



**Nestlé** Good food, Good life

# Getting to know Nestlé

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# Nestlé exists because of ONE man's DREAM...

## Henri Nestlé (1814 – 1890)

In 1867, Henri Nestlé, a 53-year-old entrepreneur from Frankfurt am Main, brought an infant formula (Nestlé's Milk Food) to market in the small Swiss town of Vevey. He sold his flourishing business in 1875 to three entrepreneurs from the region. They expanded it further internationally and in 1905 merged with Anglo-Swiss Condensed Milk, founded by the Page brothers in Cham (Switzerland) in 1866. This resulted in today's Nestlé, which still uses the name and logo of its founder.



# ... who laid the foundation of our company



## The situation at that time

More and more women worked out of home, others were sick or poorly nourished and therefore could not breastfeed their babies. With the lack of a reliable substitute for breast milk, infant mortality was very high.



## Henri Nestlé's dream

His dream to give children a better chance for a Good Life led to the innovation of the first scientific milk-based babyfood in 1867: "*Farine Lactée*".



## Good food, Good life

Henri Nestlé's sense of scientific research & innovation, combined with an instinct for marketing and a global ambition, continues to shape and drive the company today.

# The history of Nestlé





# Our strategy: The choices we make

Apply our expertise in nutrition, health & wellness



Offer affordable, safe, high-quality nutrition to everyone



Use safe, environmentally friendly packaging



Commit to ambitious sustainability goals



Provide healthy, delicious and convenient products



Driving purpose through innovation



Enhance food systems and offer plant-based options



Focus on strategic and attractive categories

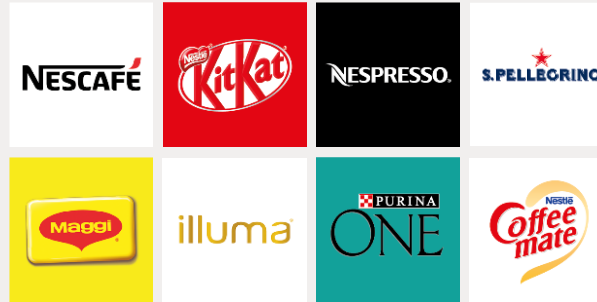


# Our strengths:

## Attractive product portfolio



## Powerful, trusted brands: 31 billionaire brands



## Industry-leading R&D: largest network in Food & Beverage



## Global reach: products sold in 188 countries



## Talented, inclusive culture



## Digitally driven





We **UNLOCK**  
the power of food...





... to *ENHANCE* quality of life  
for everyone...





... today and **FOR GENERATIONS TO COME.**





**Our values are rooted in respect for:**



**OURSELVES, OTHERS, DIVERSITY  
AND THE FUTURE**





# Nestlé at a glance in 2022

Providing  
safe, quality  
nutrition  
over more than  
**155 YEARS**

**2 000 +**  
**BRANDS**  
worldwide

Around  
**275 000**  
employees

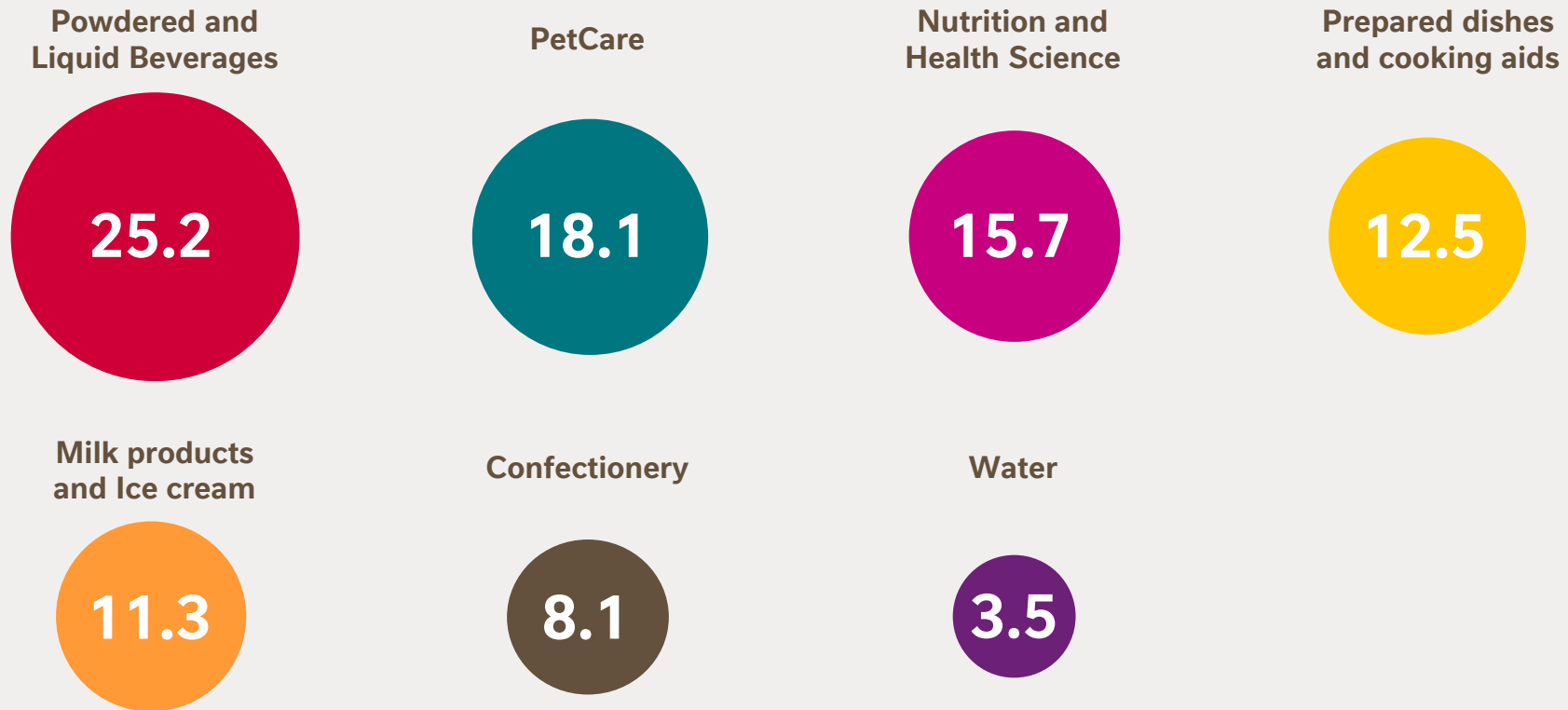
Number  
of countries  
we sell in  
**188**

