WHEN THE CHAIN IS COMPROMISED

~~days~~

minutes.

How long does it take your company to know which products are affected?

Flowtech practical guide Detect · Trace · Manage · Recover



When the chain is compromised

Detect, trace and manage crises

Do we really have traceability or just paperwork that lets us rebuild it after the problem has happened?

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In a crisis, knowing where the problem is isn't enough

Five questions need fast answers:

01

What happened?

02

How far did it spread?

03

Who is exposed?

04

What do we do next?

05

How do we rebuild trust?

The challenge: moving from having traceability to having traceability that works when the crisis hits.

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Our position

Traceability is not there to tick an audit box. It is there so that, when something goes wrong, we make decisions in minutes, not days.

Miguel Fernandes, CEO of Flowtech

Four pillars for responding to a crisis



PILLAR 1

Detect

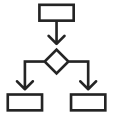
Spot the problem before the crisis escalates



PILLAR 2

Trace

Know exactly where the problem is



PILLAR 3

Manage

Turn information into decisions



PILLAR 4

Recover

Learn from the crisis and stop it happening again

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Detect: the first delay in a crisis is realizing it exists

PILLAR 1 · DETECT

How long does it take a company to realize it has a problem?

A non-conformity is not enough. You need to see patterns and signals before the problem becomes a crisis.

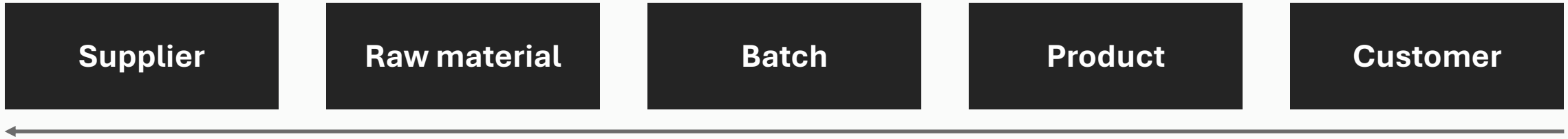
Digitalization connects information that a manual process leaves scattered:

- Batches
- Raw materials
- Suppliers
- Production
- Operators
- Equipment
- Customers
- Shipments

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Trace: real traceability works backward and forward

FORWARD · how far did it go?



BACKWARD · where did it come from?

When a problem appears, you need to know:

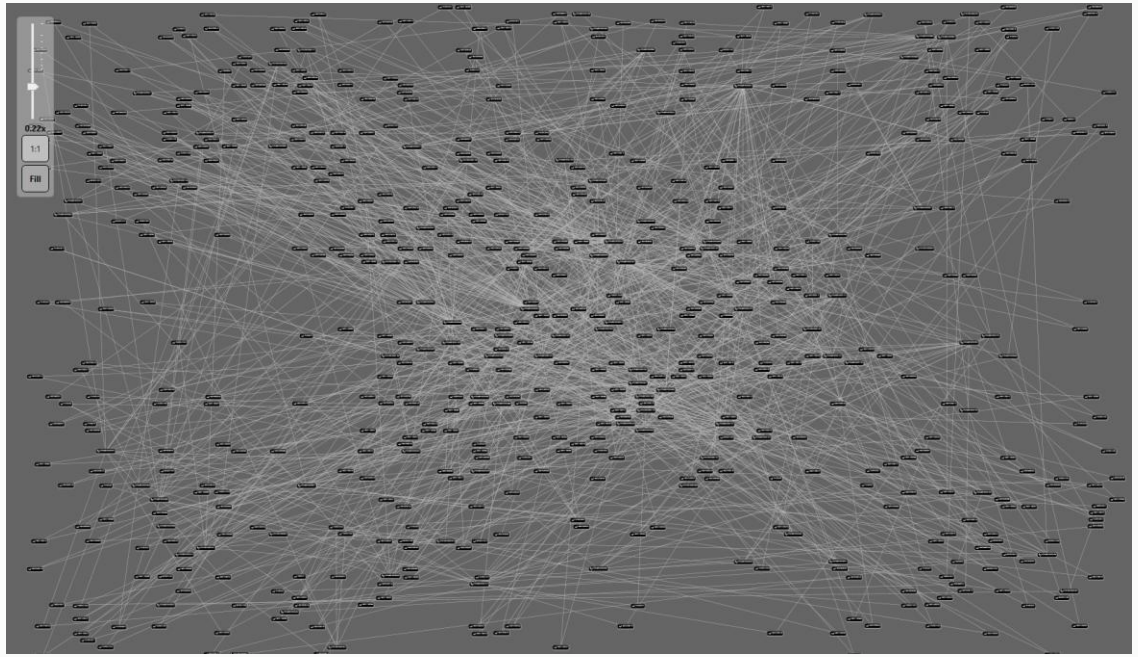
Which products did it go into?	Which batches were affected?	Which customers received them?
What is still in stock?	What has already shipped?	What is not affected?

