



MANUAL MASTER CONGRESS 2025

From Sharepoint System to Manual Master System



AGENDA

Topic
Company Overview
Sharepoint System
Manual Master System
Future Extendings
Questions & Answers



COMPANY OVERVIEW

SEPTEMBER 2025





OUR VISION

WHOEVER YOU ARE.
WHEREVER YOU COME FROM.
HOWEVER YOU FEEL.
WE HAVE THE COFFEE YOU LOVE.

OUR PURPOSE

WE CHAMPION WHAT COFFEE
MAKES POSSIBLE

OUR STORY

OUR BELIEF

WE CRAFT COFFEE
FOR EVERY CUP.
WE BUILD BRANDS
FOR EVERY HEART.

✦ DARE TO AMAZE

🏆 OWN IT

🎯 MAKE IT SIMPLE

🏆 WIN TOGETHER

OUR VALUES

LIVE THE AMAZING



OUR VALUES GUIDE THE BEHAVIOURS OF 21,689 EMPLOYEES WORLDWIDE



DARE TO AMAZE

We lead with curiosity and our passion for coffee to compete for every cup and delight every consumer.



OWN IT

We act boldly to seize opportunities that best serve the company and deliver better every day.



WIN TOGETHER

We leverage our diverse strengths, share transparently and support each other to win as one JDE Peet's.

DARE TO AMAZE

OWN IT

MAKE IT SIMPLE

WIN TOGETHER



MAKE IT SIMPLE

We remove the unnecessary and focus where we can have the greatest impact.

OUR VALUES

LIVE THE AMAZING



JDE PEET'S AT A GLANCE - 2024 FACTS & FIGURES

EUR 8.8BN
SALES

EUR 7.2BN
IN-HOME

EUR 1.6BN
AWAY-FROM-HOME

SALES BY SEGMENT
(EUR MM)

4,717
EUROPE

2,030
LARMEA

1,257
PEET'S

796
APAC

5.3% ORGANIC
SALES GROWTH

21,689
EMPLOYEES



40.5%
WOMEN IN LEADERSHIP
POSITIONS



4,392 CUPS
OF COFFEE & TEA SERVED
EVERY SECOND

40 MARKETS

WHERE WE ARE THE
#1 OR #2 PLAYER



72%

OF SALES GENERATED
IN THESE MARKETS



73 PROJECTS
ACTIVE PROJECTS WITH
SMALLHOLDER FARMERS



24 COUNTRIES
WORLDWIDE



835,000
SMALLHOLDERS REACHED
DIRECTLY SINCE 2015



83.2%
RESPONSIBLY SOURCED
COFFEE¹



78%
PACKAGING DESIGNED TO BE REUSABLE,
RECYCLABLE OR COMPOSTABLE

¹ Responsibly sourced green coffee covered by a sustainability scheme recognised by the coffee industry, such as GCP Equivalence Mechanism, including, Enveritas, Rainforest Alliance, 4C, Fairtrade, etc. A product or material which is "responsibly sourced" means that such product or material satisfies the applicable definition contained in the section Basis of preparation of the 2024 Annual Report (p.136).

OUR BRANDS

At JDE Peet's we champion what coffee makes possible through our strong portfolio of global, regional and local brands. Our unique portfolio of brands is built upon a rich history and is deeply rooted in the local heritage of the coffee & tea culture in which we operate.

Our brand portfolio allows us to offer coffee & tea to everyone, no matter who they are, where they are, or what their preferences are, by covering different price points, taste preferences, and drinking occasions.



Our **global brands** are large players operating in multiple markets, with one meaning and one global execution.

Our **regional heroes** have an international footprint with local nuances. These local nuances are based on cultural drinking habits, the stage of category development and brand heritage.

Our **local jewels** are iconic in their local market. These brands leverage local culture and heritage and are of true significance in their home country.

1753



1923



1966



1992



1999



2004



1853



1937



1978



1995



1992



2021



1895



1960



1987



1996



2001



2022



SHAREPOINT SYSTEM

- Look and Feel
- Need for Improvement
- System defects during use



SHAREPOINT QMS SYSTEM

The Cafe SharePoint

Quality Hub frontpage Quality Systems / Food safety

Quality Management System

Quality Hub

Document Library

Exception Requests

Document Change Request...

Published 10/04/2024

Welcome to the new Quality Management System (QMS)!

All Quality Documents have been moved to this new Quality Management System site.

See the [QMS Revision Log](#) for any document updates/changes.

[Document Library](#) [Specification Deviation...](#) [Exception Request Form](#) [ER Dashboard](#) [Document Change...](#)

[Quality Manual](#)

[Access](#)

Issue and crisis management

Food Law & Regulations

Pre-requisite Programs

Risk Management

R&D Quality of Delivery (QoD)

Verification & Continuous Improvement

Measurement Equipment Standards

Manufacturing Operating System (MOS)

Engineering standards

Supply Chain Operating system (SCOS)

FSSC 22000 Standard

Other

Quality Management Review 2023-2024_FINAL

Global Quality (Utrecht) FSSC 22000 v6.0 Food Safety Mgmt. Systems Audit Report_10June24