**344**  
**FACTORIES**  
in 77 countries

**CHF94.4**  
**BILLION**  
Group sales  
in 2022

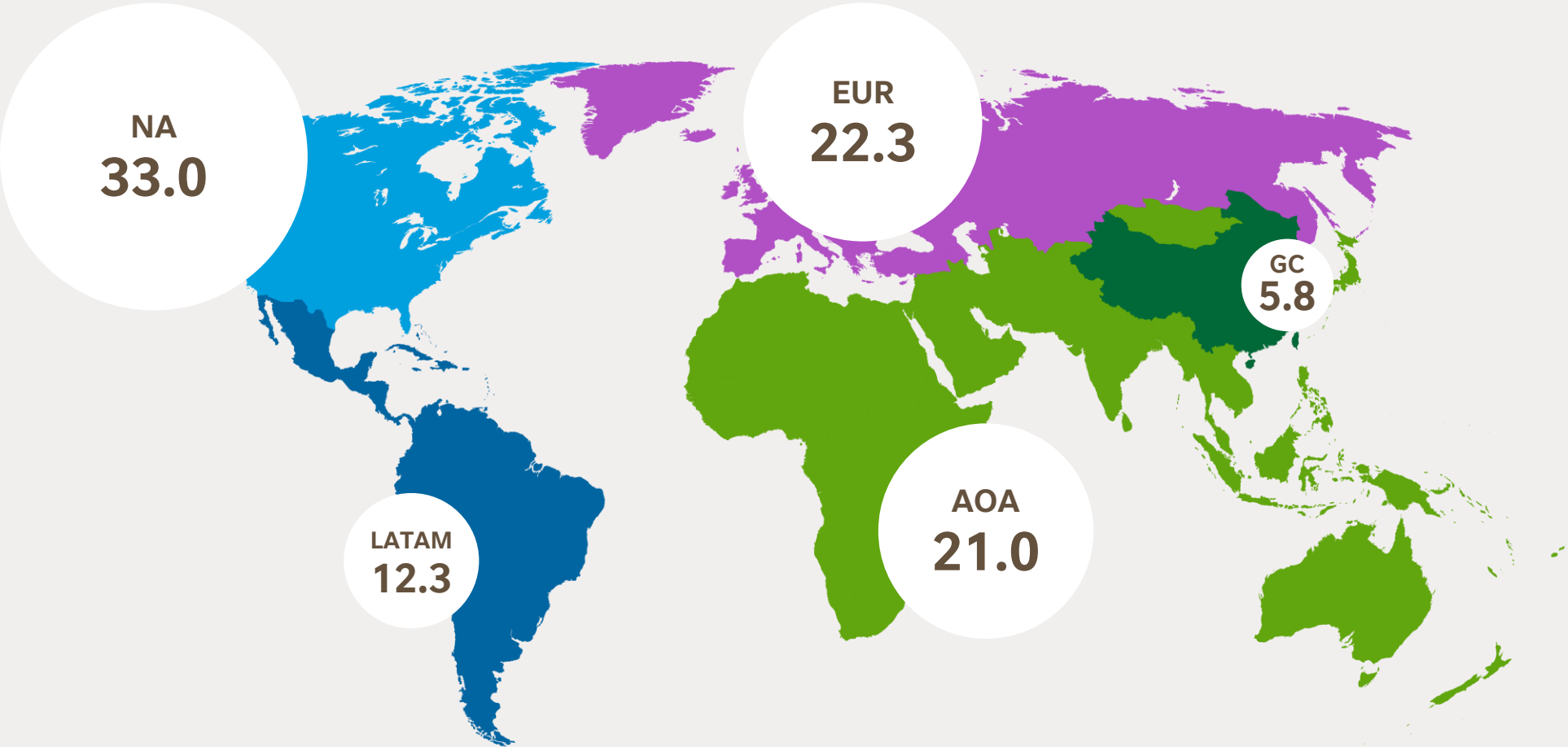
**1 BILLION**  
**NESTLÉ**  
**PRODUCTS**  
**SOLD**  
**EVERY DAY**

