



Building supply chain resilience during a pandemic

Barilla has kept the surveillance of its supply network active thanks to BSI's immersive auditing solutions



An Italian multinational organization operating in the food sector, Barilla is the lead producer of pasta and sauces in continental Europe, baked goods in Italy and crispbreads in Scandinavia. The Barilla Group is recognized worldwide as an iconic brand in the food sector. With 8,500 employees in over 100 countries and a turnover of €3,627 million, Barilla sources their ingredients from transparent and responsible supply chains to bring to the World joyful, wholesome and honest food, inspired by the Italian lifestyle and Mediterranean diet.

Challenges

As Barilla's Global Suppliers Quality Director, Alessandro Ruggeri explains, "the first wave of the COVID-19 pandemic had a huge impact on people and communities, which is the reason why the food industry had to remain operative, yet without compromising on production standards, workers' safety and, of course, consumer protection".

"Give to the people the food you would give to your own children" (Pietro Barilla).

"This was the founding principle of Barilla and it still inspires the company mission today, especially in this uncertain and stormy times so in these uncertain and stormy times. Since the beginning of the crisis, the goal for the whole Organization was clear: no compromise on quality and food safety. At the same time, the challenge was to preserve the functionality of the supply chain. The hard work of the purchasing and quality teams, combined with the cooperation of our suppliers, has allowed us to achieve all our objectives."

Find out more: www.bsigroup.com



The Italian Food Company. Since 1877.

“Remote audits have proved to be effective, as well as efficient, for the collection of evidences through interviews or document review. They are performed on the base of our risk assessment, always keeping people safety as top priority”



Alessandro Ruggeri
Global Suppliers Quality
Director - Barilla



The BSI solution

BSI has considerable experience in carrying out remote and immersive audits in high-risk sectors such as aerospace and medical devices. This allowed us to leverage our ability and expertise to promptly set up a multidisciplinary team that could effectively and efficiently manage the transition, making the experience as immersive as possible.

Enabled by ICT (information communications technology), the audit programme was designed to consider the structure, size and technological capacity of our suppliers' sites.

A dedicated project manager also worked to ensure that supplier challenges were met in a way where Barilla's expectations were still met. This combined into a solution that ensured everyone involved was able to participate safely in a comfortable environment.

The result

“BSI's assurance activities have confirmed the solidity of our supply chain. Travel restrictions, social distancing and fewer logistical options have created challenges during the pandemic, but we can now say that we are even better prepared to face new unexpected and extraordinary situations. I am very satisfied with the quality of the work we are doing together.”

“The procurement strategy, based on solid back-up plans, has proved successful. We are already working to strengthen it further, in order to be prepared for other unexpected events. BSI will be a key partner for the challenges that lie ahead.”

“Next year, the goal is to fully explore BSI's innovative technologies to make the surveillance of our supply chain even more resilient as well as identify opportunities for our suppliers to maximize added value.”



Why BSI?

“BSI was able to provide us with a pool of skilled auditors, whose competence has been supporting us in the different countries where our suppliers operate. BSI core team activity was crucial in achieving results, in line with our expectations and despite the external context.”