QMS vs FSSC 22000 v5.1 and 6.0

QMS Training Modules

Best Practices

Quality E-learning Modules

Access L&D Café

Auditing & Vendor Approval

Auditor Centre

Vendor Database

The Cafe SharePoint

Quality Document Search Portal

Document Library

Name	Document Type	QMS Section	Document Category	Document Author	Document Reviewer	Modified	Request Status	Impacted Function
01.00.00.00_QMS Quality Management Systems (QMS) Manual.docx	Standard Operating P	General	Quality Management System	Mulder, Ronnie	Gassie, Isabelle Patzke, Margaret Hanam, Michelle Koswig, Franziska Krol, Noor Fallero, Taina	June 10	Completed	Procurement / C&T Sourcing, Manufacturing, Supply Chain, Engineering, Marketing, Sales, Consumer Care, R&D Project Lead, R&D Quality, Human Resources, Finance, Facilities Management / Maintenance
06.12.01.07 Professional Quality Manual.docx	Standard Operating P	General	Quality Management System	Mulder, Ronnie	Patzke, Margaret	October 31	Completed	Procurement / C&T Sourcing, Manufacturing, Supply Chain, Engineering, Marketing, Sales, Consumer Care, R&D Project Lead, R&D Quality, Human Resources, Finance, Facilities Management / Maintenance
01.01.00.01 Food Safety Quality Culture assessment Template.docx	Checklist / Form / Rpt	General	Quality Management System	Koswig, Franziska	Patzke, Margaret Mikula, Josef	June 6	Completed	Manufacturing, Supply Chain, Procurement / C&T Sourcing, R&D Quality, Facilities Management / Maintenance
01.01.00.02 Guidance Food Safety Quality Culture.docx	Guidance Document	General	Quality Management System	Patzke, Margaret	Koswig, Franziska Paulino, Luisa Mikula, Josef	June 6	Completed	Supply Chain, Manufacturing, Facilities Management, R&D Quality
01.01.01.00 QMS Glossary.docx	Standard Operating P	General	Quality Management System	Mulder, Ronnie	Patzke, Margaret	August 26	Completed	Manufacturing, Supply Chain, Engineering, Marketing, Sales, Consumer Care, R&D Project Lead, R&D Quality, Human Resources, Finance, Procurement / C&T Sourcing, Facilities Management / Maintenance
01.01.00.01 Exception Request Template.docx	Checklist / Form / Rpt	General	Quality Management System	Mulder, Ronnie	Zuurber, Richard	October 2	Completed	Manufacturing, Supply Chain, Engineering, Marketing, Sales, Consumer Care, R&D Project Lead, R&D Quality, Human Resources, Finance, Procurement / C&T Sourcing, Facilities Management / Maintenance
02.05.00.02 Generic Risk Assessment Template.docx	Checklist / Form / Rpt	General	Quality Management System	Zuurber, Richard	Patzke, Margaret	December 13, 2022	Completed	Manufacturing, Supply Chain, Engineering, Marketing, Sales, Consumer Care, R&D Project Lead, R&D Quality, Human Resources, Finance, Procurement / C&T Sourcing, Facilities Management / Maintenance
01.01.00.01_QMS Stakeholder assessment.docx	Checklist / Form / Rpt	General	Quality Management System	Zuurber, Richard	Patzke, Margaret	5 days ago	Completed	Manufacturing, Supply Chain, R&D Quality, Procurement / C&T Sourcing
01.03.01.00 New Acquisitions - Product Safety and Quality Systems.docx	Standard Operating P	General	Quality Management System	Murphy, Liam	Gassie, Isabelle	January 16	Completed	R&D Quality, Procurement / C&T Sourcing
01.03.02.00_QMS Pre-Acquisition Quality Food Safety Checklist.docx	Checklist / Form / Rpt	General	Quality Management System	Murphy, Liam		January 16	Completed	R&D Quality, Procurement / C&T Sourcing
								Manufacturing, Supply Chain, Engineering, Marketing, Sales, Consumer Care, R&D

STARTING PAGE WITH NECESSARY INFORMATION AND DOCUMENT LIBRARY WITH ALL DOCUMENTS

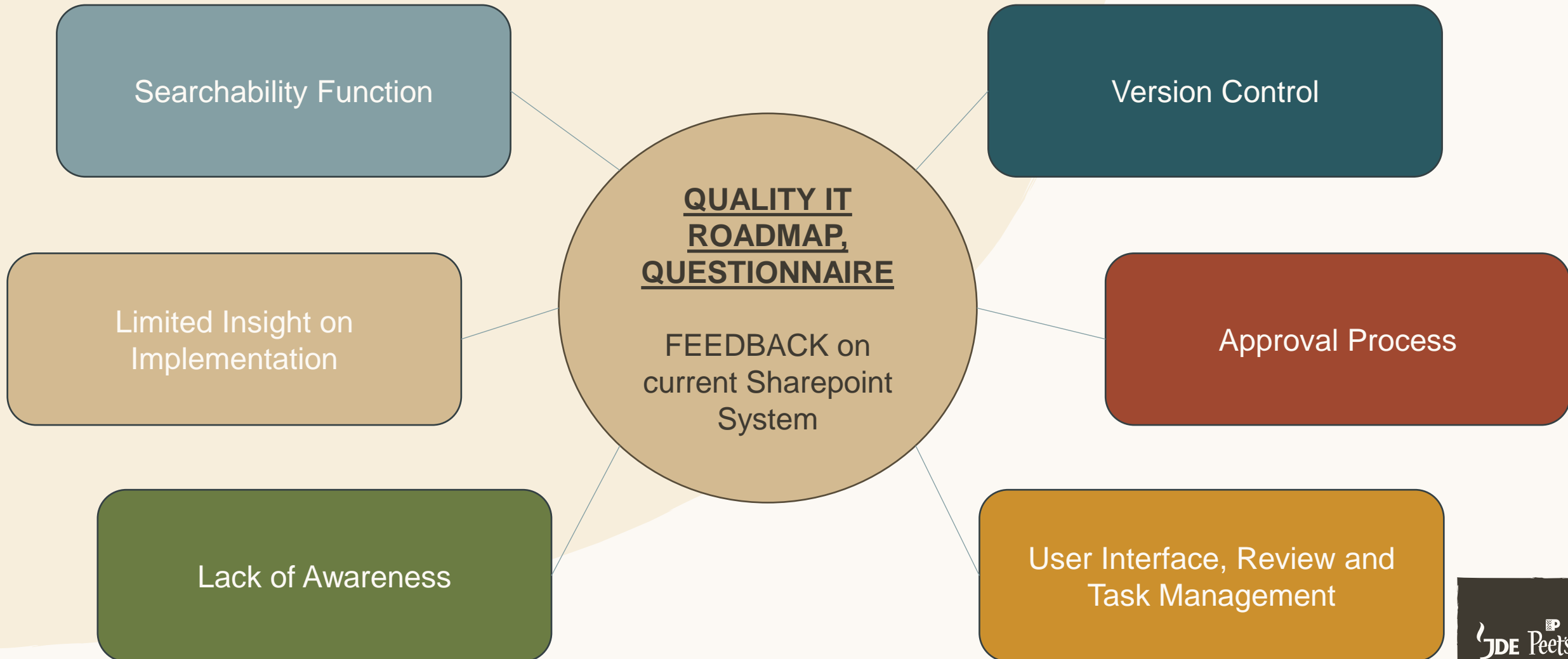
PROJECT

- NEED FOR IMPROVEMENT
 - MORE EFFICIENT USE OF THE SYSTEM
 - SAVING TIME
 - MORE INSIGHTS
 - STANDARDIZED LOOK AND FEEL
 - UPSCALE POSSIBILITY
- INTERNAL QUESTIONNAIRE



RESULTS:

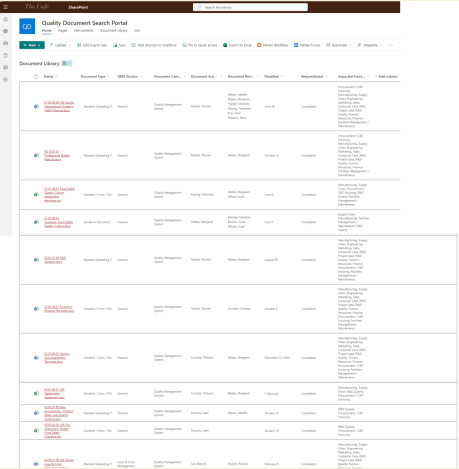
WHY MOVE FROM SHAREPOINT TO A DOCUMENT MANAGEMENT SYSTEM?



