



## SECTOR

Developed from a 100% Belgian family holding group in the bakery sector to ten production sites both at home and abroad, with an export capacity to more than 25 countries, largely via its own sales subsidiaries. Their long-term vision is mainly characterised by their entrepreneurship and innovation, as well as a contagious passion for its products and customers.

## CHALLENGE

We were contacted by the customer as a result of a takeover of a former Tensio customer. The after sales service was lacking with their previous chemical supplier. Presence in the workplace was virtually nil.

## SOLUTION

The **changeover of the cleaning products** was done via like-is-like and was supplemented with **our safety training**.

A complete **Master Cleaning Plan** (calendar, planning, procedures, etc) was also developed in just 3 months' time, making sure the procedure was ready for their BRC/IFS audit, with this normally being a process which takes up at least 6 months.

## RESULT

The start up at the initial site went very smoothly and the subsequent sites soon followed one by one.

The **continuous communication between us and the cleaning officer** resulted in us forming an actual part of the entire cleaning process and having a real understanding of the situation.

This is exactly what Tensio is striving to achieve.

