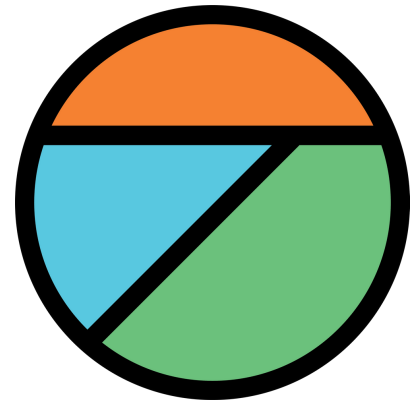


**FRESH
SYSTEMS**
LLC

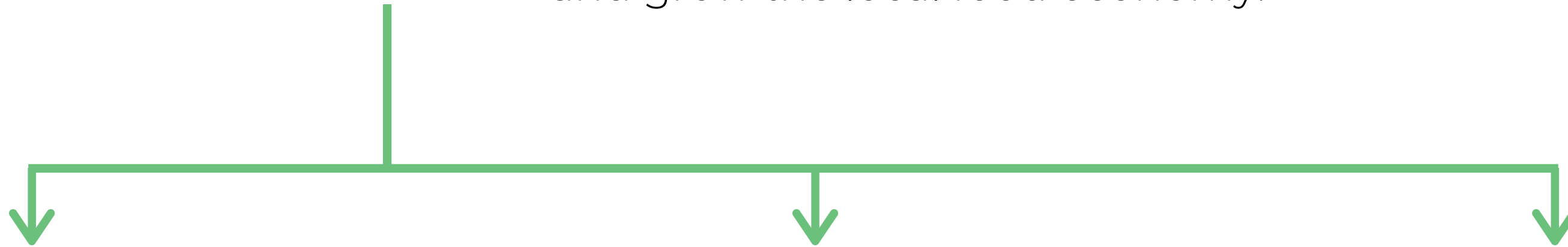
DEVELOPING A CAPA SYSTEM

For Continuous Improvement



PROJECT MANAGEMENT

Fresh Systems develops, launches, and manages projects that catalyze, strengthen, and grow the local food economy.



Food Safety certification for small/mid-scale farms through the USDA GroupGAP Framework.



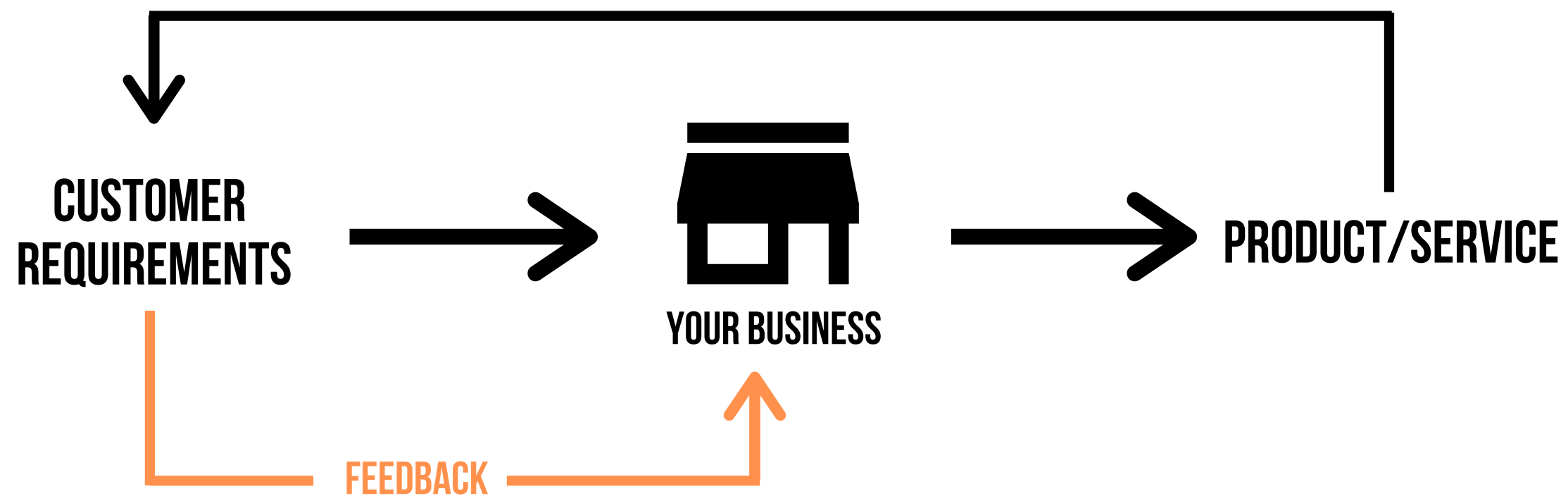
A network connecting small food entrepreneurs with underutilized commercial kitchen space through a shared scheduling software platform.