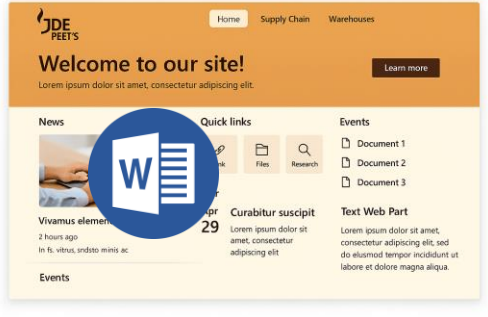
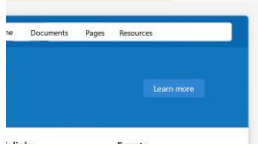
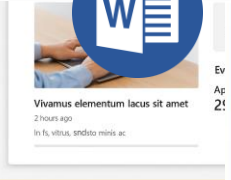
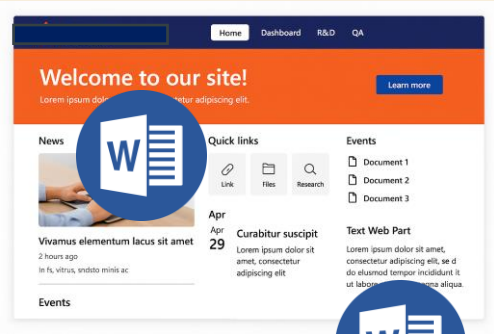
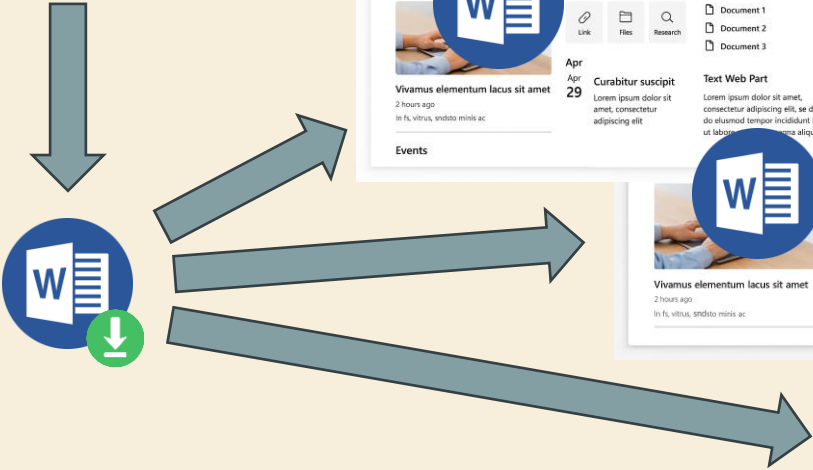
VERSION CONTROL

LIMITED SECURITY OPTIONS

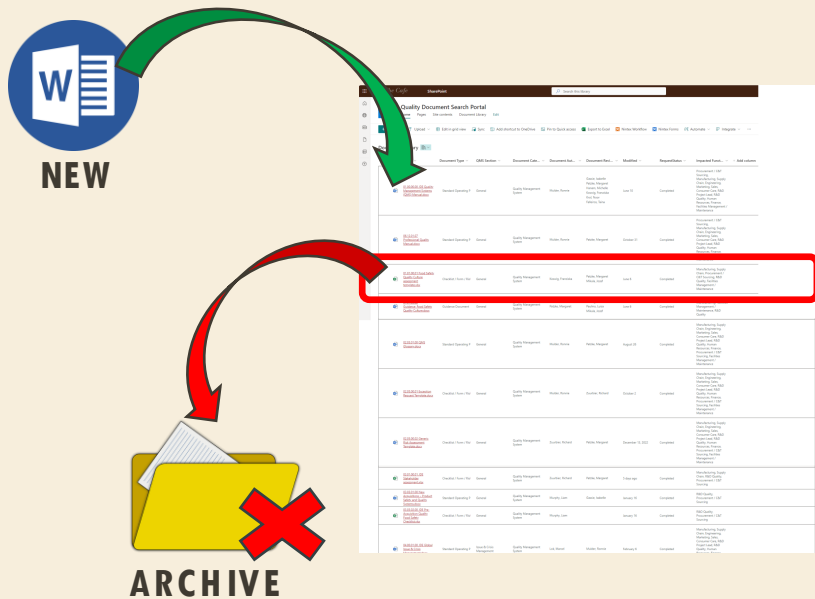
- DOCUMENTS EASY TO DOWNLOAD AND EDIT
- OPTION TO UPLOAD ON SEVERAL STORAGE LOCATIONS



Document Name	Document Type	Document Status	Document Owner	Document Location	Document Version	Document Date	Document Size	Document Format	Document Description
Document 1	Document Type 1	Document Status 1	Document Owner 1	Document Location 1	Document Version 1	Document Date 1	Document Size 1	Document Format 1	Document Description 1
Document 2	Document Type 2	Document Status 2	Document Owner 2	Document Location 2	Document Version 2	Document Date 2	Document Size 2	Document Format 2	Document Description 2
Document 3	Document Type 3	Document Status 3	Document Owner 3	Document Location 3	Document Version 3	Document Date 3	Document Size 3	Document Format 3	Document Description 3
Document 4	Document Type 4	Document Status 4	Document Owner 4	Document Location 4	Document Version 4	Document Date 4	Document Size 4	Document Format 4	Document Description 4
Document 5	Document Type 5	Document Status 5	Document Owner 5	Document Location 5	Document Version 5	Document Date 5	Document Size 5	Document Format 5	Document Description 5
Document 6	Document Type 6	Document Status 6	Document Owner 6	Document Location 6	Document Version 6	Document Date 6	Document Size 6	Document Format 6	Document Description 6
Document 7	Document Type 7	Document Status 7	Document Owner 7	Document Location 7	Document Version 7	Document Date 7	Document Size 7	Document Format 7	Document Description 7
Document 8	Document Type 8	Document Status 8	Document Owner 8	Document Location 8	Document Version 8	Document Date 8	Document Size 8	Document Format 8	Document Description 8
Document 9	Document Type 9	Document Status 9	Document Owner 9	Document Location 9	Document Version 9	Document Date 9	Document Size 9	Document Format 9	Document Description 9
Document 10	Document Type 10	Document Status 10	Document Owner 10	Document Location 10	Document Version 10	Document Date 10	Document Size 10	Document Format 10	Document Description 10



VERSION CONTROL



Version history

Document Owner ☐ Mulder, Ronnie

1.1 7/20/2022 1:35 PM
Approval Status Draft
This is the current published major version

1.0 4/27/2021 4:17 PM
Document Owner ☐ Mulder, Ronnie
RequestStatus Completed
Approval Status Approved

0.3 4/7/2021 2:47 PM
Impacted Functions Manufacturing, R&D
Document Type Checklist / Form / Ri
Document Category Quality Managemen
Document Author ☐
Document Reviewers ☐
☐
QMS Section Risk Management

