



Thank you for the opportunity making the “Dairy Excellence Summit” a success. How can we share our experience after visiting/auditing >250 dairy factories all over the globe?

How can we assist answering the why question?



# Short introduction

## Toon Coopmans

QA - Interfood  
56 years  
Netherlands



## Privat

Married  
3 Kids (27-28-30) and a beautiful  
grandchild of almost 1 year old /  
mountain biking during the  
weekends

## Background

Medical- as well food science  
microbiology



## Experience

Start up in the veterinarian  
industry, afterwards the  
pharmaceutical industry and  
went from pharma to food over  
the last 20 years.



## Interfood 2015 - 2025

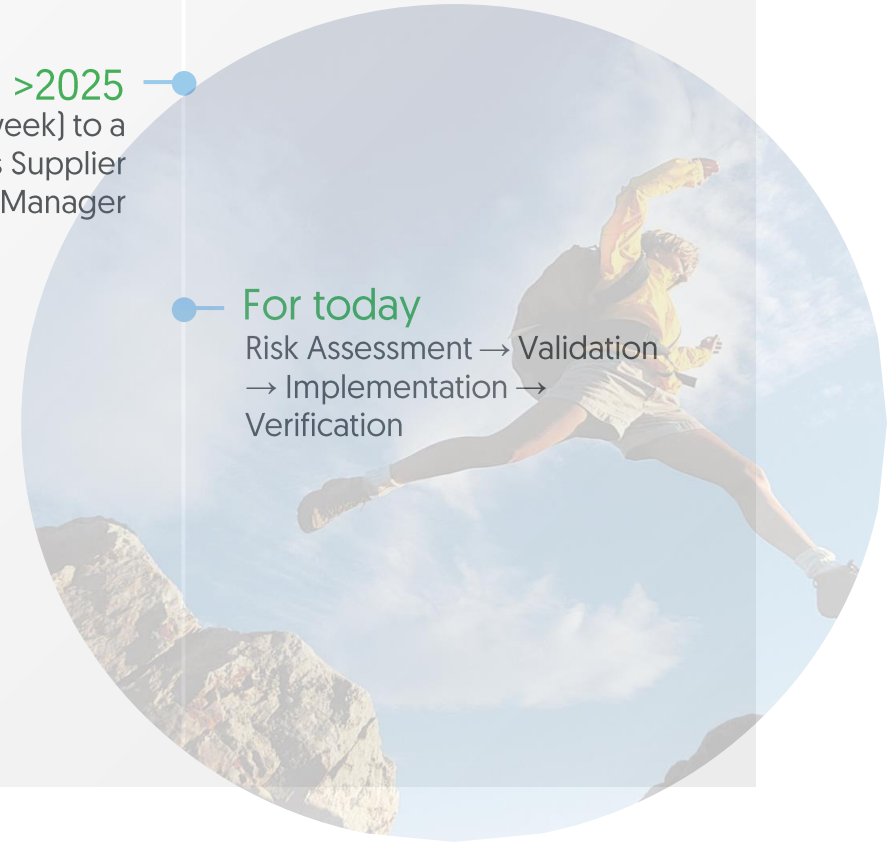
QA Manager to Global QA  
Director

## Interfood >2025

[per last week] to a  
specialist as Supplier  
Development Manager

## For today

Risk Assessment → Validation  
→ Implementation →  
Verification



# Interfood, 55 years of global dairy

As a trader or service provider?

## Experience

55 years of experience in dairy



## Turnover

Focus € 3,7 billion turnover

## Employees

Over 370 employees globally



## Volume

1.400.000 MT of dairy products per year

From spot trader ...



## 1970 – 1980

The foundation of Interfood in the Netherlands. Dedicated to European trade.

## 1980 - 1990

Focus on export from the European Union

## 1990 – 2000

Grow export  
Develop global network

## 2000 - 2010

Complete portfolio with liquids  
Introduction of QA



...to global dairy expertise and strategic partnerships



## 2010 - 2017

One group in a hub structure  
Expand derivatives  
Technical service  
Long term agreements

## 2018 - 2020

Strategic value propositions



## 2021 – onwards

Purpose driven  
Together for better  
Sustainability

2024  
GFSI Multisite



# Worldwide footprint







Risk Assessment – Validation –  
Implementation – Verification are critical  
steps in ensuring the  
[food]safety.

See this topic as a core during the coming  
3 days.

What is the practical situation overall?



# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation - Verification



## Supplier Development

- ChatGPT
- Why are you doing it in the way you're doing it, can you answer the **why** question?



**Risk Assessment:** Identifying potential hazards, evaluates the likelihood and impact, helping prioritize control measures for product as well process.

**Validation:** Ensures that product processes, equipment, maintenance systems consistently produce the desired outcomes (New / MOC / Wors

**Implementation:** Involves putting validated processes and control measures into practice effectively (SOPs / SOPs / Training

**Verification:** Confirms that the implemented processes continue to work as intended and meet all requirements over time.