SYSTEMS CONSULTING

Systems-based consulting, designed to get your business out of your head and into a format you can work with and work on.

CAPA-WHA?

- Corrective and Preventative Action
- ISO 9001 - Quality Management Systems
- Focus on Customer Requirements



CAPA COMPONENTS

- Description
- Root Cause
- Correction
- Corrective Action
- Preventative Action

DESCRIPTION

- Straightforward - describe what happened
- Be specific
- Be narrow
- Include information you may forget later
- Don't include assumptions or conclusions

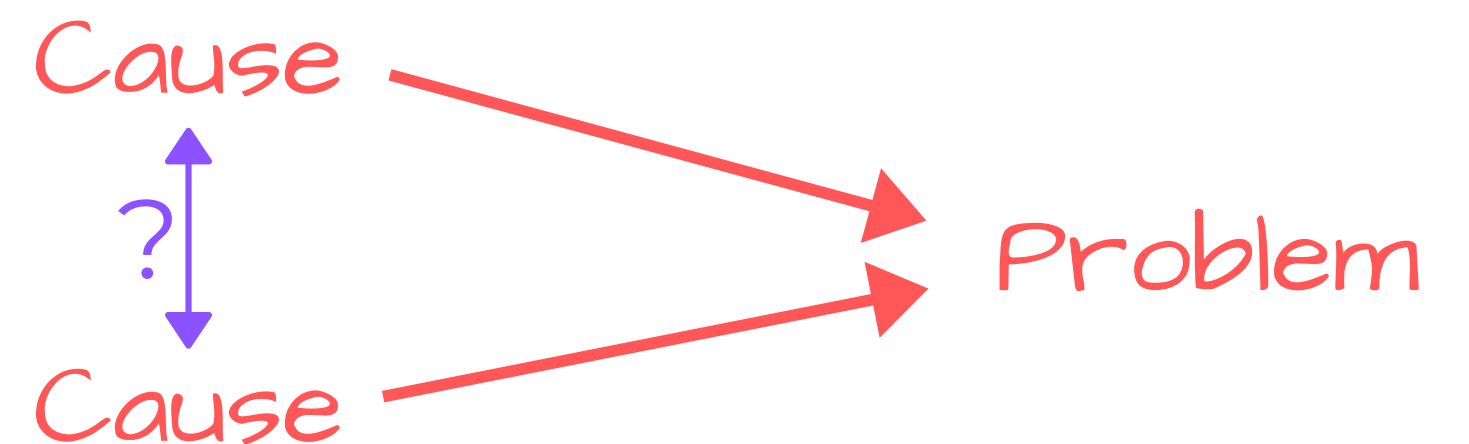
ROOT CAUSE

- The most crucial point in this process
- Get to the bottom of "why"
- Think systems
- Tools
 - "5 Why's"
 - Process Mapping