One raw material can go into many products, and batches are processed, reworked, mixed and shipped to different customers.

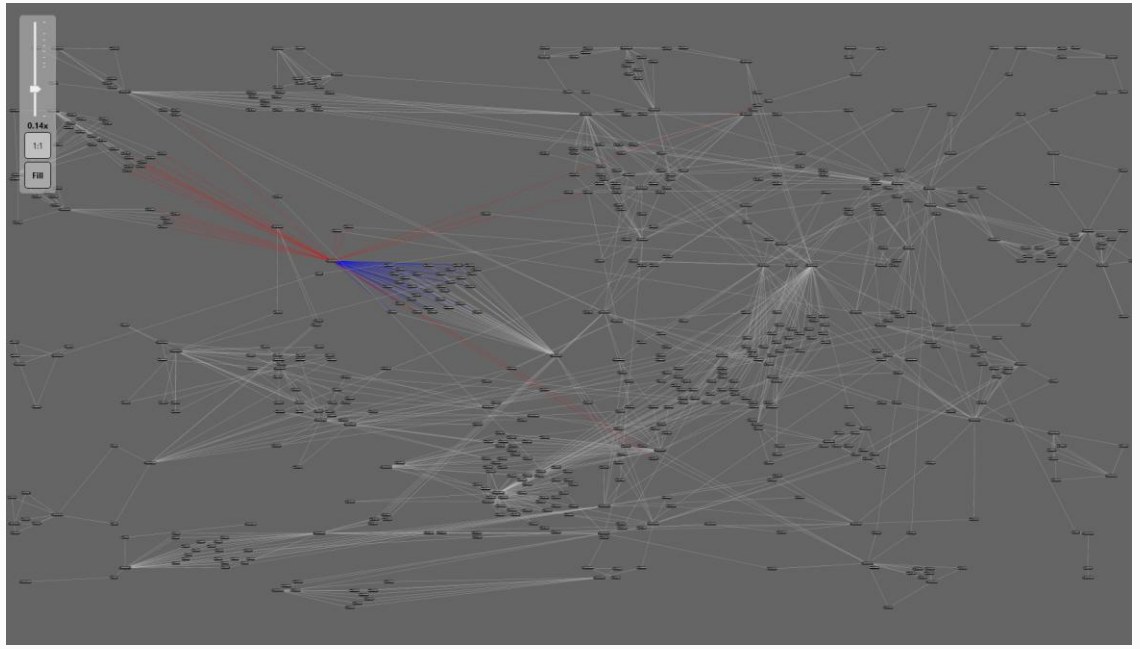
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In an incident, the system isolates one batch's path among thousands of links

Full network of batches and products



One batch's path, highlighted



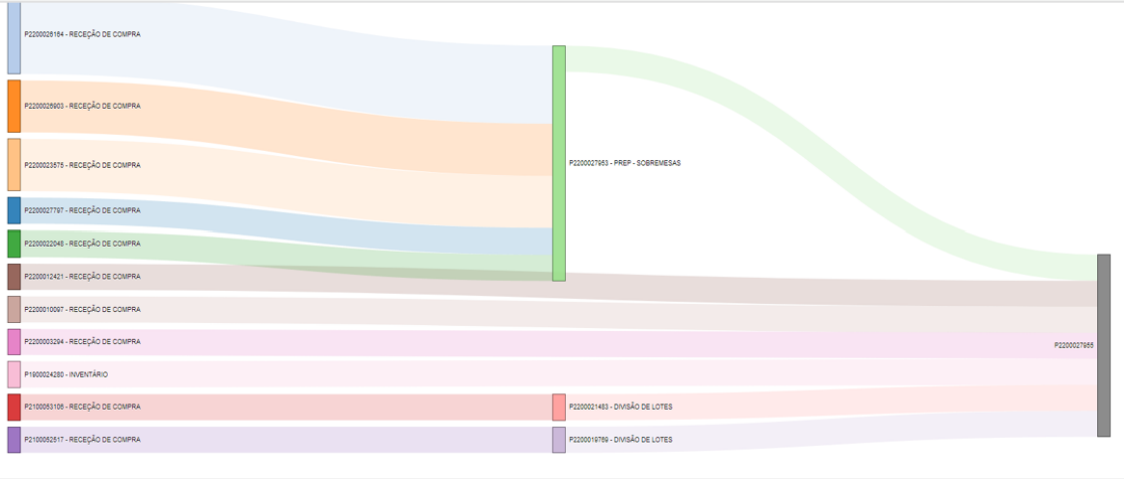
Rebuilding this path by hand from scattered records **is what takes hours or days.**