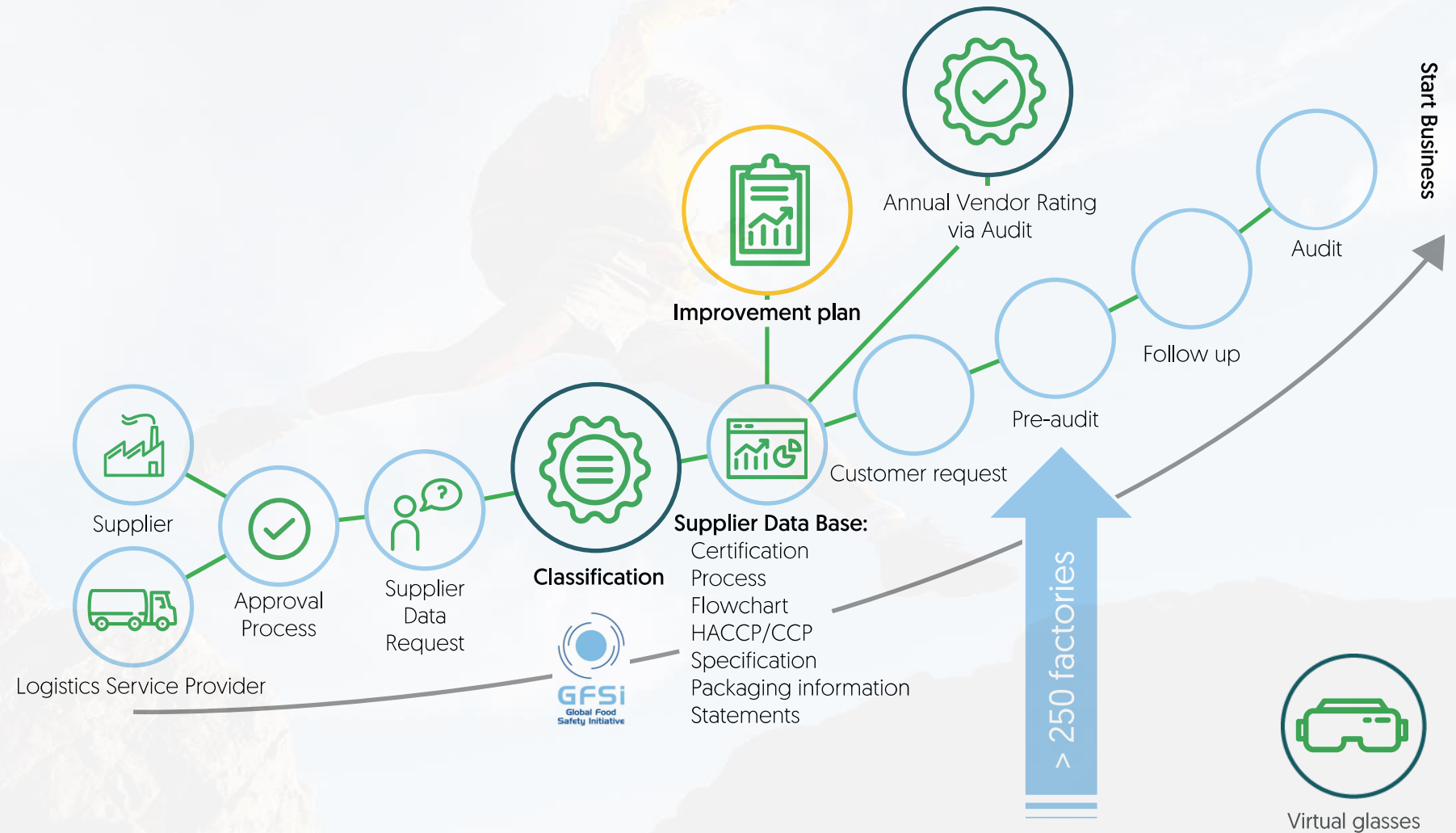
# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation - Verification



## Supplier Development:

- Our figures from Supplier Development starts via Supply Chain Risk management
- Next sheet, the outcome of the spider





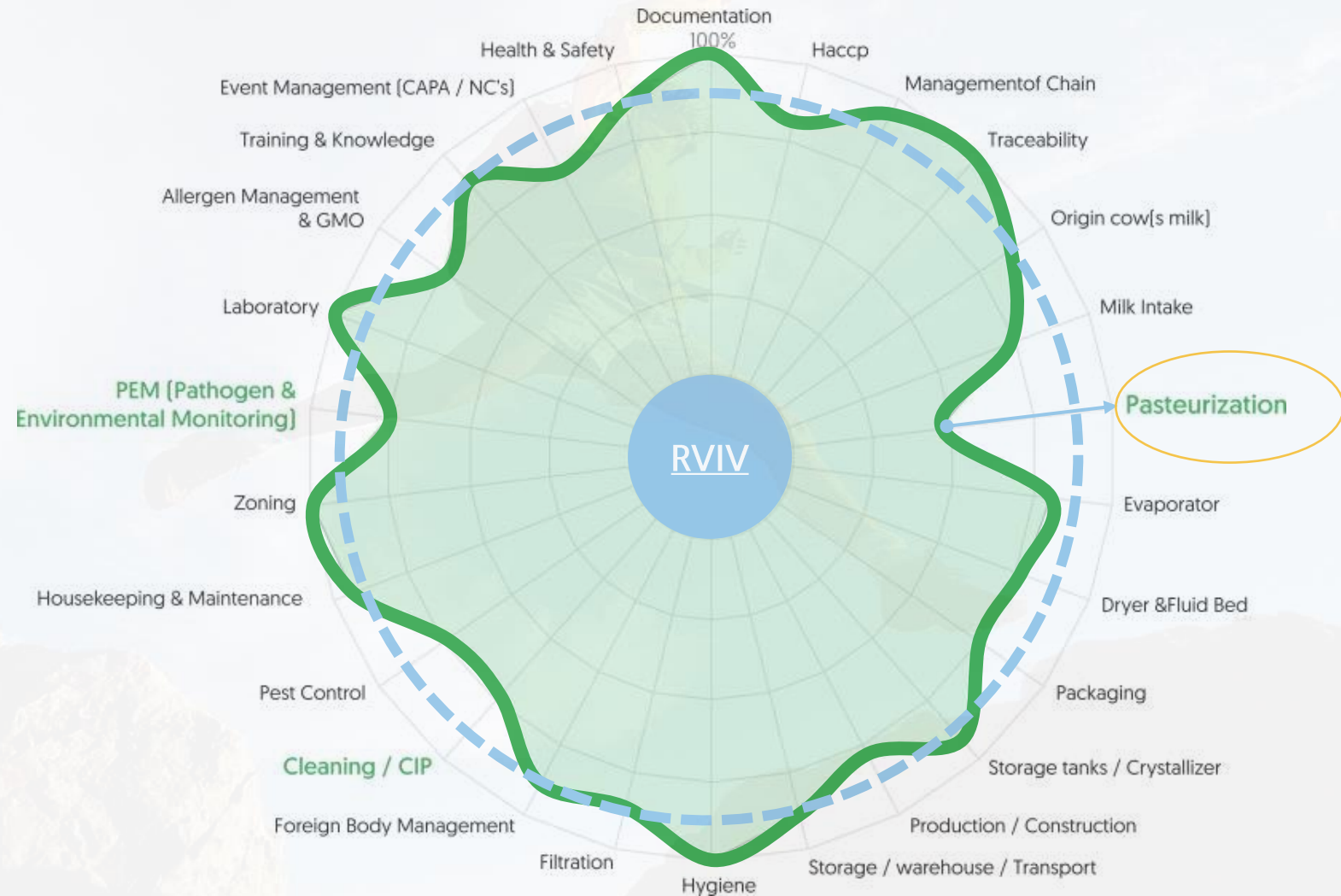
# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation - Verification



