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LAND O'LAKES, INC.

OUR MISSION

To deliver uncompromising product safety and delight our customers through high quality and exceptional service. Achieved through the application of scientific knowledge, systems development, deployment, and verification



OUR VALUES

Committed to making our best better... every day



OUR VISION

Quality is a shared responsibility, owned by 10,000 Quality Champions who regard Quality as a core value

**Three initial
activities
related to the
GFSI Culture
Model**

**GFSI Culture mapping
exercise**

**Quality-Operations
Leadership teams focus
day**

**Evaluation of the
company Internal QMS
potential to measure
culture**

1. GFSI Culture mapping exercise

Values & Mission

Product Safety & Quality Policy

Vision, Values, Mission

Annual goals cascaded

PS101 directed to leaders

Cross-functional partnerships

Orientations

Quality WebEx

People

Steering team alignment on EQMS Programs

Training programs and Learning Academy

EBP relationships

Risk Communication efforts

Quality Awards & routine recognition

Consistency

Scorecards/Goals

Management Review

IT tools

Training Rollout

Quality Plans

CAPAs

Adaptability

Crisis/Incident Management

Risk Communication Efforts

New products, M&A

Hazards and Risk Awareness

HACCP Deep Dives

FSMA Readiness

HACCP/PCQI Training Requirements

Incident investigations

Audits



2. Quality and Operations Leadership teams focus day

- Cross functional leaders came together, analyzed, discussed and debated the GFSI cultural dimensions
- Excellent ideas, discussion, engagement and thoughts for future development

Values and Mission

- Different functions have different mission/vision statements. There is an opportunity to include them in the overarching LOL values/vision:
- “I feed Human Progress by...”

People

- Simplify the message to build Company Pride – highlighting positive metrics
- Meaningful recognition – not a corporate initiative

Consistency

- During the routine audit process, evaluate key clauses defining culture.

Adaptability

- More broadly share the crisis management process including the “decision making” process

Hazards and Risk Awareness

- Having stronger alignment with the business/senior leaders e.g. during a crisis



Be one of the

10,000

Quality
Champions



DISCUSSION | QUESTIONS