# What we sell (2022 in CHF billion)



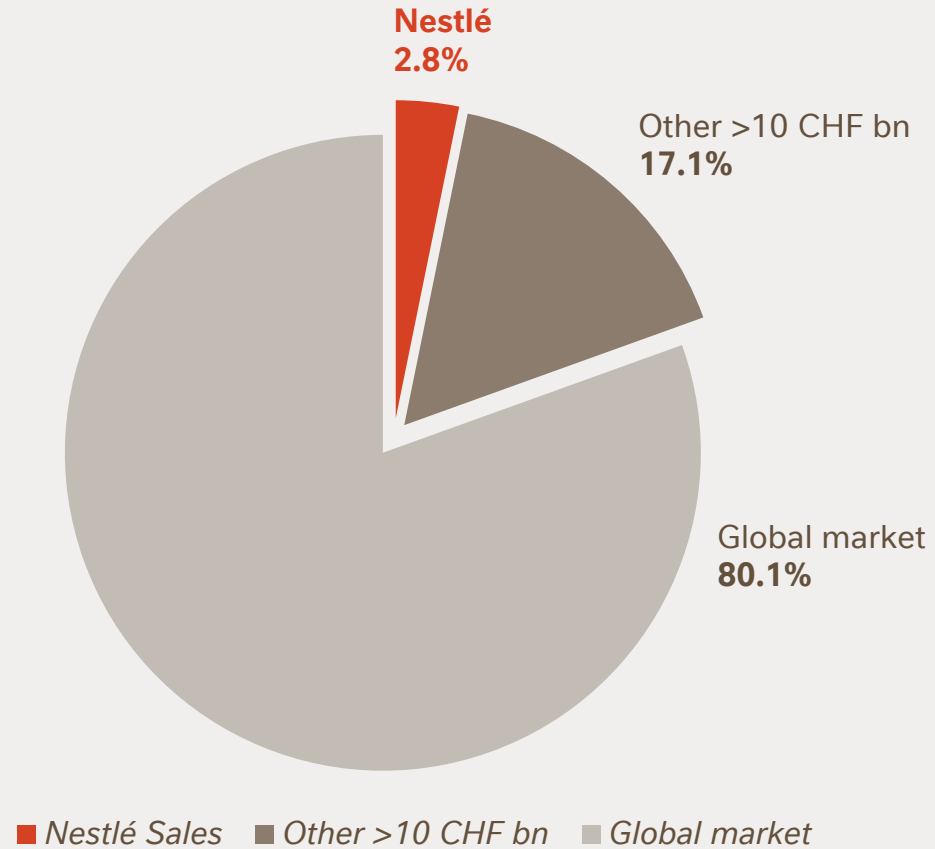


# Where we sell (2022 in CHF billion)



# ... but with only 2.8%\* of global market

\* Based on Euromonitor data including Hot Beverages, Soft Drinks and Packaged Food categories