0.2 4/7/2021 2:44 PM
Document Number 07.02.01.05
Document Name 07.02.01.05 JDE HACC

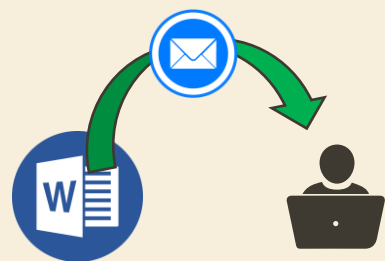
0.1 4/7/2021 2:43 PM
RequestStatus New
Approval Status Draft

RISK OF LOSING INFORMATION

- DOCUMENT HISTORY: ONLY LAST 10 VERSIONS STORED
 - NO ARCHIVE
- LIMITED OPTIONS FOR ADDING / REPLACING DOCUMENTS



APPROVAL PROCESS



REQUEST TO UPLOAD /
CHANGE DOCUMENT

NOT USER FRIENDLY

- POSSIBLE TOO EARLY AUTOMATIC PUBLICATIONS
- SETTING CHANGES TRIGGER NEW VERSIONS
- DIFFICULT TO “CONNECT” DOCUMENTS TOGETHER
- DEAD LINKS / CONTRADICTING INFORMATION
 - UPDATE CHECK BY “TRACK CHANGES”
- EDITOR RIGHTS LOST AFTER PUBLICATION