Simple

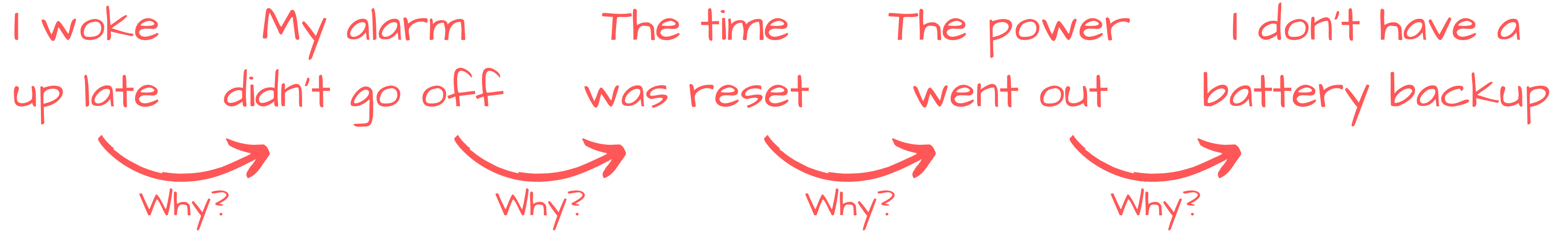


Complex



5 WHY'S

(Doesn't have to be exactly 5)



PROBLEM



IMMEDIATE CAUSE



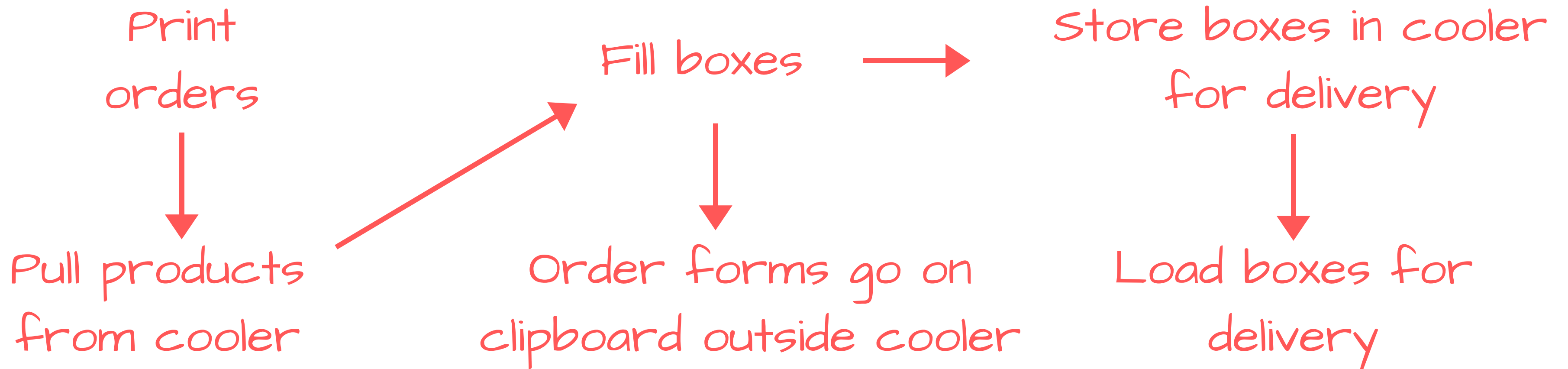
SYSTEMIC CAUSE

PROCESS MAPPING

- Draw out each step in the process you're investigating
- Seeing the process as a whole can help you identify root causes
- An updated process map can be a Corrective Action