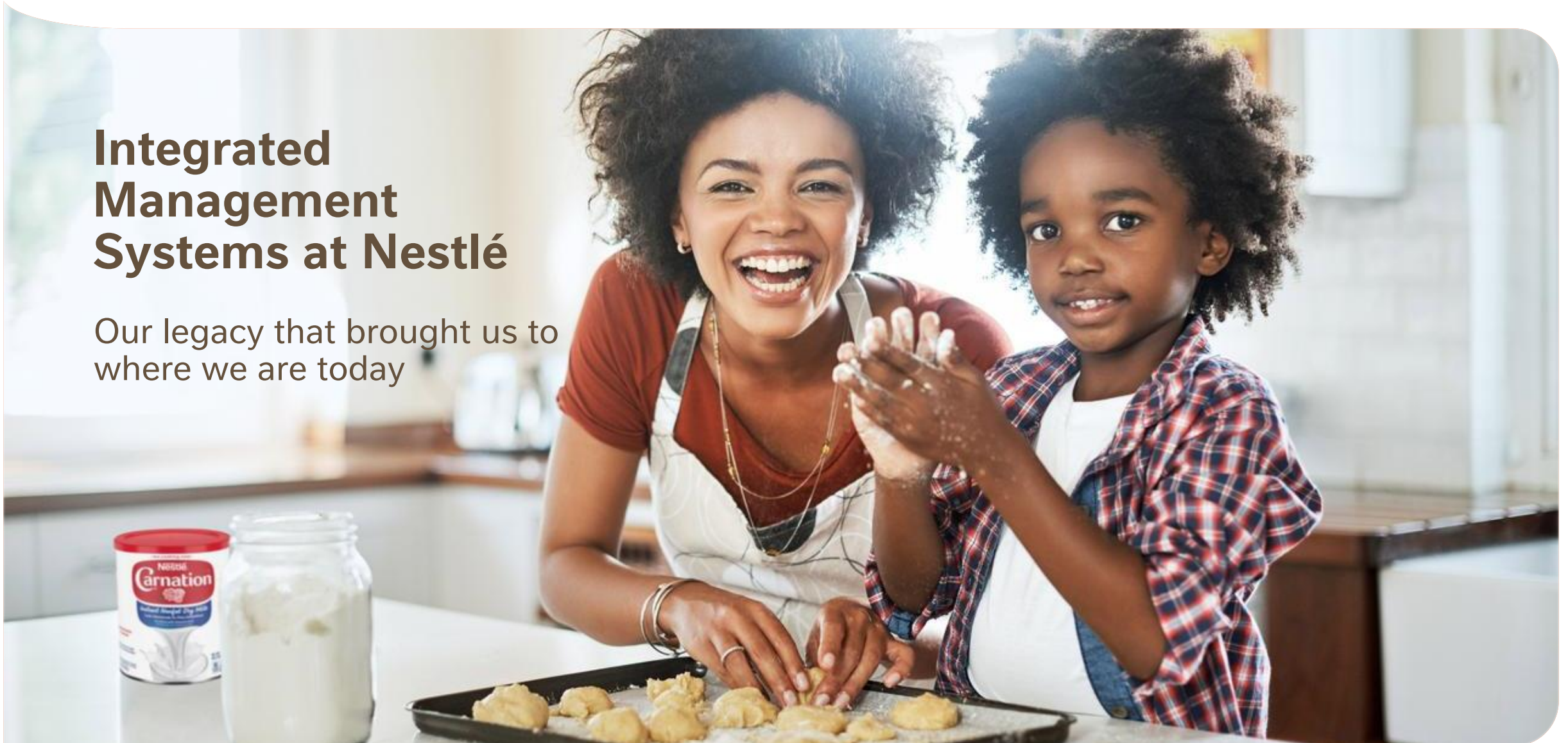




Good food, Good life

# Integrated Management Systems at Nestlé

Our legacy that brought us to  
where we are today



# Our approach to integrated management systems is...

**BUSINESS  
EXCELLENCE**

**ALL TYPES OF  
SITES**

in 188 Countries

**BENEFITS**

**ISO9001**

**ISO45001**

**ISO14001**

**FSSC22000**

**ISO17025**

**MANAGEMENT  
SYSTEMS  
MATURITY**

**344  
FACTORIES**

in 77 countries

**LIMITATIONS**



1960-1974

**HACCP**  
HAZARD ANALYSIS CRITICAL  
CONTROL POINT

1981

“Quality is our most successful product”



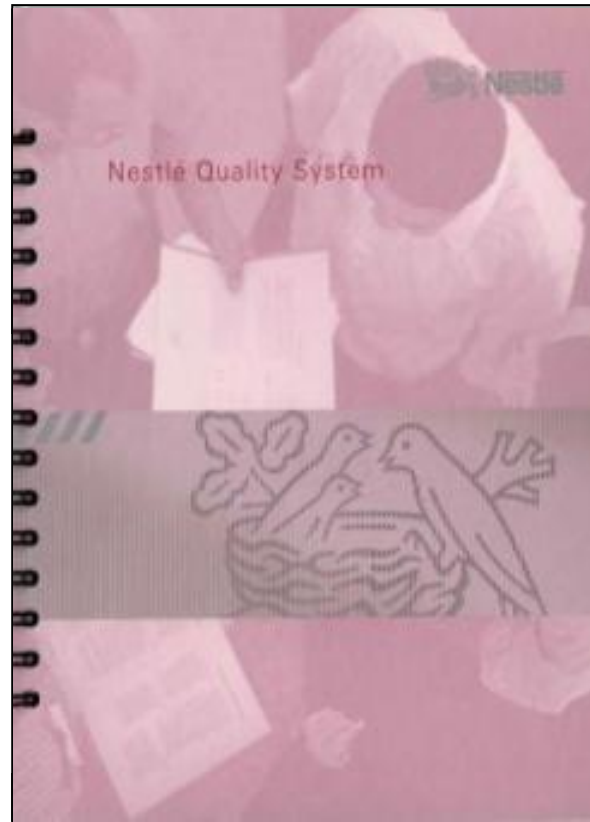
<p>THE NESTLÉ QUALITY GUIDELINES</p> <p><small>Issued by: Nestlé Products Technical Assistance Co. Ltd. (Inneset) CH-1804 La Tour-de-Peilz, Case Postale 90 (Switzerland)</small></p> <p><small>Compiled by: Technical Division (T.P.C. AP-1101/1981) October 1981</small></p> <p><small>This document is issued strictly for internal use. Its contents are not to be divulged outside the company without authorisation.</small></p>	<h3>Quality policy</h3> <p>Throughout their long history, Nestlé and other corporate brands grew and prospered thanks to their reputation for quality. Our customers choose quality, so we may proudly claim that quality is our most successful product. But this reputation had to be built over many years of patient application of quality policy which, however expressed, has the following objectives:</p> <ul style="list-style-type: none"><li>– develop products that the consumers need and like,</li><li>– specify the highest quality level that they and we can afford,</li><li>– manufacture consistently to those specifications,</li><li>– review and improve specifications continuously,</li><li>– sell only products still in a perfect condition.</li></ul>
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1987...2005

1993...1997...2004

“At Nestlé quality is our first priority”