Version history

Document Owner ☐ Mulder, Ronnie

1.1 7/20/2022 1:35 PM

Approval Status Draft

This is the current published major version

1.0 4/27/2021 4:17 PM

Document Owner ☐ Mulder, Ronnie

RequestStatus Completed

Approval Status Approved

0.3 4/7/2021 2:47 PM

Impacted Functions Manufacturing, R&D

Document Type Checklist / Form / Ri

Document Category Quality Managemen

Document Author ☐

Document Reviewers ☐

QMS Section Risk Management

0.2 4/7/2021 2:44 PM

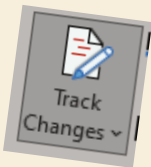
Document Number 07.02.01.05

Document Name 07.02.01.05 JDE HACC

0.1 4/7/2021 2:43 PM

RequestStatus New

Approval Status Draft



Manage Access

Exception Req...New List.xlsx

Share

Stop sharing

People • 2

Groups • 4

Links • 1

Search displayed names

SVC.Apps_and_flows

Owner

Mulder, Ronnie

R&D QUALITY SYSTEM SPECIALIST

Owner

R&D QUALITY SPECIALIST

Can edit

R&D QUALITY EXCELLENCE MANAGER

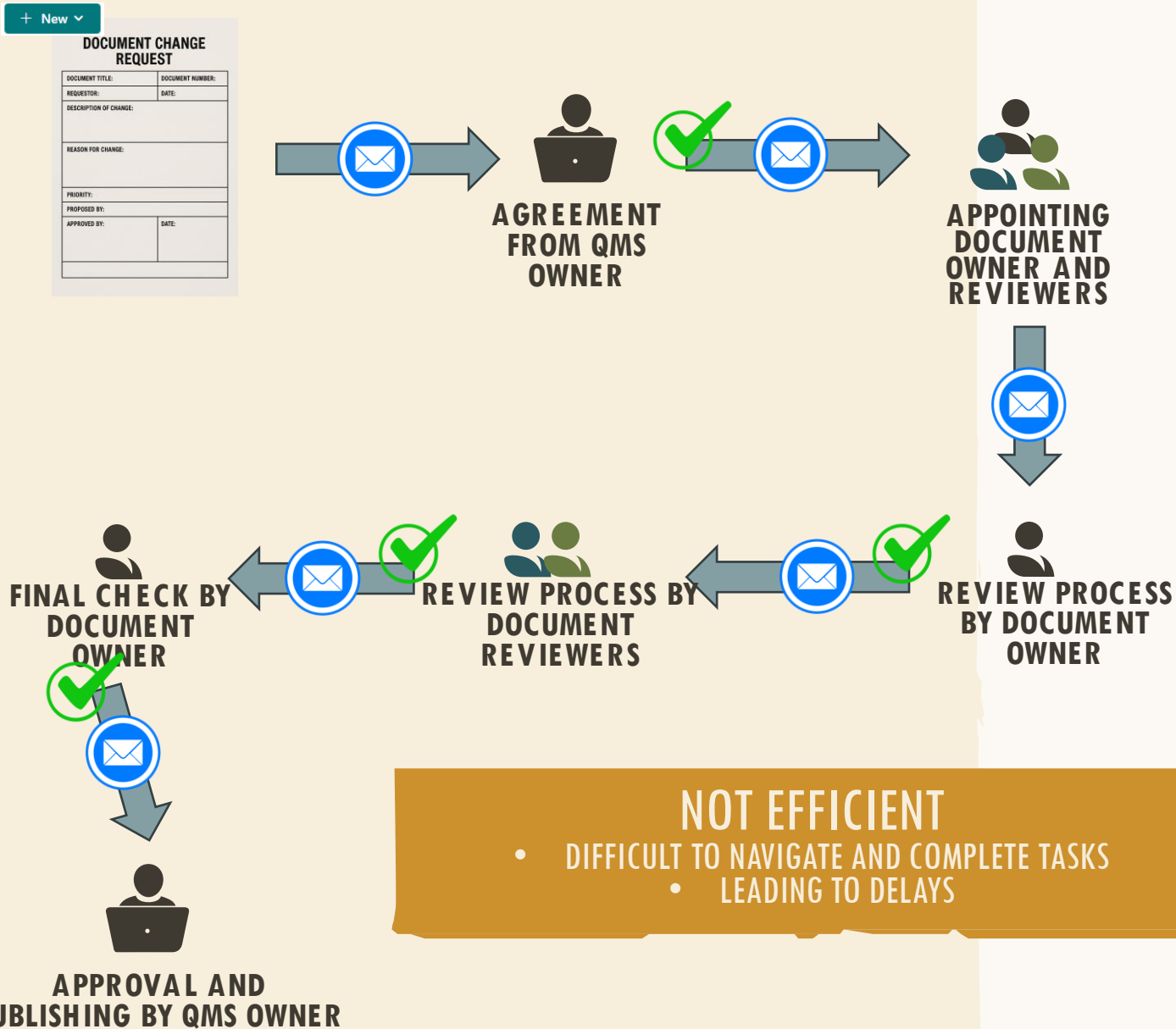
Can edit

R&D GLOBAL FOOD COMPLIANCE DIRECTOR

Can edit



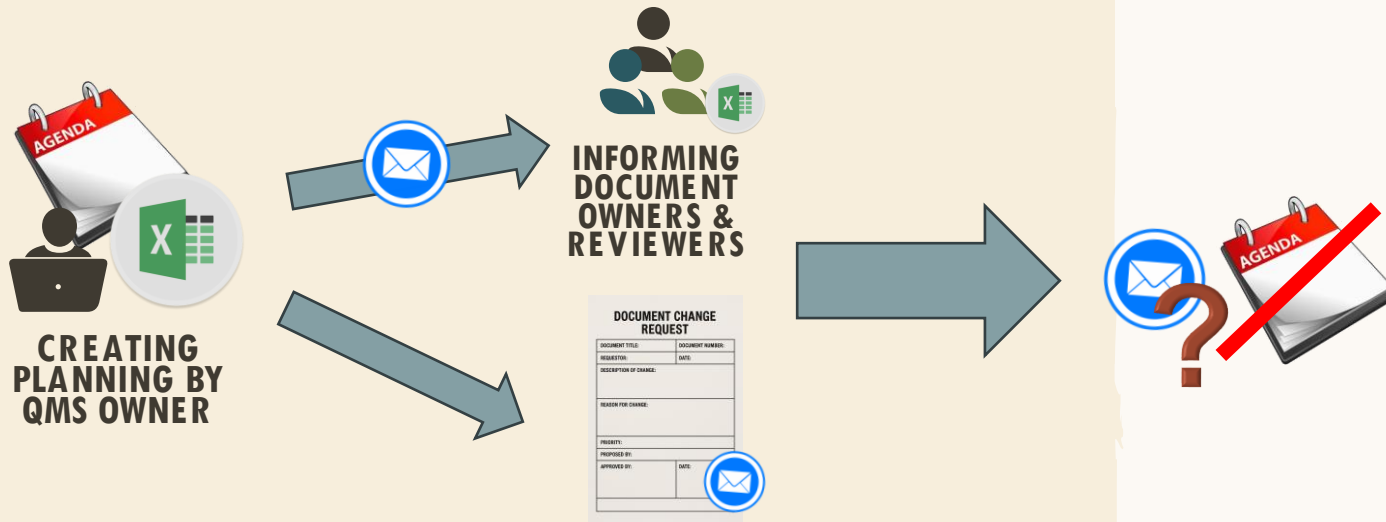
REVIEW AND TASK MANAGEMENT



REVIEW AND TASK MANAGEMENT

NOT EFFICIENT

- DIFFICULT TO NAVIGATE / COMPLETE TASKS
 - LEADING TO MISSED DEADLINES

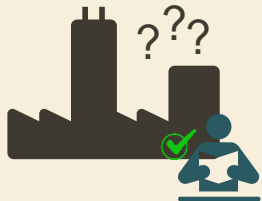
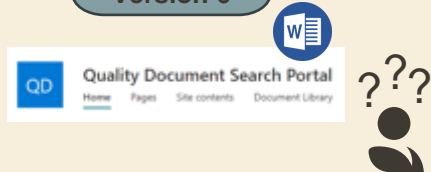


LACK OF AWARENESS AND INSIGHTS

Version 1



Version 6



LACK OF AWARENESS

- DOCUMENTS STORED ON LOCAL DRIVES
- NOT KNOWN ON EXISTING OF SHAREPOINT

LIMITED INSIGHTS

- IMPLEMENTATIONS NOT RECORDED
- NO CONFIRMATION ON READ AND UNDERSTOOD



MANUAL MASTER SYSTEM

- Setting Up the System
- Look and Feel
- Additional Benefits
- Challenges

EVALUATION STEP

System Requirements

Requirement	Description
User Interface	Intuitive, Accessible, User-friendly interface
Searchability	Keywords, Metadata, AI, Chatbot
Document Structure	Centralized and organized database
Content Creation / Editing	Diverse document upload, Editing tools, Templates, Media management
Version Control	Robust system, Availability of latest version, Mechanism for document review, Updates, History availability
Accessibility	Enhanced control rights, Mobile & iPad responsiveness
Security	Protection against unauthorized access
Connectivity / Integration	Incorporate links to Dashboards, Third-Party integrations
SOP Approval / Review Process	Simplified request process, clear ownership, control over approvals, notifications, Progress monitoring and analytics
Support	Provides platform content creation support and ongoing technical support