PROCESS MAPPING

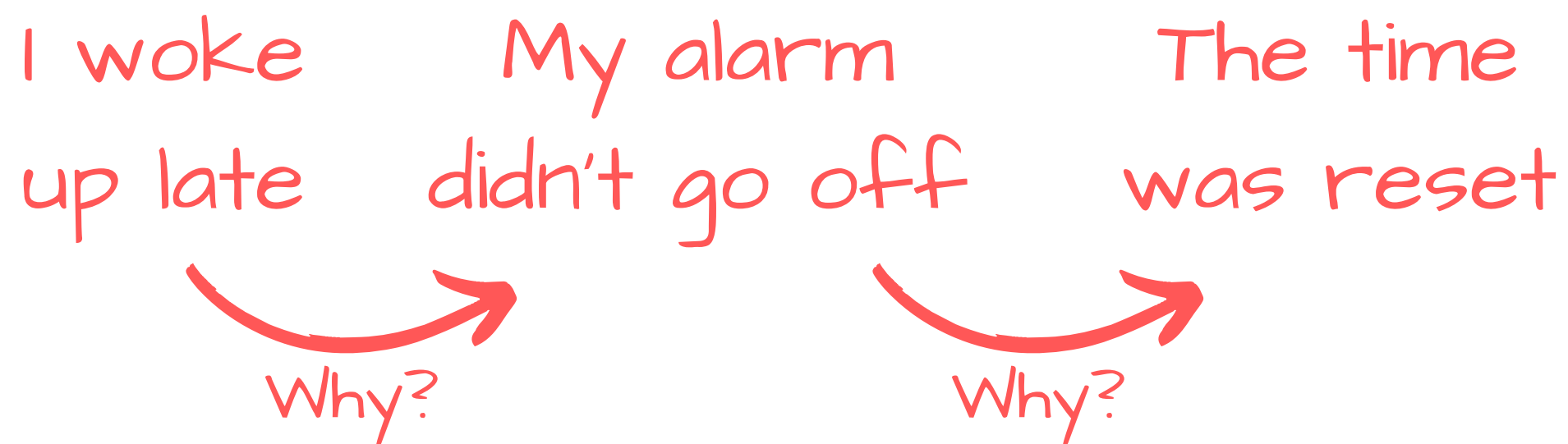
Problem: Multiple incorrect orders



Root Cause: boxes mixed up, hard to identify

CORRECTION

- What fixes the problem at hand
- Addresses the immediate situation
- Sometimes this is as far as you need to go



Correction: reset alarm clock

CORRECTIVE ACTION

- Addresses the Root Cause of the problem
- Purpose is to fix the system, so the problem doesn't repeat