## Supplier Development

- Audit template incl. an executive summary as a spider





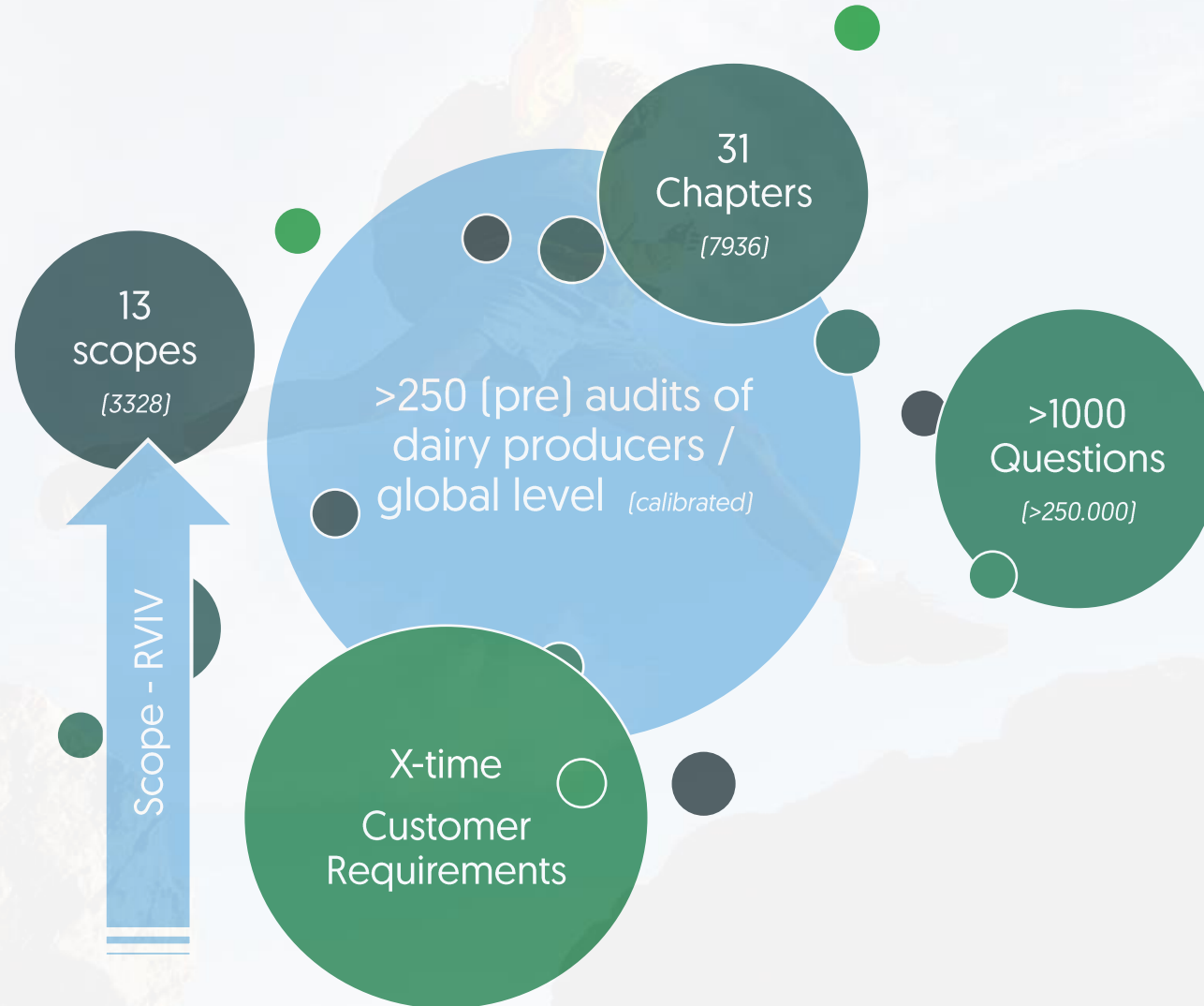
# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation - Verification