JDE PEET'S AT A GLANCE — DEPARTMENTS

 **R&D**
NETHERLANDS



**GLOBAL QUALITY
FOOD COMPLIANCE**

**GLOBAL QMS SYSTEM
(INCLUDING EXHIBITS,
STANDARDS & PROCEDURES)**

 **MSU'S**
WORLDWIDE



SLA'S
SUPPLY CHAIN PROCEDURES

LOCAL QA
NETHERLANDS



**LOCAL QMS SYSTEM
(INCLUDING STANDARDS &
PROCEDURES)**

 **MU'S**
WORLDWIDE



FACTORY QUALITY
MANUFACTURING STANDARDS

OPERATIONS
WORLDWIDE

MANUFACTURING STANDARDS
**SAFETY, HEALTH &
ENVIRONMENT PROCEDURES**

 **PEET'S**
UNITED STATES

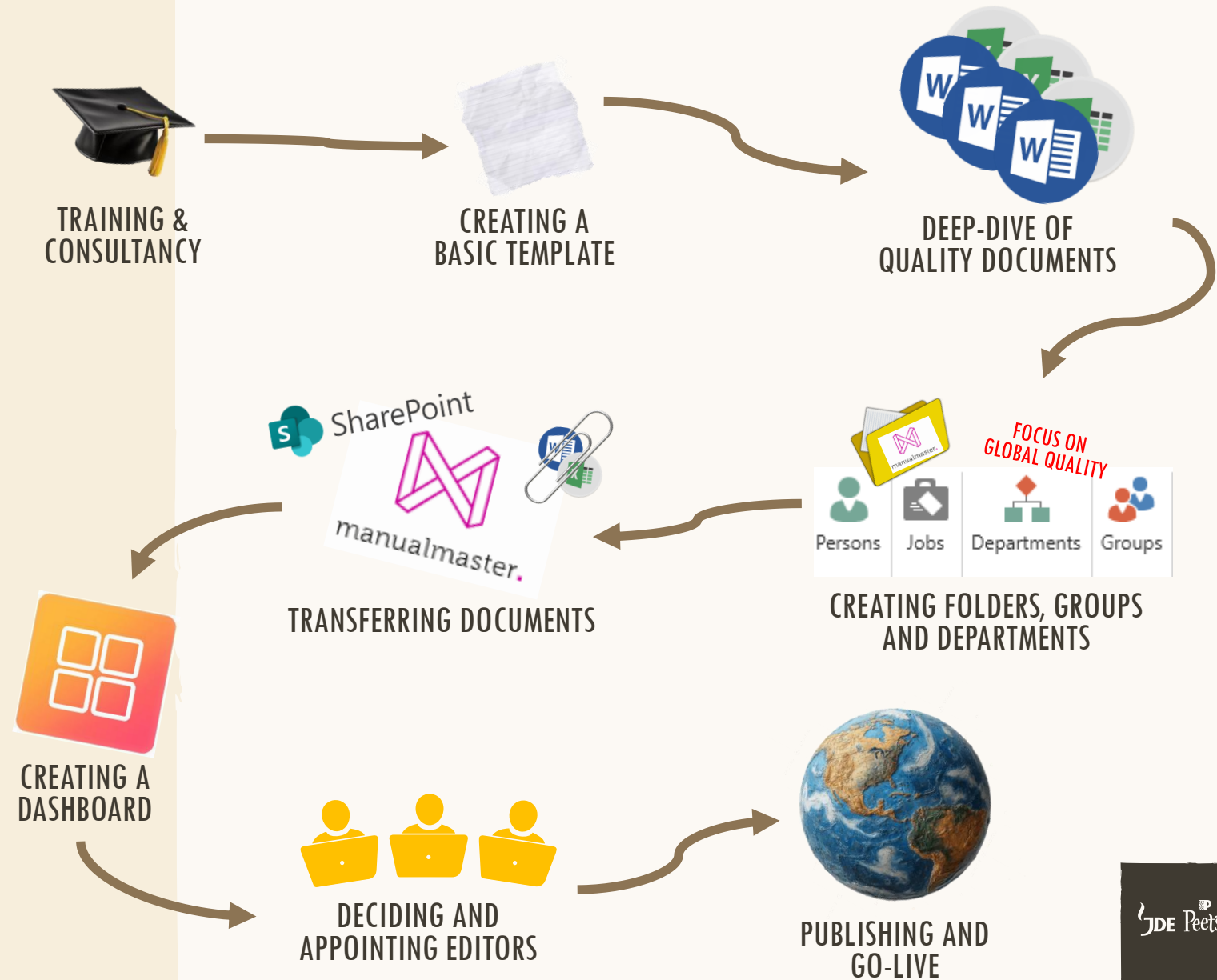


QUALITY DEPT.





SETTING UP THE SYSTEM





LOOK AND FEEL — BASIC TEMPLATE

- First page with different header and background
- Headers automatically filled
 - Document Number
 - Document Title
 - Document Version / Date
 - Document Folder Name
 - Document Author
- Fixed following of Chapters

Document: SOP-055

Version Date: 27-Oct-2025 / Version: 001

Author: ?

EXAMPLE

PLAY AREA

TABLE OF CONTENTS

1	Purpose	1
2	Scope	1
3	Responsibilities	1
4	"Document Body"	2
5	Related Documents	2
5.1	Internal	2
5.2	External	2
5.3	Trainings and Best Practices	2
6	Appendices	3
7	Revision Log	3

1 PURPOSE
Clearly state the purpose of the quality procedure. This should explain why this procedure is necessary and what it aims to achieve

2 SCOPE
Define the scope of the procedure. Specify the departments, processes, or activities to which this procedure applies

3 RESPONSIBILITIES
Define the RACI

~ 1 ~

JDE Peets
A COFFEE & TEA FOR EVERY CUP

Document: SOP-055

Version Date: 27-Oct-2025 / Version: 001

Author: ?

EXAMPLE

PLAY AREA

4 "DOCUMENT BODY"
Start writing the requirements for the procedure

5 RELATED DOCUMENTS

5.1 INTERNAL

5.2 EXTERNAL

5.3 TRAININGS AND BEST PRACTICES

~ 2 ~

JDE Peets
A COFFEE & TEA FOR EVERY CUP



LOOK AND FEEL — SYSTEM SETTINGS

- 4 Main Folders set
 - Different Document Types split
- Each Folder has own Codings
 - Automatically generated
- Several Departments Created
 - Needed to set up System Rights
- Several Documents Bundled

▲ JDE-Peets
▲ 01 - R&D
▲ 01.01 - Global Quality
01.01.01 - Quality Exhibit
01.01.02 - Quality Standard Operating Procedure
01.01.03 - Quality Form
01.01.04 - Measurement Equipment Standard

WE	🔒	🌐	Active	SOP-001
WE	🔒	🌐	Active	SOP-002
WE	🔒	🌐	Active	SOP-003
WE	🔒	🌐	Active	SOP-004
WE	🔒	🌐	Active	SOP-005
WE	🔒	🌐	Active	SOP-006
WE	🔒	🌐	Active	SOP-007
WE	🔒	🌐	Active	SOP-008

👤	Global Administrator
👤	Global Factory Quality
👤	Global Food Compliance
👤	Global QA Editors
👤	Global QA Management
👤	Global QA Reviewers
👤	JDE Peet's Viewers
👤	Local QA NL Editors
👤	R&D Global Quality

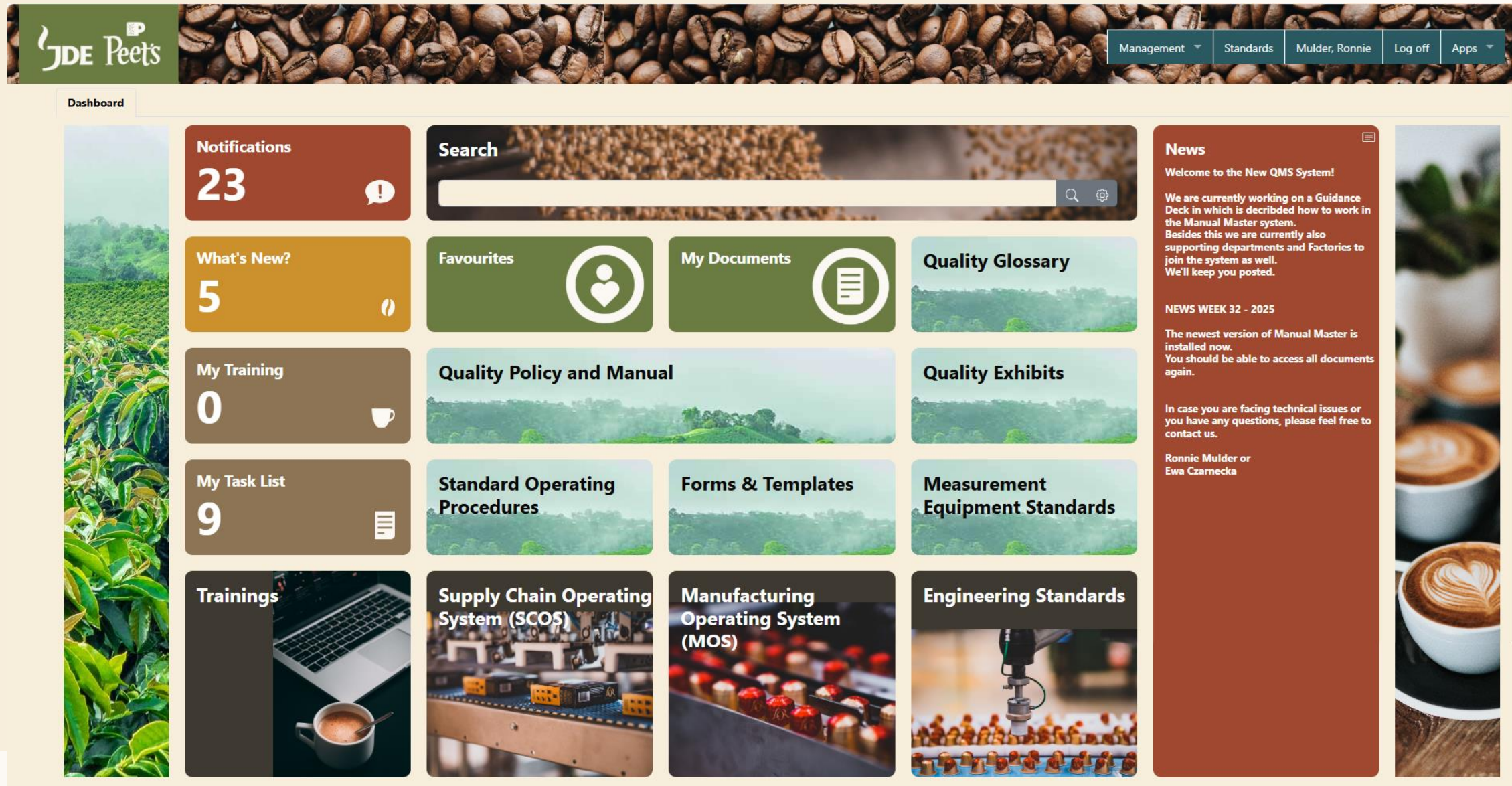
Bundle items	
Documents	
▲	01.01.01 - Quality Exhibit
🔗	EXH-001 - JDE Peet's Quality Exhibit Requirements For Suppliers
🔗	EXH-002 - JDE Peet's Quality Exhibit Requirements For Suppliers (Portuguese)
🔗	EXH-003 - JDE Peet's Quality Exhibit Requirements For Suppliers (Chinese)
▲	01.01.03 - Quality Form
🔗	FORM-002 - Revision Log Quality Exhibit Requirements For Suppliers

