

S34-4 The Activities of Consumers Co-operative Union to assure food safety

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To fulfill responsibilities as brand-owner, and to regain public trust, We Japanese Consumers' Co-operative Union push forward rebuilding of our quality assurance system by learning from CO-OP brand good accidents, such as meat disguise of frozen croquette, and pesticide poisoning accident of frozen gyoza made in China.

Our plan is as follows and I'll introduce its progress here.

- a) Introduction of risk analysis process for developing / improving CO-OP brand goods
- b) Management and disclosure of information about CO-OP brand goods (We have about 6,000 items.)
- c) Enforcement of factory inspection (We entrust 1,650 producers with goods production.)
- d) Enforcement of inspection for ingredients and final products, including disguise and adulteration test
- e) Reinforcement of quality control activities in transportation and distribution facilities
- f) Examination of food defense or food security measures in food chain
- g) Improvement of response to inquiries or complaints from our members (We have 90,000 inquiries and 35,000 complaints a year.)
- h) Management of crisis relating to human life or health
- i) Radical review of quality management system, improvement of QMS and introduction of FSMS
- j) Development of information infrastructure supporting quality assurance activities