Supplier  
Development

- Facts



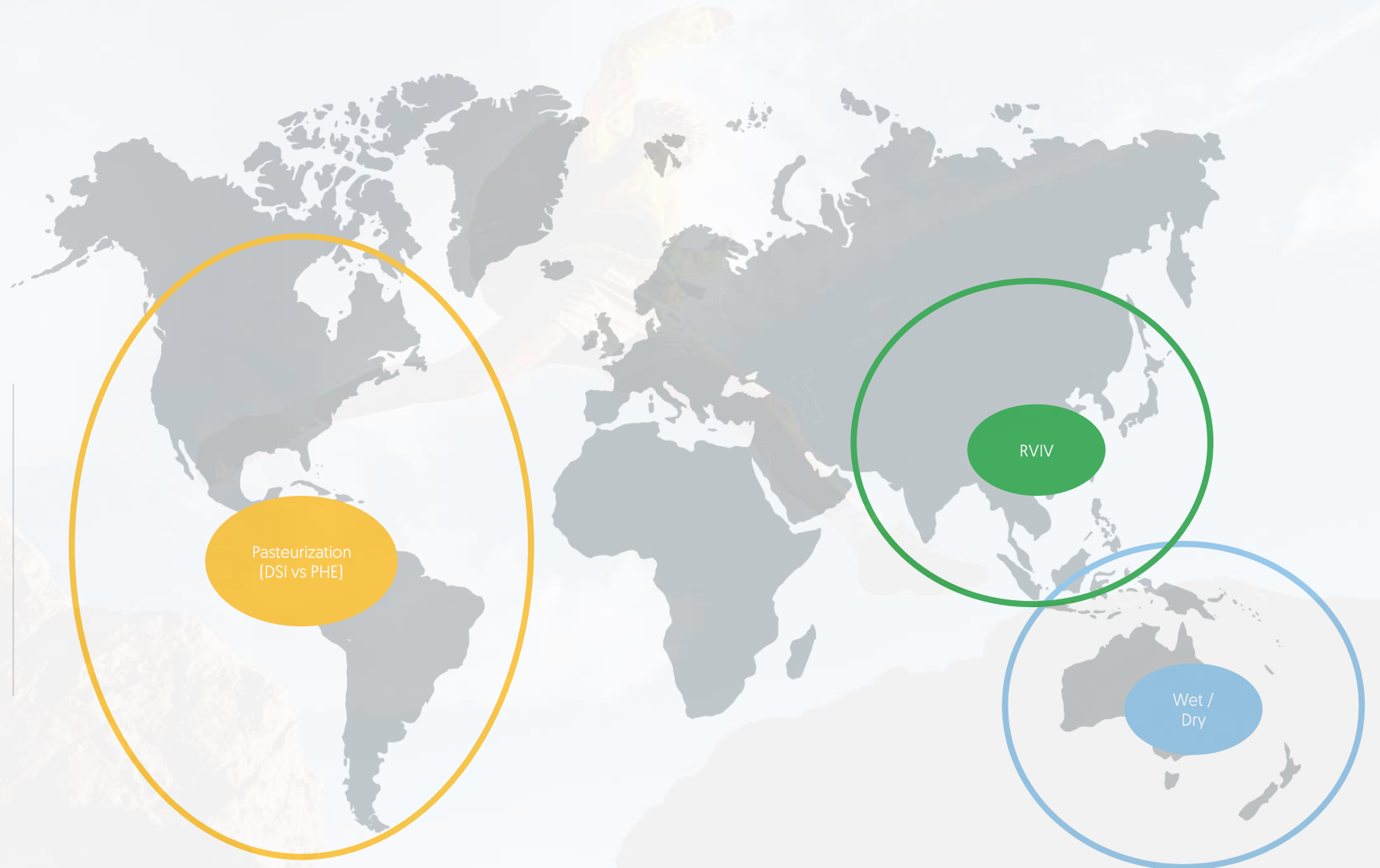
# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation - Verification