System Licences

- 2 Admins 
- 10 Editors 



LOOK AND FEEL — DASHBOARD





SHAREPOINT VS MANUAL MASTER

Searchability Function

- Improved due to use of Tags
- Improved assurance of newest version

Version Control

- Downloads in pdf format
- Document History secured
- Documents easier to replace



Approval Process

- Improved Approval Workflow
- Improved Document Connection

User Interface, Review and Task Management

- Better insights in pending tasks
- Improved Document Change Request

Send feedback

Lack of Awareness

- Personal tasks
- Improved Upscale possibilities

Limited Insight on Implementation

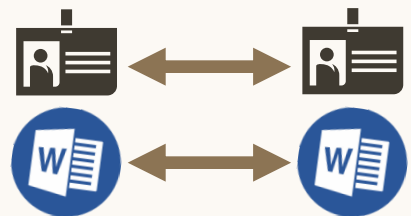
- Read and Understood Information
- Insights on Document Statistics



ADDITIONAL BENEFITS



BUNDLING OF DOCUMENTS
MORE AWARENESS ON SUPPORTING
DOCUMENTS (E.G. FORMS)



USE OF TAGS AND INTERNAL LINKING
NO DEAD LINKS AND AUTOMATIC ADAPTING



MOBILITY OPTIONS
ALWAYS DOCUMENT INFO AVAILABLE

SOP-029 - Product Pack Line Change Management		
History - 001		Active - 002
@@ -1,6 +1,5 @@		
1		1
2	-	
3	TABLE OF CONTENTS	2
4	1 Purpose 2	3
5	2 Scope 2	4
6	3 Responsibilities 2	5
@@ -18,15 +17,14 @@		
18	6.7 Consumer Testing 10	17
19	7 Launch and Post Launch Evaluation 10	18
20	7.1 Pro-Start Process 11	19
21	7.2 Consumer Careline Briefing 14	20
22	-7.3 Post Launch Assessment 14	
23	8 Related Documents 14	21
24	8.1 Internal 14	22
25	8.2 External 15	23
26	8.3 Trainings and Best Practices 15	24
27	-9 Appendices 16	25
28	-Appendix 1 Design Safety Analysis 16	26
29	Appendix 2 Labelling Requirements for Test and Trial Product Consumer Testing 18	27
30	Appendix 3 Shelf Life Evaluation 20	28
31	10 Revision Log 27	29
32		30

UNIQUE VERSION CHECK OF DOCUMENTS
NO NEED TO USE “TRACK CHANGES” ANYMORE



CHALLENGES

Document: TEST-002

Version Date: 30-Oct-2025 / Version: 001

LANDSCAPE

PLAY AREA

Author: ?

TABLE OF CONTENTS

1	Purpose	1
2	Scope	1
3	Responsibilities	1
4	"Document Body"	1
5	Related Documents	1
5.1	Internal	1
5.2	External	1
5.3	Trainings and Best Practices	1
6	Appendices	2
Appendix 1	"Title"	2
7	Revision Log	2

1 PURPOSE

Clearly state the purpose of the quality procedure. This should explain why this procedure is necessary and what it aims to achieve

2 SCOPE

Define the scope of the procedure. Specify the departments, processes, or activities to which this procedure applies

3 RESPONSIBILITIES

Define the RACI

4 "DOCUMENT BODY"

Start writing the requirements for the procedure

5 RELATED DOCUMENTS

5.1	INTERNAL	
5.2	EXTERNAL	

~ 1 ~

JDE Peets
A COFFEE & TEA FOR EVERY CUP

Portrait Mode Versus Landscape Mode

- System is not able to combine portrait and landscape modes together
- Decided to use landscape mode as standard

Powerpoint is Not Supported

- Upload as an object or into pdf format
- Currently chosen for pdf formats





CHALLENGES

Different Layouts and Fonts (Printview Mode)

- Layouts and Fonts in Client are visibly different compared to Webpage Layouts and Fonts
- Settings? Not solved yet

Word Versus Webpage

- Word files with a lot of pictures causes problems as pictures are being intended incorrectly (not in the right place) on the Webpage

The image shows two side-by-side versions of a document titled "JDE PEET'S GLOBAL QUALITY POLICY". Both versions include a header with "Document: SOP-001", "QUALITY STANDARD OPERATING PROCEDURE", "Version Date: 13-May-2025", "Version: 001", and "Author: ?". The left version, labeled "Client", shows a large, high-resolution image of a coffee filter on the left side of the page. The right version, labeled "Webpage", shows the same image but it is significantly smaller and less detailed. Both versions have a "PURPOSE" section with text about JDE Peet's commitment to coffee and tea. The "Webpage" version has a small, low-resolution version of the coffee filter image in the "PURPOSE" section.

