

# CASE STUDY

## NESTLE NORDIC

Quality management system audits

### Company

Nestlé

### Region

Sweden, Denmark,  
Norway, and Finland

### Intertek Solutions

Quality management

Nestlé is the world’s leading nutrition, health, and wellness company, with over 280,000 employees and over 450 factories globally. Their products, which include everything from bottled water to frozen food, are sold in nearly every country in the world. Nestle Nordic oversees operations in five offices, 30 Nespresso retail boutiques, and four factories across Sweden, Denmark, Norway, and Finland.

**“Intertek and Nestle Nordic are a partnership. They are always trying to move forward together to bring added value to the organization. It can be difficult to plan audits at many sites in four countries, but Intertek and Nestle work together to meet that challenge.”**

**Terkel Due, Corporate Quality Manager, Nestle Nordic**



### The Challenge

Prior to obtaining ISO 9001 certification with Intertek, Nestlé used their own proprietary quality management system. However, in 2017, Nestlé’s global operations made the decision that the entire company would be converting to ISO standards. Being accredited to an international standard looked better from the perspective of customers. Since then, they have been audited to ISO 9001, ISO 14001, and ISO 45001 integrated into one management system.

Nestlé is very focused on continuous improvement. Their Nestlé Continuous Excellence program encourages continuous improvement across all functions. During the 2020 COVID-19 pandemic, the biggest challenge was conducting an audit in the face of a global lockdown. That year, during a virtual audit, Nestlé proposed an additional step to understand the benefits and challenges of remote audits: a SWOT analysis.

### The Solution

SWOT stands for Strengths, Weaknesses, Opportunities, and Threats. Since conducting

remote audits is a new tactic, Nestlé was interested in assessing these four aspects of the process. Together, Intertek and Nestlé worked to discover what worked, what did not, and most importantly, how they can improve.

Through the SWOT analysis, they determined that Nestlé improved on their previous audits by planning and preparing ahead of time and at a convenient time of the year. This allowed them ample time to get organized via remote audit and, because they did not schedule it over the summer, more stakeholders could commit to the audit date. They discovered many opportunities to improve the technology used, from planning shorter audit days that allow auditors more breaks, to figuring out a better way to virtually tour the factories.

### The Result

Not only will the results of the SWOT analysis guide Nestlé’s use of remote audits moving forward, but it will help Intertek learn and improve the way they conduct the audits. Intertek and Nestlé have always been a partnership in regard to continuous improvement. Nestlé has processes in place,

and Intertek provides the guidance and best practices to ensure they stay compliant. Intertek is an industry-leading quality assurance provider ready to help add value and mitigate risks for your organization.

### FOR MORE INFORMATION

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