Source: Flowtech traceability graphs

The same record answers backward and forward, without rebuilding the chain

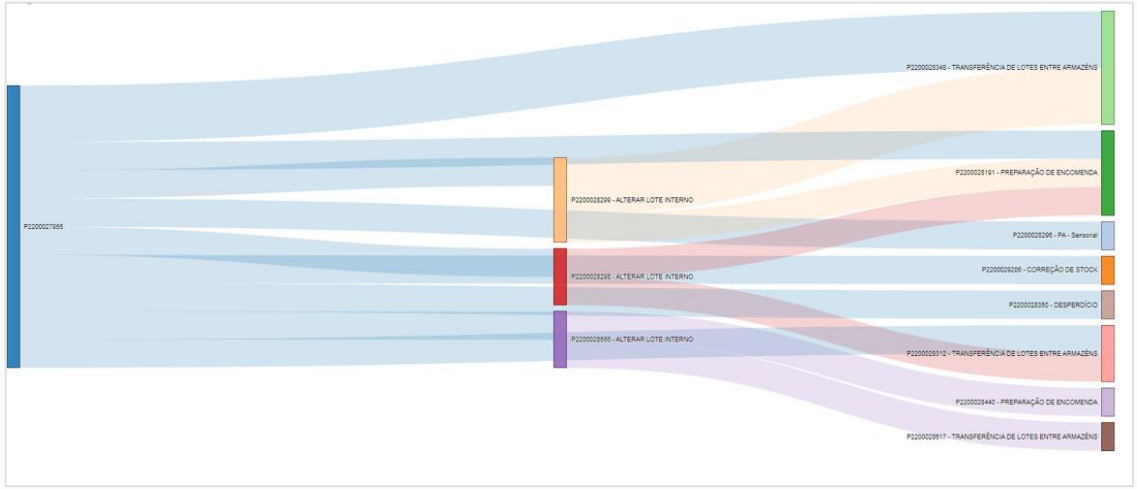
BACKWARD

Which purchases went into this product?



FORWARD

Where did this batch go?