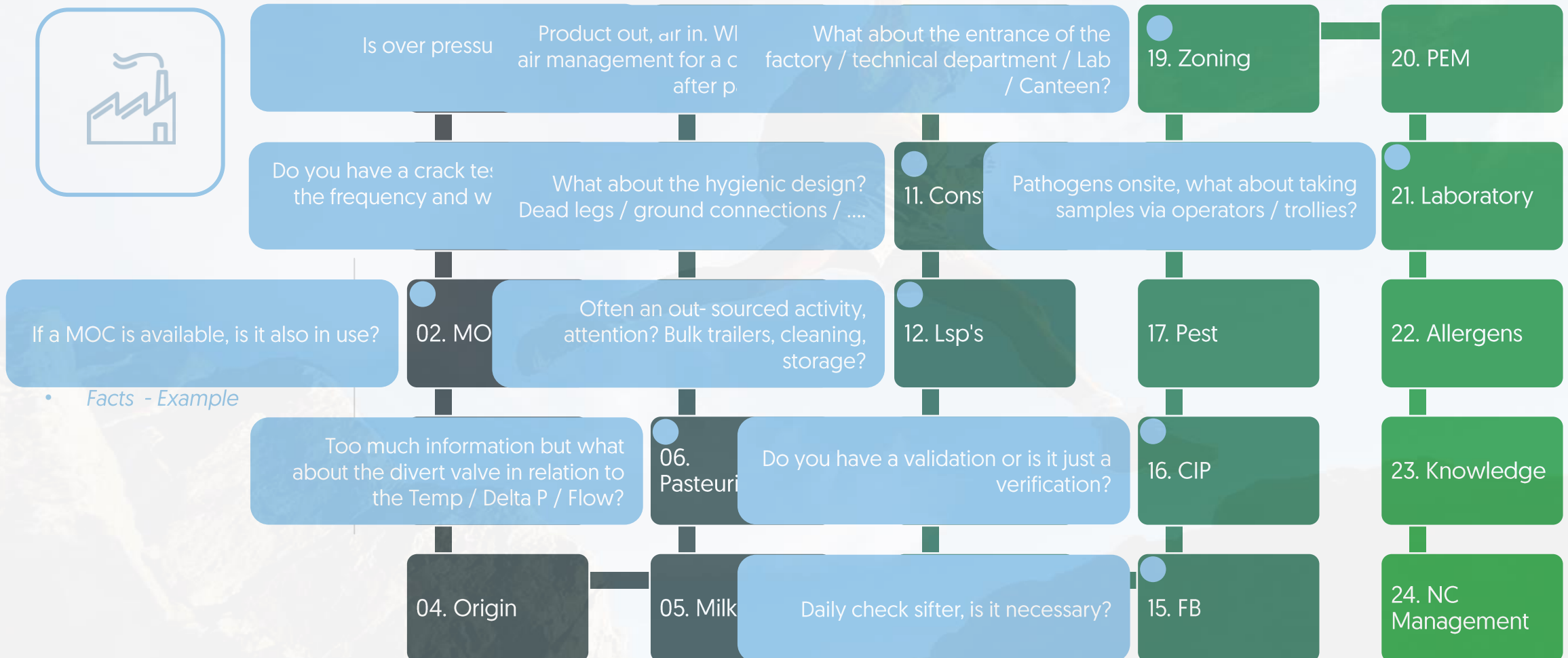
## Supplier Development

- *Facts – What we can analyze*
- *Example*



# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation – Verification (examples based on [experience](#))



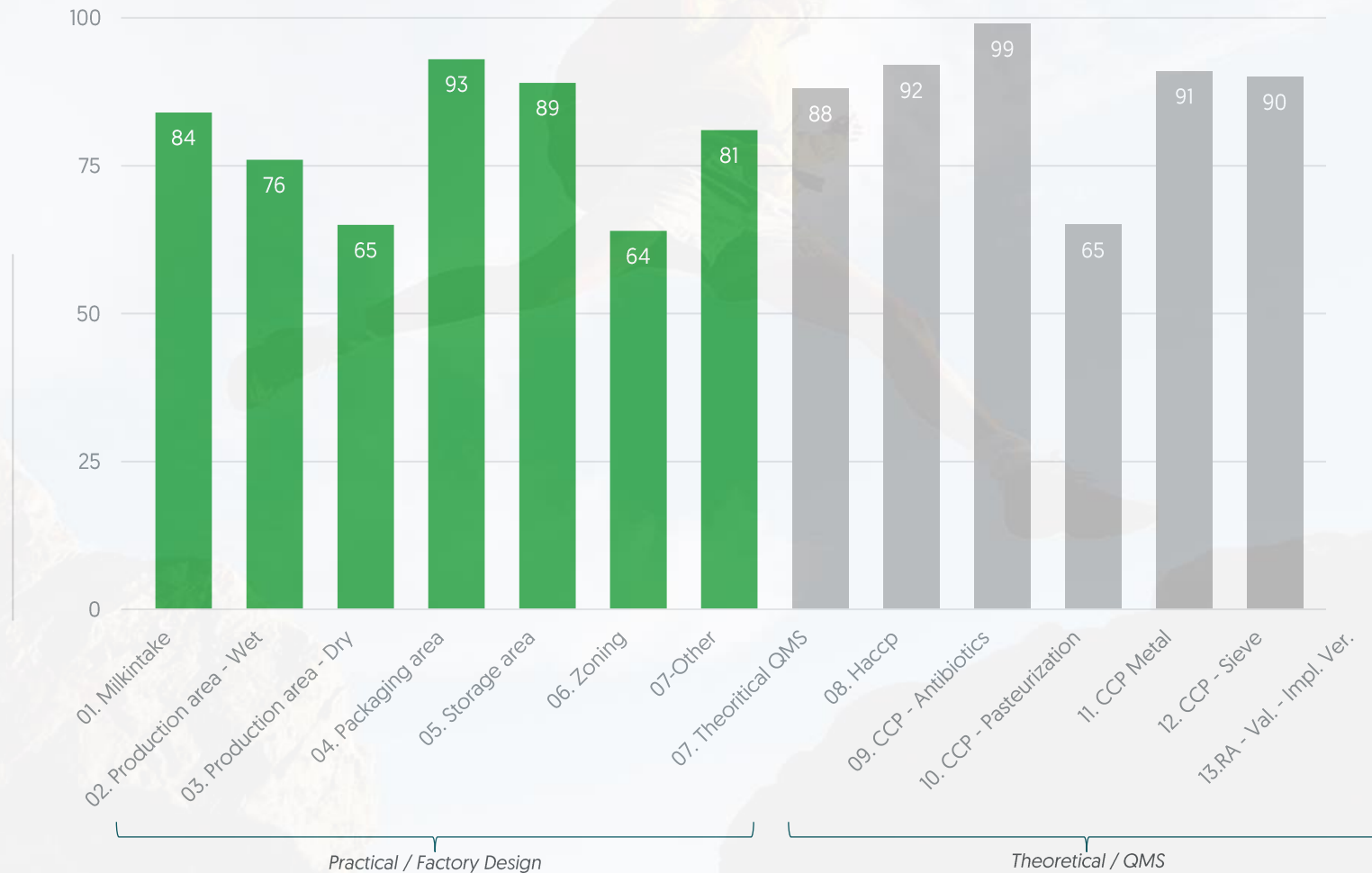
# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation - Verification