### Nestlé Quality System (NQS)

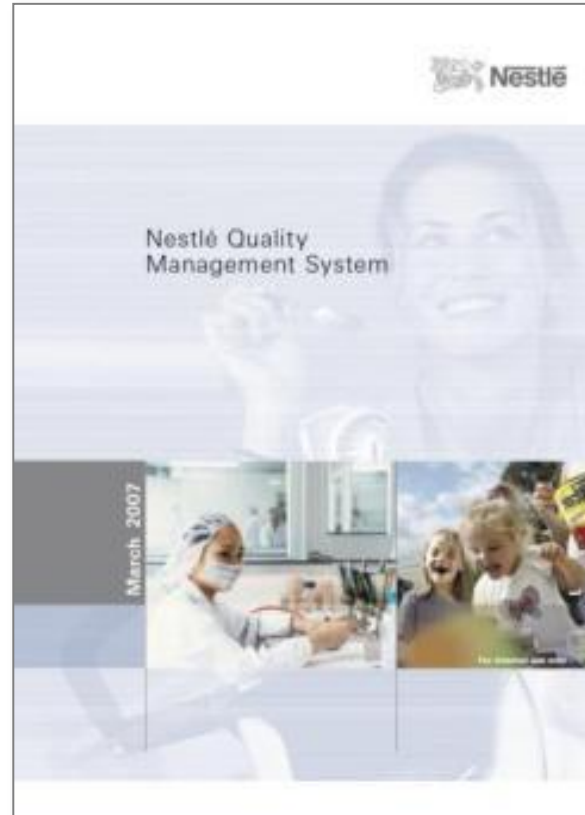
- The customer comes first
- Quality responsibilities of various functions
- First Priority Level (Food Safety) with non negotiable elements e.g. Nestlé GMP, HACCP, QMS, etc.
- Alignment with ISO 9000 / 22000 elements

2008



2007

“Quality is everybody’s commitment”



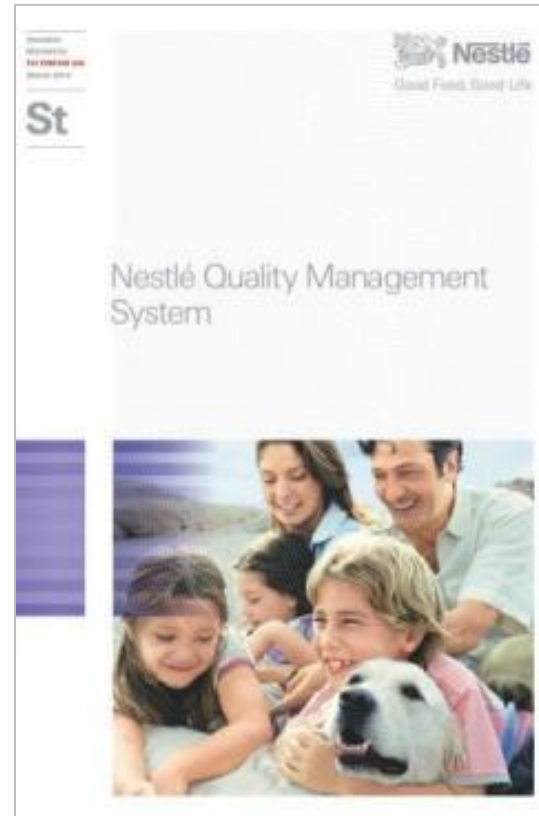
### Nestlé Quality Management System (NQMS)

- Quality Management System
- Full alignment with ISO 9001: 2008 + specific Nestlé processes
- NQMS Certification by third party Certification bodies
- All manufacturing facilities certified for ISO 22000 by external parties

2009...



2014  
"It is is quality that drives Trust"

