



Barry Callebaut SSC Europe Sp. z o. o.

Certification Management Center of Expertise

Certifications show consumers that products have been sourced in a sustainable manner. Certification management was a challenge in our organization due to lack of ownership and proper service delivery.

Barry Callebaut Shared Service Center created Center of Expertise for Certification management operations to improve the process and limit potential financial risks by securing the daily operations.

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PEOPLE

„ONE NOSE TO TOUCH“

Clear ownership

Certification operation service
handled by 2 people instead of 14

EXPANSION

NEW FUNCTION IN SSC

Unique know how

Setting up Certification team in
SSC as a sign of growth

We focused on high service level resulting no audits failure till today, reduction of number of people involved in the process from 14 to 2 and creation of unique know how on polish market.

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Team