Supplier  
Development

- *Facts - Scope*





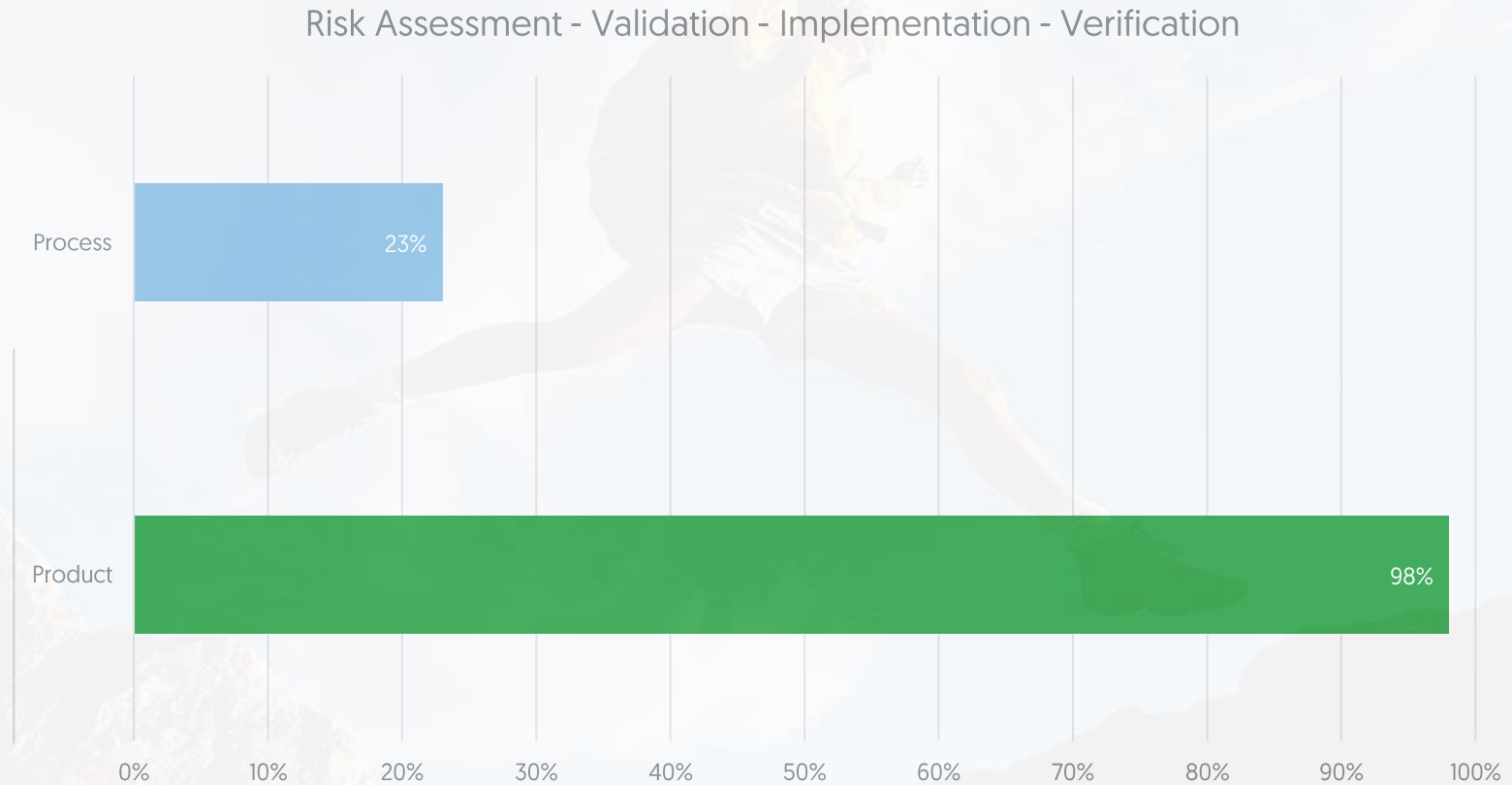
# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation - Verification