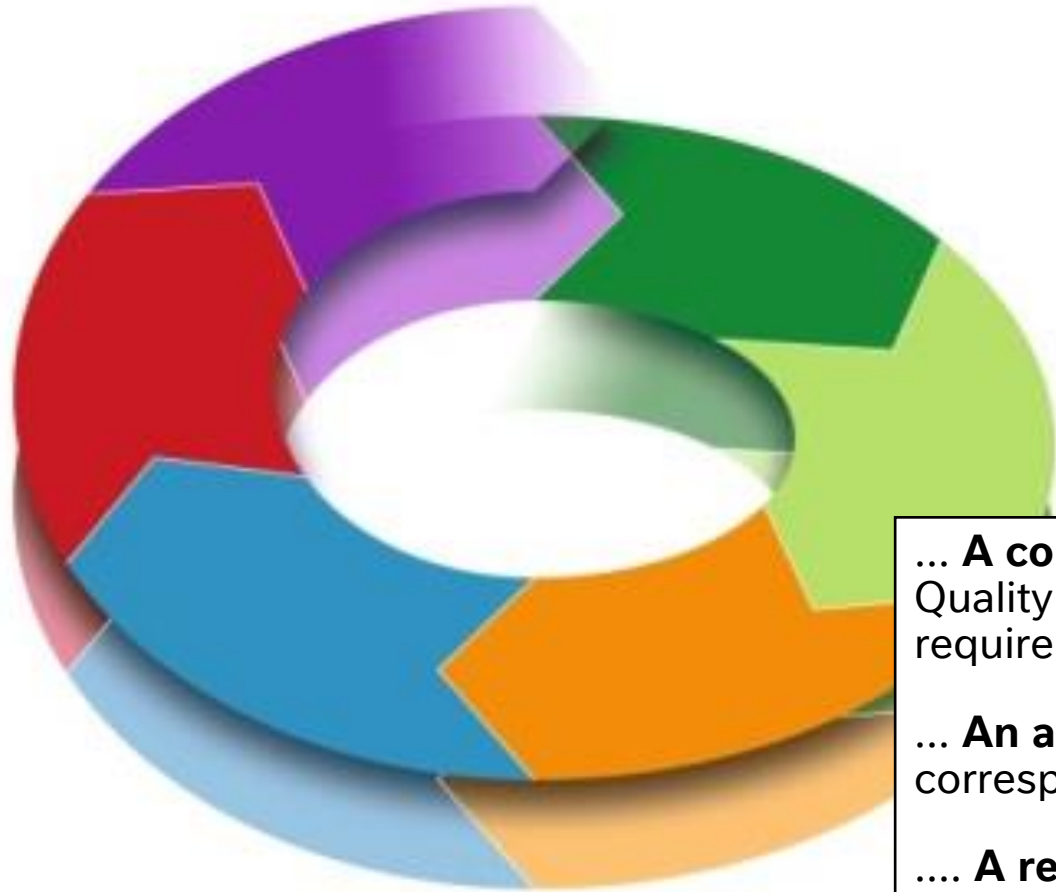


New Quality Policy & Up-dated Nestlé Quality Management System (NQMS)

- Value what consumer value
- Emphasises the importance of each step of the Value Chain entre
- Quality Culture
- All manufacturing facilities certified against FSSC 22000 by external parties since 2010



# ISO has an aligned structure also embraced by FSSC22000



## High Level Structure

Same high level structure

- ✓ Number of clauses and titles
- ✓ Common terms & core definitions
- ✓ Identical core text

