



Intake efficiency and consistency made easy across multiple sites with Greenlight Quality Management

Global Pacific have been pioneers of direct fresh produce supply into the UK and Irish markets for over 20 years. The business exports more than 15 million cases of fruit from around the world annually, in a combination of bulk and finished goods format. With sourcing offices in Chile, France, Spain, South Africa and a UK headquarters they are a truly global organisation, requiring a flexible quality management system that is easy to use across multiple languages and skill levels.

‘It was an obvious choice for us to go with Greenlight Quality Management. We were aware that our customers were already using the system and after researching the market Muddy Boots offered the flexibility we needed at a great price.’

‘Our biggest aim with quality control was to find a solution that was simple to use and would standardise our processes. Before using Greenlight all our sites were manually entering source and intake checks into spreadsheets and emailing across weekly. Not only was this time consuming it also meant that the data was open to manipulation.’

Greenlight Quality Management provides the assurance that everyone is working from the same, consistently up-to-date specification, avoiding misinterpretation and ambiguity with detailed standards and photographic evidence.

‘The green, red, amber status make the reports easy to read and show what status the source or intake checks are at. Everything is now in one place and data can flow effortlessly up and down the supply chain. Having the ability to perform quality checks in a standard format for the group, rather than it being down to which office, member of staff or country had done it was a distinct advantage.’

‘Before Covid-19 we were at sites two or three times a week - when we went into lockdown this obviously couldn’t happen. It was immensely helpful to have 100% visibility from pack house to customer, whilst working remotely. It was testament to how simple the system was to roll out and use, that we were able to do this during lockdown via Teams calls.’

Global Pacific are always adapting to the market and striving to be the best. Going forwards they hope to be able to use less, but more trusted suppliers, with each supplier doing their own checks at source for retail ready products that will go direct to the customer. Being able to rely on Greenlight to make this possible, will save the business a significant amount of time and resource in achieving their business goals.

‘We also hope to do bulk checks at source, as well as creating two end of season reports that will allow us to benchmark suppliers against each other, whilst looking at individual supplier reports and the growers attached to them for full supplier visibility.’