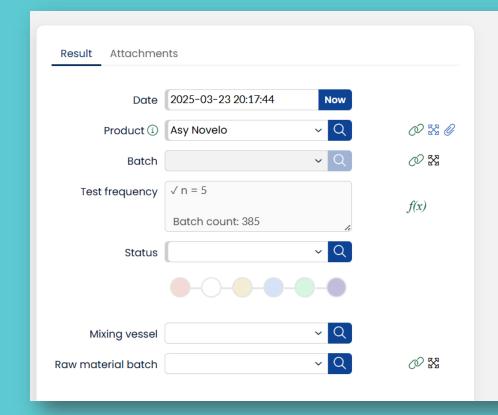
## Recent Highlights

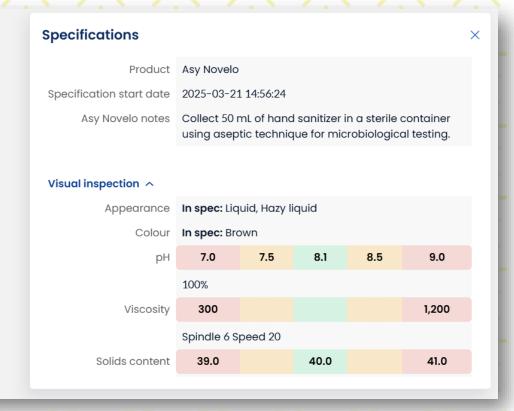






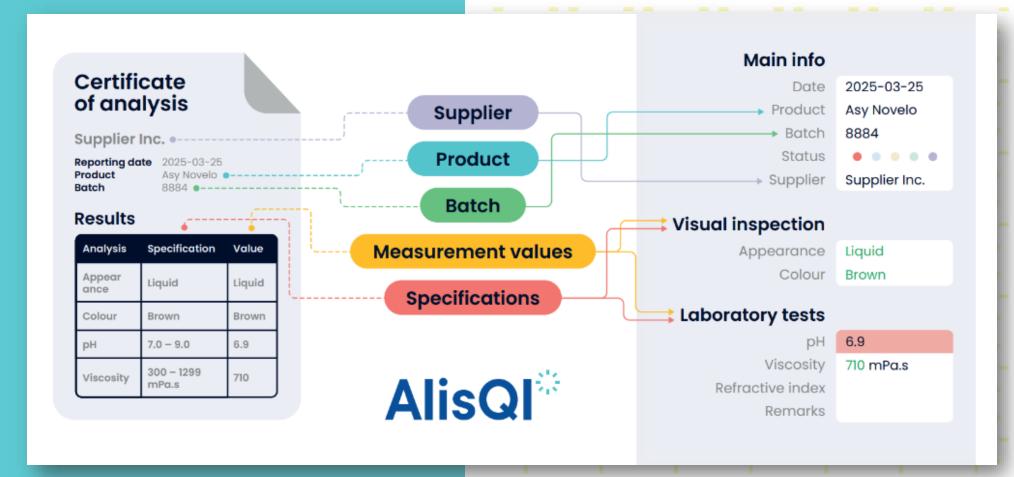
## Notes







## **COA Parsing**

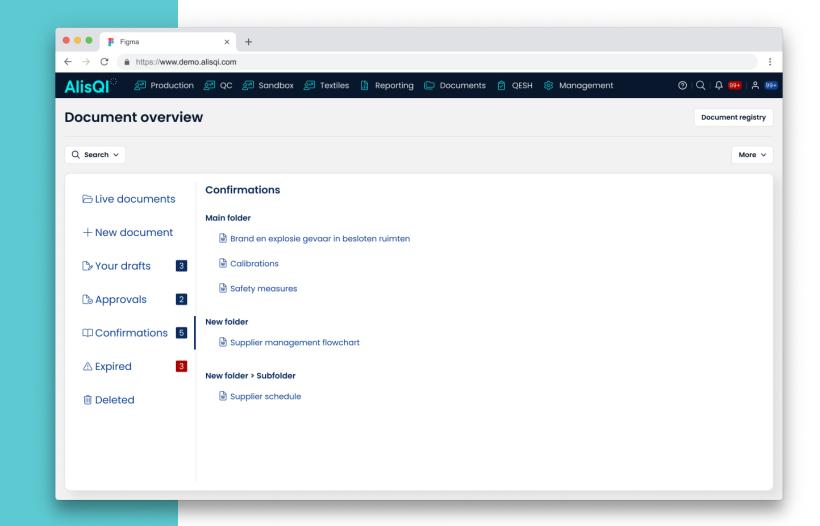




## What's next? Documentation

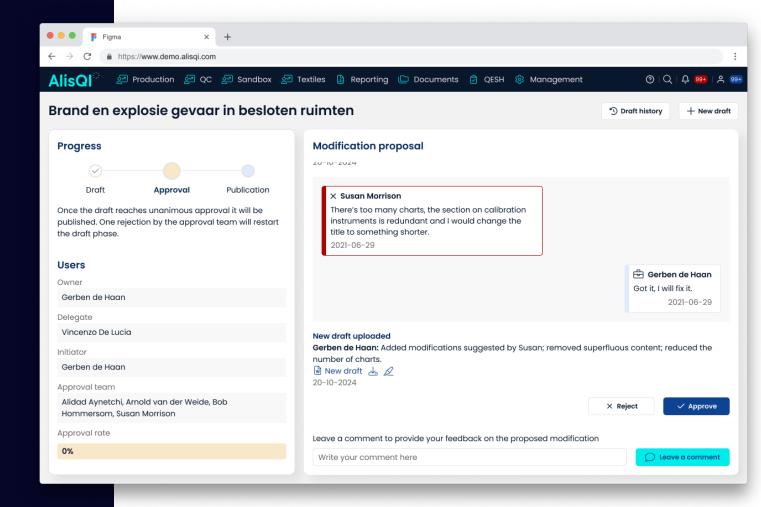


## Document Lifecycle





# Approval flows for New and Retired documents



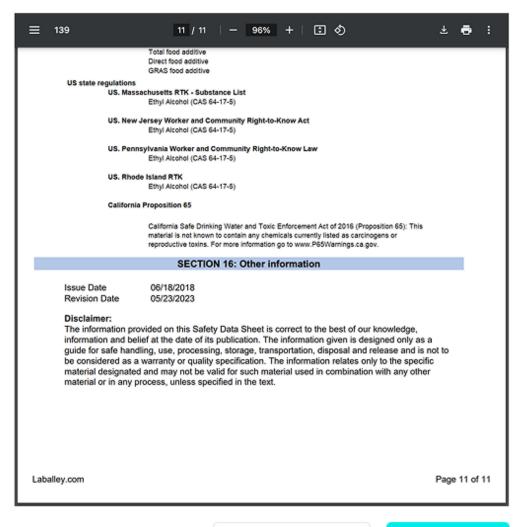