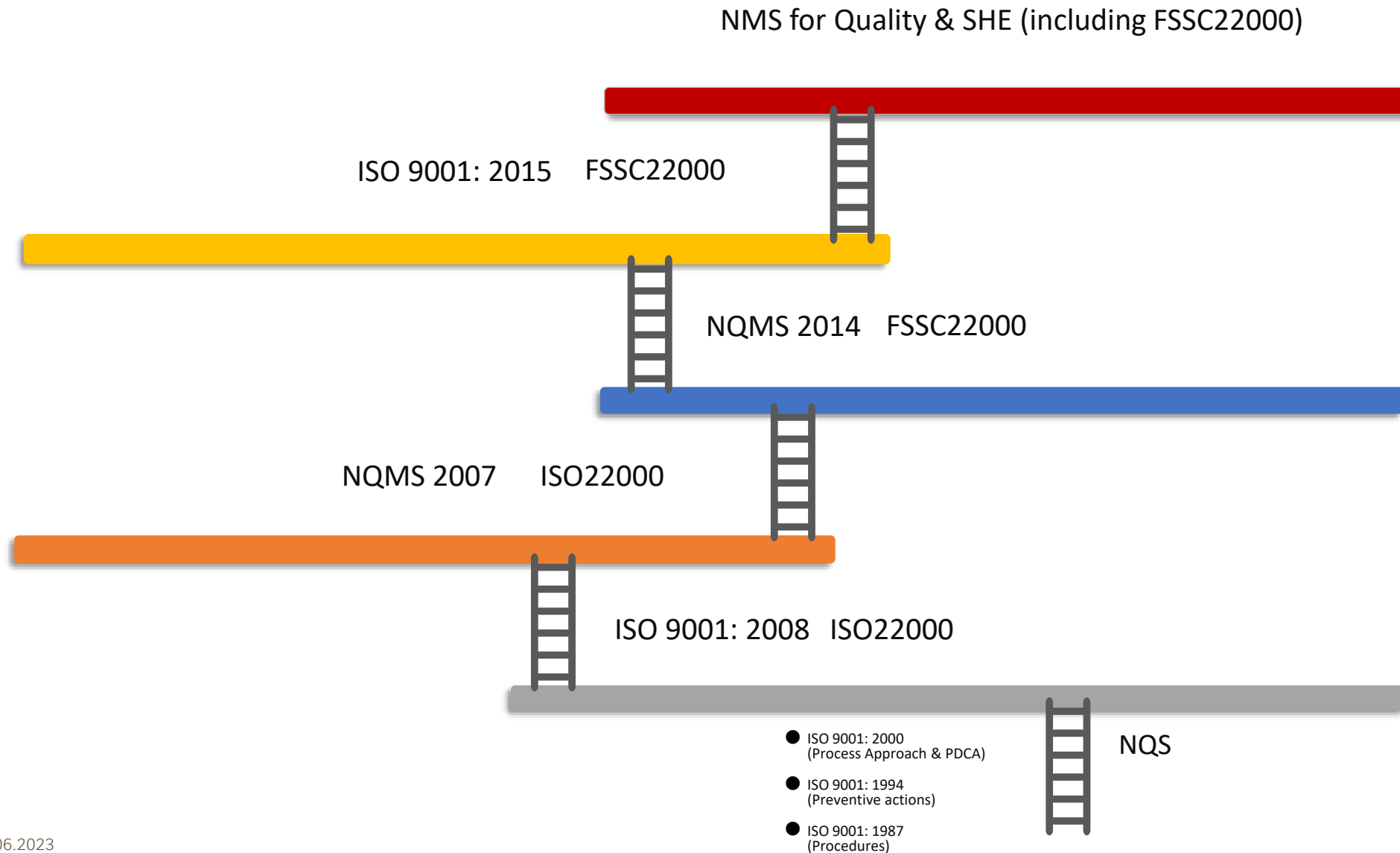
*Plan-Do-Check-Act (PDCA) Cycle*

... **A common way of working** due to the consolidation of all Nestlé Quality (NQMS) and SHE (NSMS & NEMS) and Food Safety requirements and practices

... **An alignment on ISO Standards** due to the incorporation of corresponding ISO and FSSC22000 management system standards

.... **A reduction of audit number** due to adoption of multi-site certification and combination/integration of audits