Document: SOP-001 QUALITY STANDARD OPERATING PROCEDURE

JDE PEET'S GLOBAL QUALITY POLICY

Version Date: 13-May-2025 Author: ?
Version: 001

PURPOSE

At JDE Peet's we unleash the possibilities of coffee & tea by building upon the rich history and heritage of our brands which are deeply rooted in the diverse coffee and tea cultures in which we operate. We respect the preferences of our consumers and to delivering innovative, high-quality, and sustainable products that can be enjoyed any time as part of a balanced diet and healthy lifestyle.

Client

Document: SOP-001 QUALITY STANDARD OPERATING PROCEDURE

JDE PEET'S GLOBAL QUALITY POLICY

Version Date: 13-May-2025 Author: ?
Version: 001

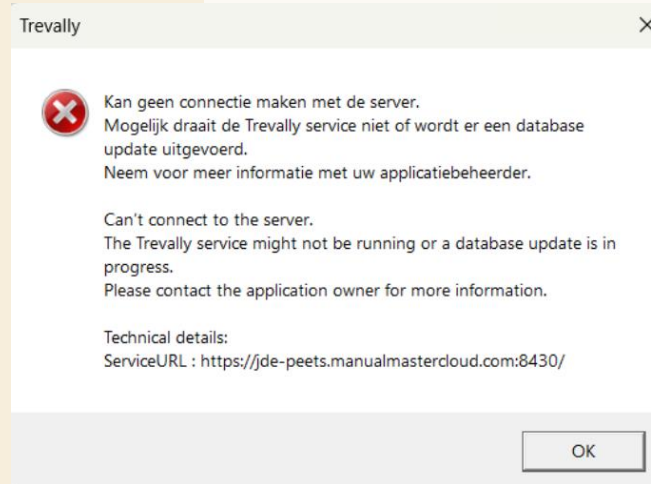
PURPOSE

At JDE Peet's we unleash the possibilities of coffee & tea by building upon the rich history and heritage of our brands which are deeply rooted in the diverse coffee and tea cultures in which we operate. We respect the preferences of our consumers and to delivering innovative, high-quality, and sustainable products that can be enjoyed any time as part of a balanced diet and healthy lifestyle.

Webpage



CHALLENGES



Active Directory

- One Viewer Group created
- Dashboard Update results in long waiting time



Connection Problems / Server Problems

- Firewall Settings
- Several Regions
- Registration Keys Microsoft Office



Additional Language Packs

- 4 Basic Languages
- Additional Costs for extra Packs³⁰

FUTURE EXTENDINGS

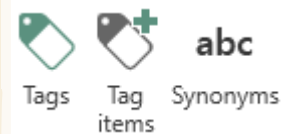
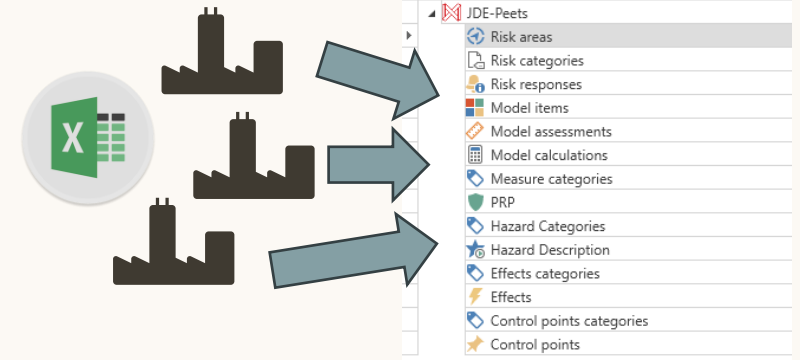
- System Adjustments and Settings
- System Improvements
- System Roll Out to Other Departments
- Building Additional Content






SYSTEM IMPROVEMENTS

HACCP Risk Assessment



Creating Searching Tags and Definitions

Building Connection with GFSI Standards



Standards	
Name	
[-]	JDE-Peets
[+] FSSC 22000 Version 6.0	
[+] Part 2	
[+] 2.1 - General	
[+] 2.3 - ISO 22000	
[+] 2.4 - Prerequisite Programs	
[+] 2.5 - FSSC 22000 Additional Requirements	
[+] 2.5.01 - Management of Served and Purchased Materials	
[+] 2.5.02 - Product Labelling and Printed Materials	
[+] 2.5.03 - Food Defense	
[+] 2.5.04 - Food Fraud Mitigation	
[+] 2.5.05 - Logo Use	
[+] 2.5.06 - Management of Allergens	
[+] 2.5.07 - Environmental Monitoring	
[+] 2.5.08 - Food Safety and Quality Culture	
[+] 2.5.09 - Quality Control	
[+] 2.5.10 - Transport, Storage and Warehousing	
[+] 2.5.11 - Hazard Control and Measures for Preventing Cross-Contamination	
[+] 2.5.12 - PRP Verification	
[+] 2.5.13 - Product Design and Development	
[+] 2.5.14 - Health Status	
[+] 2.5.15 - Equipment Management	
[+] 2.5.16 - Food Loss and Waste	
[+] 2.5.17 - Communication Requirements	
[+] 2.5.18 - Multi-Site Certification	



SYSTEM ROLL OUT

- Creating new Folders and Subfolders
- Creating adjusted Templates
- Creating new Groups and Departments
- Buying additional Licences
- Appointing and Training new Editors
- Planning Meetings to Support
- Creating Separate Spaces
- Creating new Tiles / Navigation Pages



Folders	
Folders	
▲ JDE-Peets	
▲ 01 - R&D	
▲ 01.01 - Global Quality	
01.01.01 - Quality Exhibit	
01.01.02 - Quality Standard Operating Procedure	
01.01.03 - Quality Form	
01.01.04 - Measurement Equipment Standard	
▲ 01.02 - Global Food Compliance	
01.02.01 - JDE Peet's Position Statement	
▲ 02 - Operations	
02.01 - MOS	
02.02 - SHE	
▲ 03 - MU	
03.01 - Hemelingen	
03.02 - Berlin	
03.03 - Elmshorn	
▲ 04 - MSU	
04.01 - Professional Quality Nederland	



BUILDING ADDITIONAL CONTENT

Trainings and Quality Modules

- Deep-Dive and Update of Trainings
- Building Q-Learning into Manual Master

My Learning / Issue and Crisis Readiness



Issue and Crisis Readiness



Course Information

Type: Online

Average Rating

★★★★☆ (4.50 out of 5 stars from 72 ratings)

Regarding

All persons

Organisational unit

Show matrix

Export

Filter

Filter on status

Filter on Competence

Filter persons

Legend

Not started
Started



Completed
Not achieved


JDE Peet's

A COFFEE FOR EVERY CUP. A BRAND FOR EVERY HEART.


Peet's
COFFEE™

LOR

— SEIT  1895 —
JACOBS