Supplier  
Development

- *Facts - Scope RVIV*



# How we manage the risk in your and our supply chain

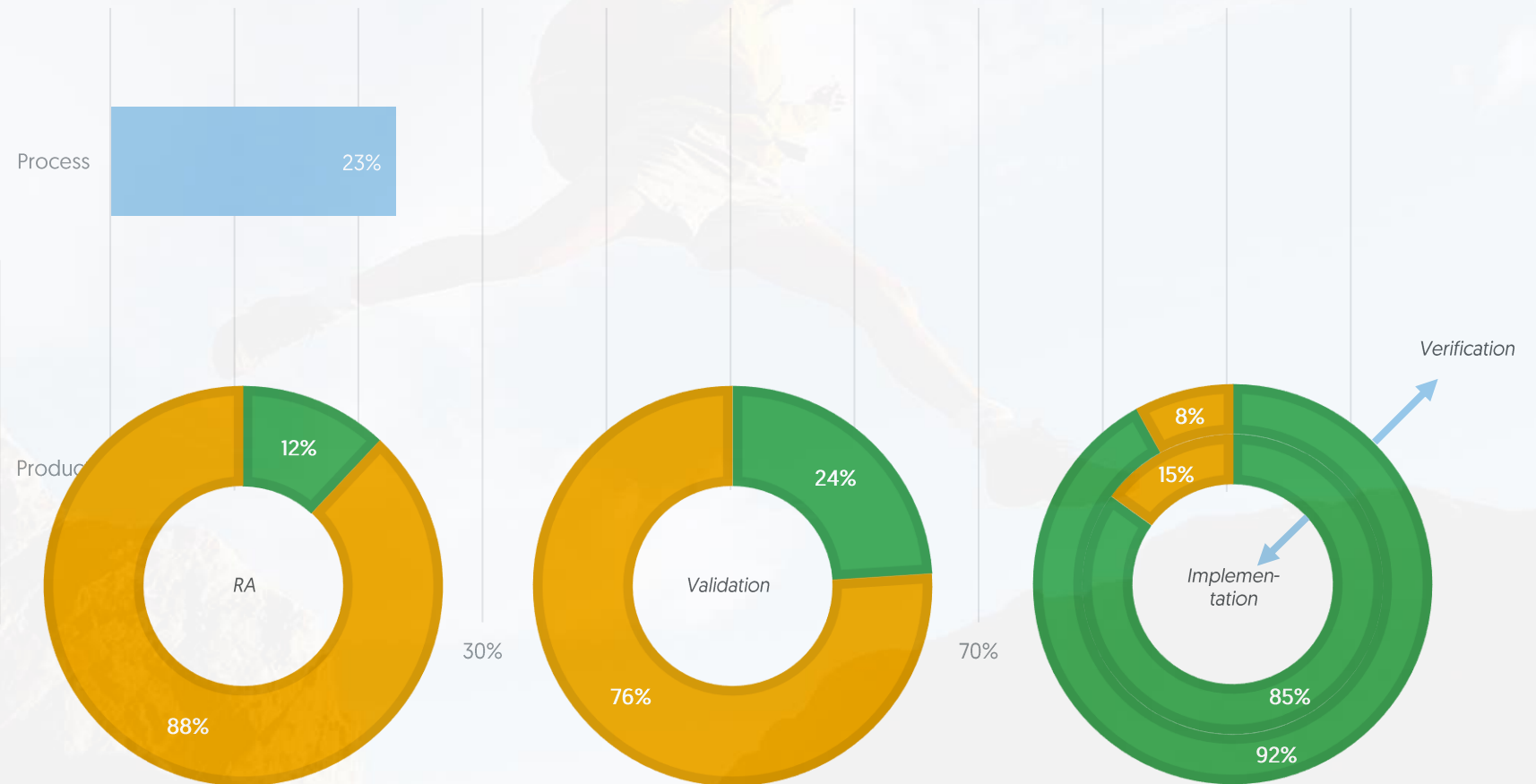
Risk Assessment – Validation – Implementation - Verification



## Supplier Development

- *Facts - Scope RVIV*
  - ✓ RA
  - ✓ Validation
  - ✓ Implementation & Verification

Risk Assessment - Validation - Implementation - Verification



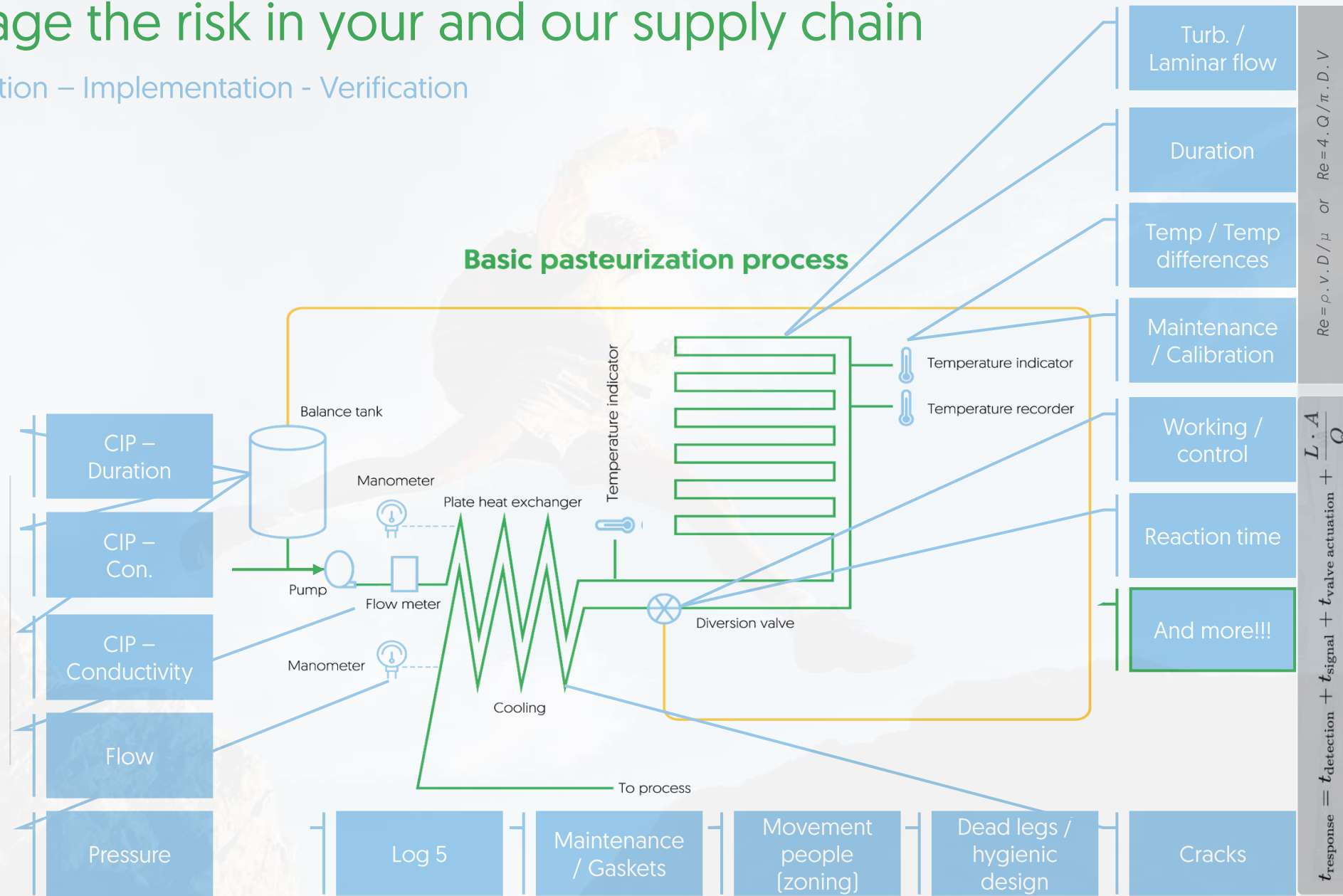
# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation - Verification



