



Case Study: Costco Wholesale

Aspirago's Supply Chain Solution Manages Global Food Supplier Compliance and Audits

With over 4,000 global suppliers, 20 approved audit companies and operations in eight countries, Costco turned to Aspirago for a comprehensive, customized software solution to manage its global food supply chain.

The Challenge

Costco needed:

- A solution that assisted with informed business decision making
- A centralized global database of supplier data worldwide
- Control of the data
- Detailed data and trending abilities to track non-compliances and identify risks
- Data integrity and accuracy

We wanted a powerful solution that contained detailed information and made it easy to find all the information you want.

- Mike Freal, Costco Vendor Audit Coordinator

It's a dream system that matches everything we need to do, and it's so easy for us to use. Now we trust the data.

- Christine Summers, Director, Food Safety and Quality Assurance, Costco Wholesale

The Solution

Aspirago helps manage all aspects of supply chain compliance, food safety and product quality through easy-to-use tools to manage documents, risk assessments, audits, inspections and certification as well as determine future decisions based on data trending.

Aspirago provided Costco a customized, cloud-based software solution with centralized supplier information accessible to buyers and food safety teams worldwide. Aspirago provides:

- Centralized supplier information accessible to buyers and food safety teams worldwide
- Management and analysis of supplier, product, auditing and testing data
- High data quality through access controls and intelligent process design
- Gatekeeper ability to determine who has access to which information

// We have thousands of suppliers undergoing food safety audits and we had no control over the data. We wanted a more intuitive software solution for our suppliers and us so we could control the flow and integrity of the data. //

- Christine Summers, Director, Food Safety and Quality Assurance, Costco Wholesale

- Information security and firewalls for each supplier
- Close out and trend non-compliances using the corrective action management feature
- Automatic corrective action requests and reminders
- Preset analytics to monitor food safety and quality issues
- Alerts to surface non-compliant suppliers for easy follow-up
- Data comparison to identify high-risk suppliers
- Analytics for insight into audit findings and to identify underlying trends and potential problems/solutions
- Smooth information flow between retailers, service providers, suppliers and auditors
- Forensic traceability of data and actions
- Online and mobile auditing tools
- Ongoing customer support and functionality

The Results

Aspirago has provided these results for Costco:

- Improved overall communications internally and with the supply base
- Accurate, updated and centralized supplier information for Costco staff worldwide
- Reduced time on administrative tasks
- Reduced labor costs in managing supplier information and follow-ups
- Shift from basic compliance to promoting food safety and reducing costly problems
- Informed decision making through executive dashboards and detailed non-compliance trending
- A streamlined corrective action request process for suppliers and auditors to ensure problems are documented, addressed and resolved quickly
- Decreased probability of complaints and recalls by allowing Costco to identify and address non-compliance trends before they become major issues

// Aspirago delivers functionality and usability and allows us to gather information more quickly. Life is easier now and I'm saving a lot of time everyday. //

- Mike Freal, Costco Vendor Audit Coordinator



For details about Aspirago, email info@aspirago.com, call +1 888.943.0277 or visit www.aspirago.com.