# NMS for Quality and SHE and incorporation of ISO and FSSC22000 has been a natural evolution



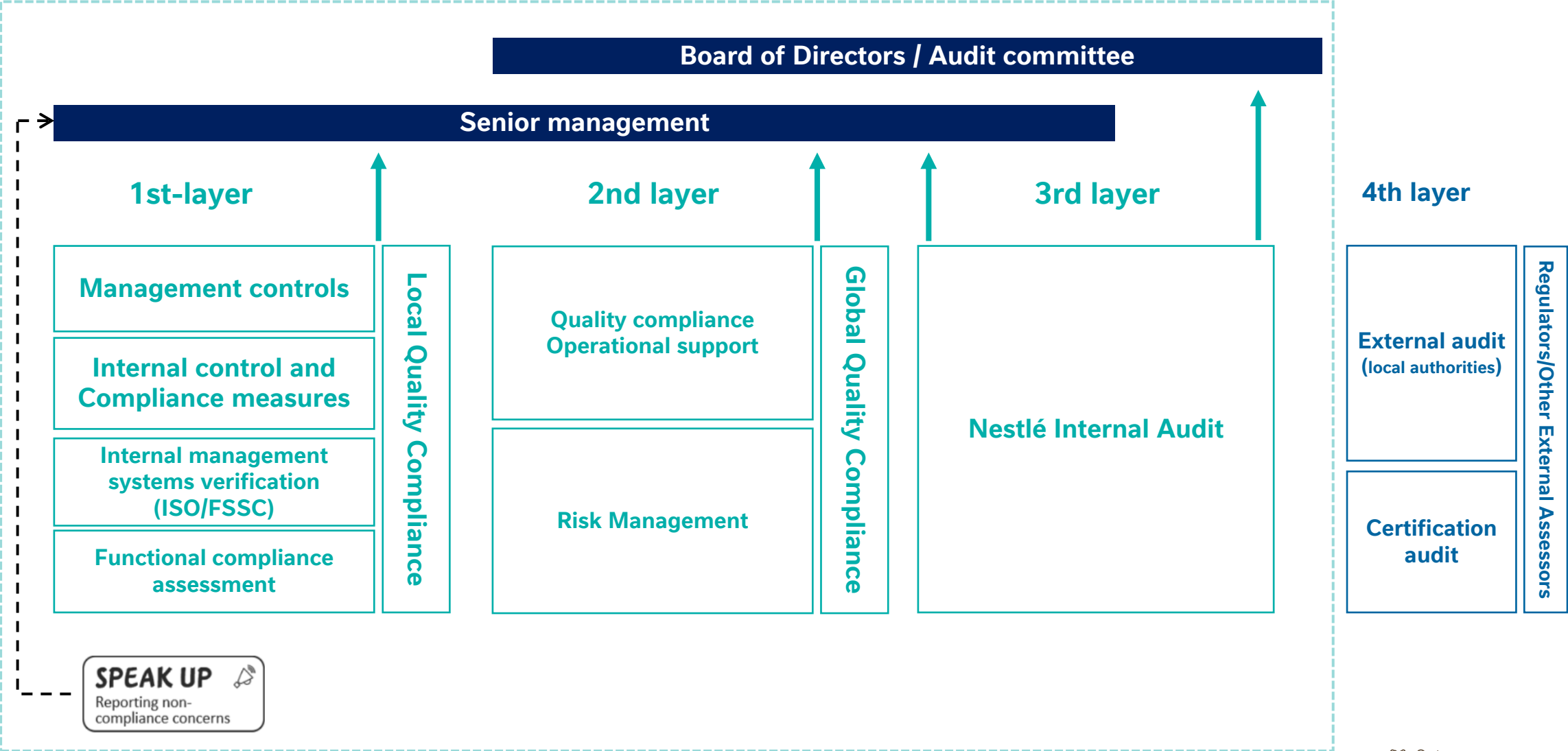


*Where are we today*





# Our Quality and Food Safety governance is multi-layered to ensure strict discipline in execution...



# We coach our communities to...

## *Know the Standard*



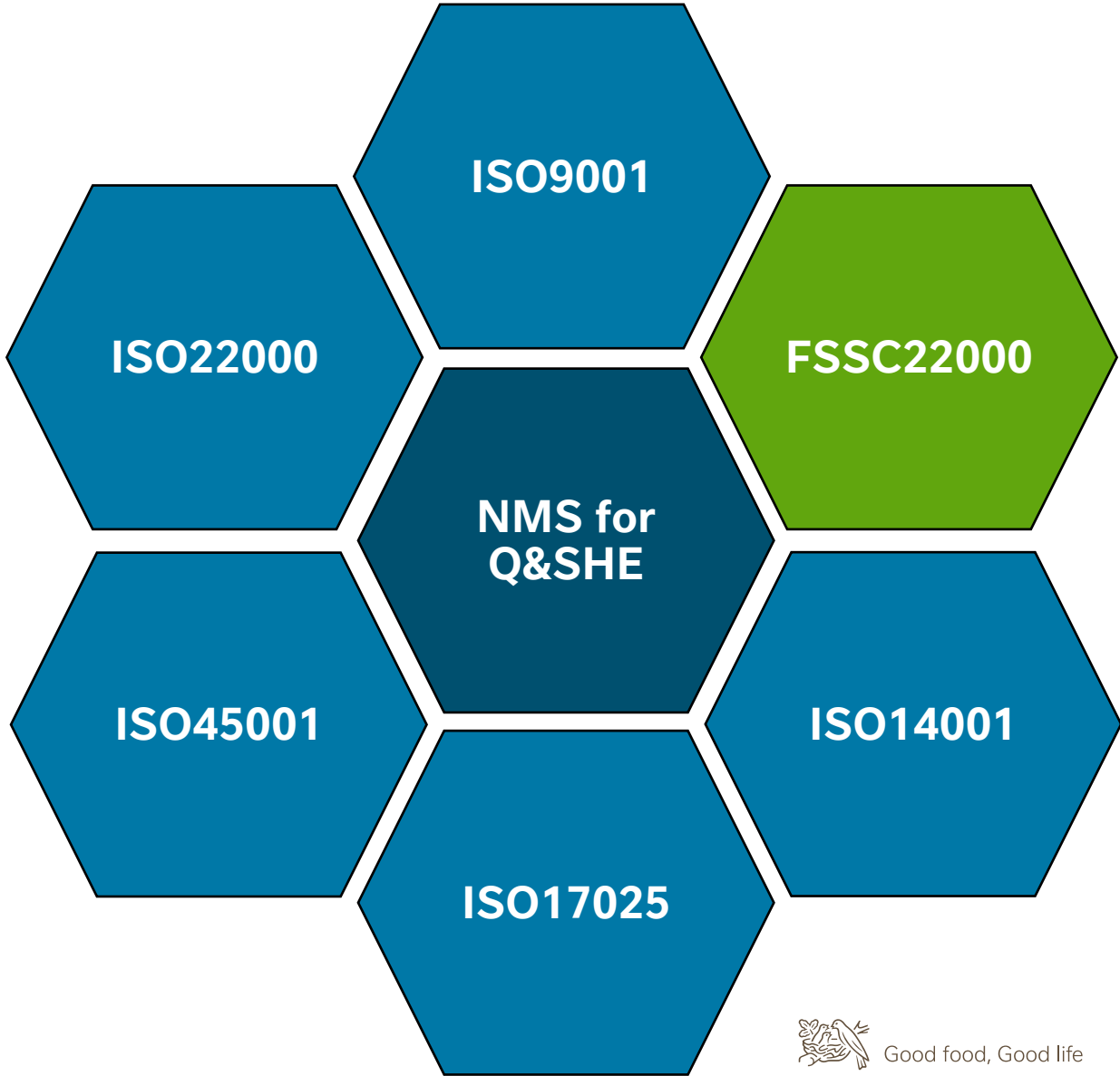
## *Know the Performance*



## *Know How to Verify*



... and have an Intergrated approach that we strengthen by the deployment of additional neccessary internal Standards





# This integration is sustained through a series of enablers...



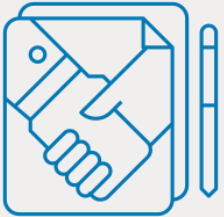
Business Excellence



Auditors College



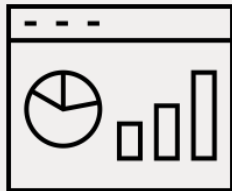
Guidance



Master Service Agreements



Bi-annual Governance

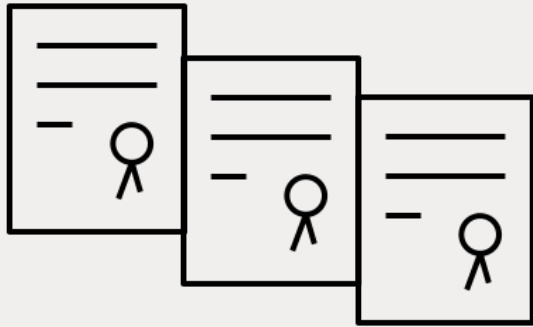


Dashboards on trends and insights



Efficient Escalation

# ...and we provide guidance on those few limitations that require special attention



Single or Multisite  
Certifications

and



Un-announced  
Audits



Legal  
Entities

# Thank you