## Read & Understand confirmations





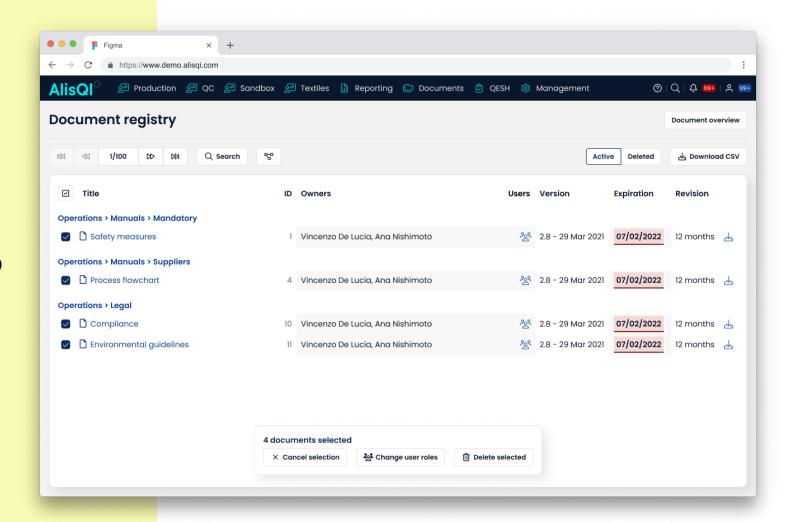






Confirm as read

## Document Registry usability improvements





# Legacy customization phase out

- Replace with standard solutions
- Benefits
  - Continuous development
  - Better performance
  - Better support
  - Maintain and adapt yourself
- Reach out to customers 1:1





# Exciting times ahead!



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