The time
was reset

The power
went out

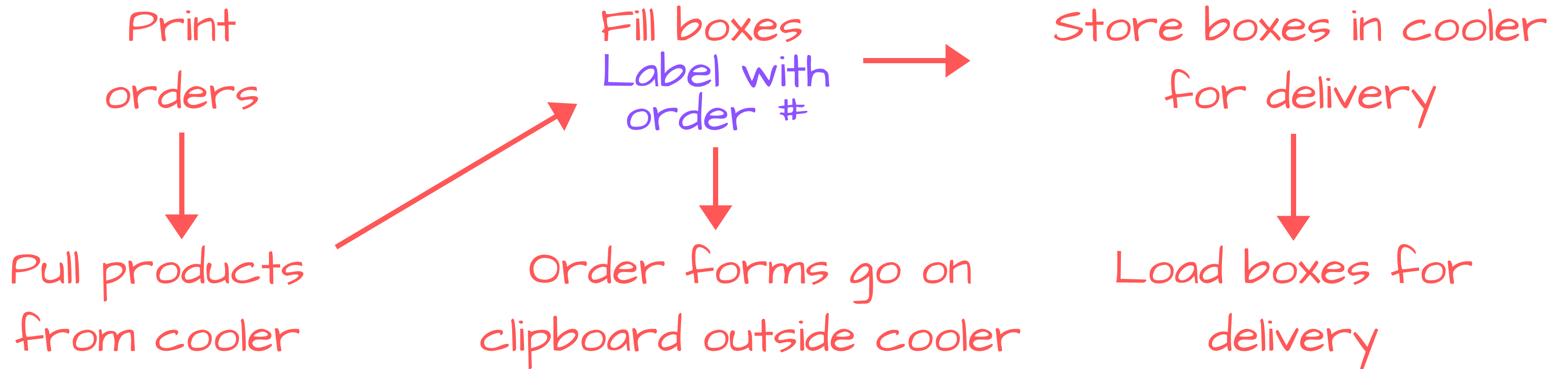
I don't have a
battery backup



Corrective Action:
buy a clock with a
battery backup

CORRECTIVE ACTION

Problem: Multiple incorrect orders
Root Cause: boxes mixed up, hard to identify



Corrective Action: Label boxes with order number

PREVENTATIVE ACTION

Correction → Problem

Corrective Action → Cause of Problem

Preventative Action → Similar Causes

- Now that you've identified the Root Cause of a problem, can you apply it proactively to prevent other problems?

PREVENTATIVE ACTION

The time
was reset

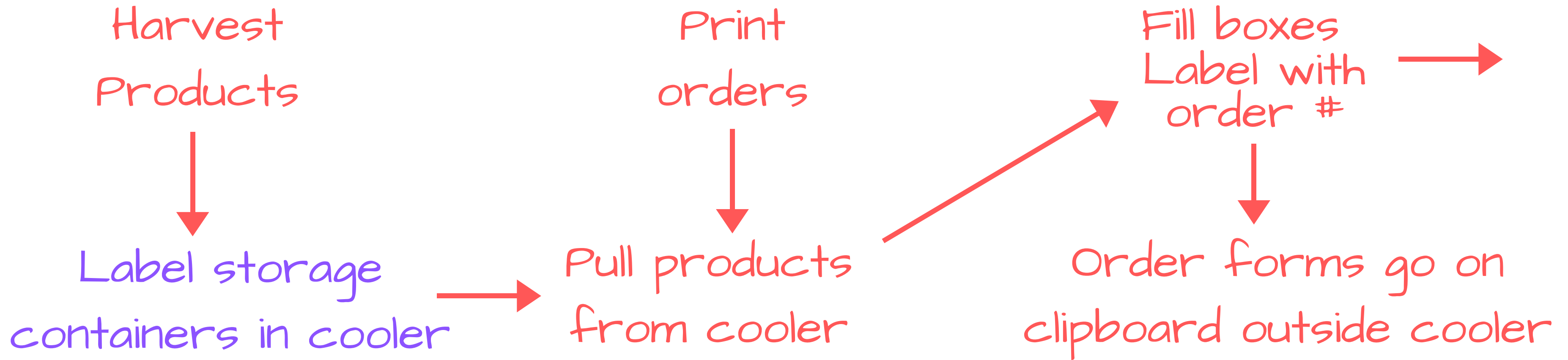
The power
went out

I don't have a
battery backup



Preventative Action:
battery backup for
coffee pot

PREVENTATIVE ACTION



Preventative Action: label products after harvest

CONTINUOUS IMPROVEMENT

- By addressing causes and potential causes in a systematic way, you improve.
- Build this into your everyday routine
- No longer reacting and "putting out fires," but acting in a thoughtful and future-focused way

EXAMPLE

Is there an example you
want to work through?

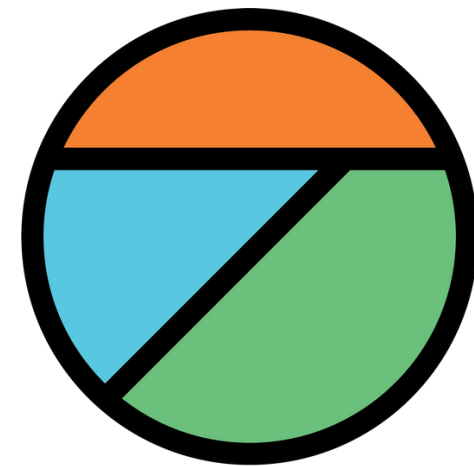
EXAMPLE

Crop yield was significantly lower than previous years, but only in Field A. Upon further investigation, you discover that Field A did not receive any irrigation that season.

THANKS EH!

Phil Britton

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