Supplier Development

- Example



$$\log_{10} \left( \frac{N_0}{N} \right) = \frac{t}{D}$$

$$t = 5 \times 2.5 = 12.5 \text{ seconds}$$

$$v = \frac{Q}{A} \text{ so } t_{\text{fluid transit}} = \frac{L \cdot A}{Q}$$

$$t_{\text{fluid transit}} = \frac{L}{v}$$

$$t_{\text{response}} = t_{\text{detection}} + t_{\text{signal}} + t_{\text{valve actuation}} + \frac{L \cdot A}{Q}$$

$$\log_{10} \left( \frac{N_0}{N} \right) = 5 \Rightarrow \frac{t}{D} = 5 \Rightarrow t = 5D$$

$$t_{\text{response}} = t_{\text{detection}} + t_{\text{signal}} + t_{\text{valve actuation}} + \frac{L \cdot A}{Q}$$

$$Re = \rho \cdot v \cdot D / \mu \text{ or } Re = 4 \cdot Q / \pi \cdot D \cdot v$$

# How we manage the risk in your and our supply chain

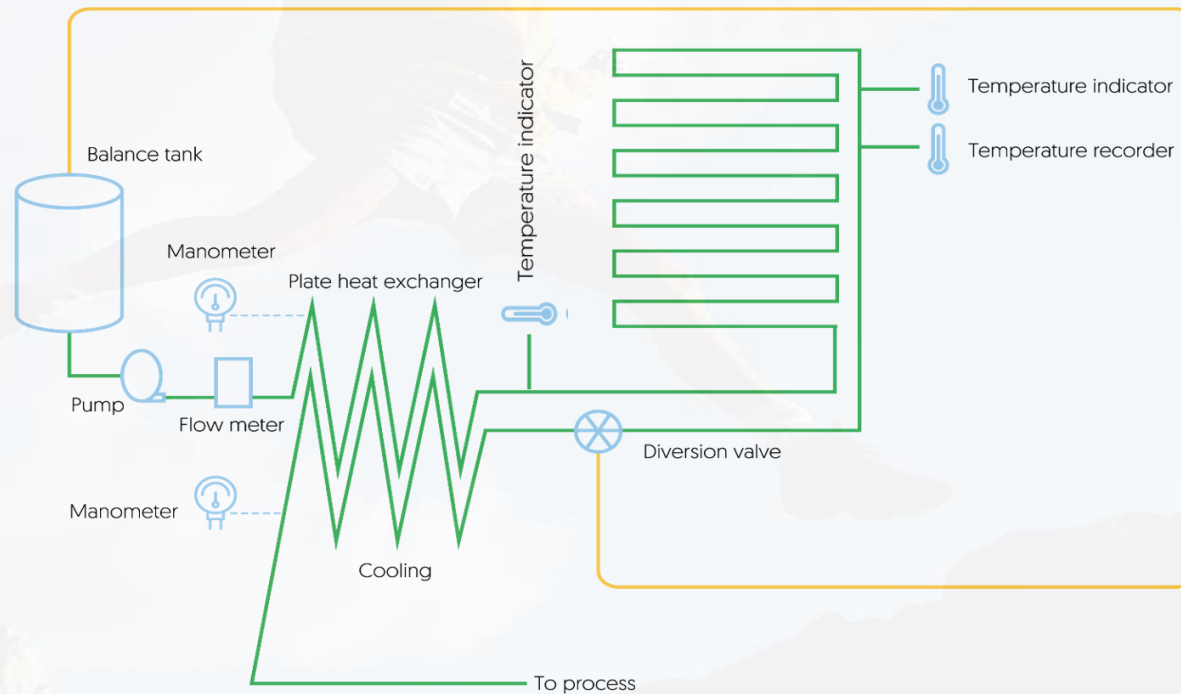
Risk Assessment – Validation – Implementation - Verification



Supplier  
Development

- *Example*

## Basic pasteurization process



**Why** are you doing it in the way you are doing it?  
How validating (or implementing / verifying) your process if you don't know the risks?





Risk Assessment – Validation –  
Implementation – Verification are critical  
steps in ensuring the  
(food)safety.

- What can go wrong, will go wrong  
(Murphey's Law)
- Don't wait for someone else to validate  
you, validate yourself

# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation - Verification



## Round-up Supplier Development – Why?

- *Many thanks for your attention.*

## How can we support answering the **why** question?

- For Risk Assessments: PEM / Zoning / Air Management (Filters) / Water Management (CIP): Start-Up templates are available in cooperation with the WUR! Good other options are the BRC or a translation to your existing Haccp system.
- Validation: Proof the Plan is effective (Before / MOC / Worst case) → **WUR**



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# How we manage the risk in your and our supply chain

Risk Assessment – Validation – Implementation - Verification



Round-up Supplier  
Development – Why?

- *Many thanks for your attention.*

*Thank you!!*

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