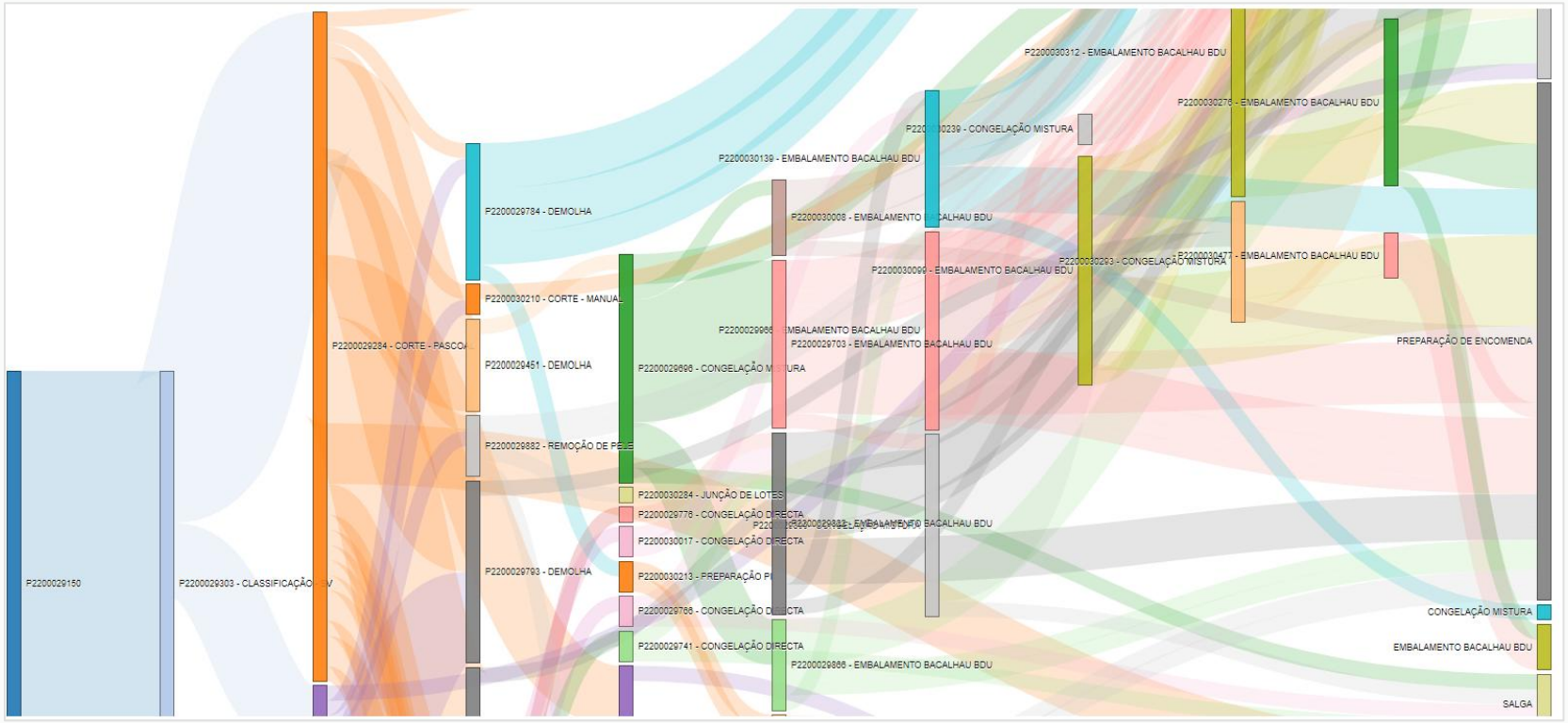


When a problem appears, the answer has to cover both directions: **where it came from and how far it went.**

Source: Flowtech traceability graphs

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One batch of cod branches through cutting, freezing and packing into many products



One raw material goes into many products: batches are cut, frozen, mixed and packed.

If this batch has a problem, every branch is a product to locate and possibly block.

Source: Flowtech traceability graphs

Manage: ten questions that need answers in minutes

In a crisis, nobody wants to open 15 Excel files, dig through emails and call around.

01
Which batch is affected?

02
Which raw materials are involved?

03
Which products were made?

04
What quantities?

05
Where are they?

06
Who received them?

07
What should we block?

08
What can we release?

09
What is the financial impact?

10
What is the impact on consumers?

Technology doesn't manage the crisis for us. But it cuts the time to a decision dramatically.

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Recover: the crisis doesn't end when the product is pulled from the market

After the crisis, you need to answer:

1. **Why did it happen?**
2. **Where did the system fail?**
3. **How do we stop it happening again?**

Historical data becomes the basis for:

- Root cause analysis
- Process improvement
- Suppliers
- Training
- Maintenance
- HACCP

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Complete paperwork is not the ability to respond

PAPERWORK

100% of records exist

48 h

to find out which products were actually affected

DIGITAL OPERATION

Integrated, accessible information

minutes

to answer the same question

Illustrative orders of magnitude: with complete but scattered paperwork, the answer can take 48 hours; a digital operation can potentially answer in minutes.

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Traceability is a resilience tool, not just a compliance tool

Beyond knowing where a product has been, we need to know, in time to act:



PAST

Where it was

NOW

Where it is

EXPOSURE

Where it may have reached

A prepared chain detects, traces, isolates and acts quickly, and so limits the impact:

On consumers

On the business

On trust in the chain

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When something fails, the conversation should be about cooperation, not blame

A failure is rarely just technical: it involves the whole chain.

Suppliers	Manufacturers	Distribution	Customers	Regulators	Consumers

Sensitive points: who should have access to information, who is responsible for acting, and when information is shared.

AVOID

Whose fault was it?

ASK INSTEAD

How do we find out what happened and act fast, wherever the failure started?

A crisis is a chance to understand where the system failed and better prepare the whole chain.

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Questions for the panel

01 What is the biggest obstacle today to turning the traceability we have "on paper" into a real ability to respond and decide in real time?

02 When a crisis hits, can we trace and contain the problem in time, or do we still rely on manual processes, scattered information and after-the-fact reconstruction?

03 If we had a food safety crisis tomorrow, how long would it take us to know which products are affected, where they are and who received them?

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A crisis is not the moment to find out whether we have traceability. It is the moment to prove that we do.

Preparation starts long before the crisis: with the ability to know our own chain in real time.

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PRACTICAL GUIDE · FOOD CHAIN TRACEABILITY

A crisis is not the moment to find out whether we have traceability. It is the moment to prove that we do.

Having traceability is not the same as being able to act fast because of it.

TIME TO KNOW WHAT IS AFFECTED

~~hours or days~~

with scattered paperwork

minutes

with digital traceability

- Detect
- Trace
- Manage
- Recover

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