

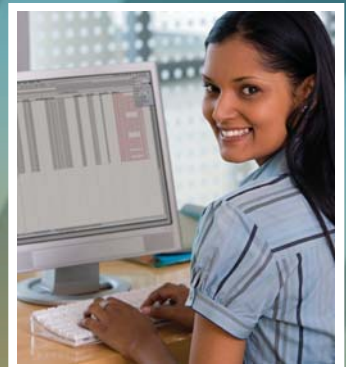


General Physics Corporation  
www.gpworldwide.com

# Food & Beverage Industry

*One source - a world of solutions*

Statement of Capabilities



*Leading the world to  
better performance*

The Food and Beverage industry remains under constant pressure to meet the changing demands of today's consumer. The obligation to rapidly adjust product lines in order to keep up with the pace of change, while ensuring quality and compliance, requires a never-ending need for a fully trained and accomplished workforce. Challenges such as the aging workforce and knowledge transfer, line optimization, operations and maintenance personnel, supply chain management, and seasonal personnel have placed a tremendous stress on every aspect of the industry. Because these factors occur in an environment where errors are enormously expensive, these challenges must be addressed.

## **The Food & Beverage Industry and GP – Facing New Challenges Together**

Advanced technology has also revolutionized all facets of regulatory documentation. Many new, technology-based information management systems have been put in place. In order for companies to maintain their successes, they must be able to integrate information technology and information management with all aspects of the business, including research, QA, regulatory compliance, engineering and facilities, manufacturing, operations and records management. Legacy systems, including batch processing data management, past databases, spreadsheets, and data systems, must be kept current and available to researchers, manufacturers, and regulators while ensuring data integrity.

General Physics Corporation (GP) brings the experience, service, and capabilities necessary to assist Food and Beverage organizations in overcoming these challenges. Our staff includes over 2,200 professionals from an exceptionally broad range of technical areas. We have the flexibility to provide unified, customized, comprehensive solutions to the most complex issues.

### **Industries Served**

- ▶ Aerospace
- ▶ Automated Mail Processing & Package Sorting Systems
- ▶ Automotive
- ▶ Electronics & Semiconductor
- ▶ Energy
- ▶ Food & Beverage
- ▶ Engineering, Procurement, & Construction (EPC)
- ▶ Government
- ▶ Health Care
- ▶ Life Sciences
- ▶ Metals
- ▶ Original Equipment Manufacturing (OEM)
- ▶ Pipeline
- ▶ Process
- ▶ Telecommunications

### **Manufacturing and Process Solutions Services**

We're known worldwide for our broad range of comprehensive technical training programs designed to improve workforce performance. Training programs are designed to match your specific operations and facilities.

- ▶ Technical Training, Development and Documentation Support Services
- ▶ Operations and Maintenance Manuals/Documentation/Procedures
- ▶ Maintenance Reliability Services
- ▶ Emergency Planning/Procedures

### **Batch Verification/Inventory and Related IT Services**

For reducing human error and improving performance in batching and inventory, GP provides technology solutions that are customized for the production environment. Using bar code technology, hand-held scanners, and other hardware and software solutions, GP helps prevent waste and provides up-to-date inventory information to ensure a more reliable and efficient batch process.

### **Training and Consulting Services and Operational Excellence**

Our consultants have woven together the methods of lean enterprise, Six Sigma, Five S, Maintenance and Reliability, and management systems into a holistic operating system. We provide clients with solutions that dramatically improve the quality, lead time, and cost of critical processes.

- ▶ Benchmarking
- ▶ Business Assessments: Maintenance, Quality
- ▶ Leadership Development/Change Management
- ▶ Planning/Education/Alignment
- ▶ Asset Health/Asset Reliability
- ▶ Materials Management
- ▶ Planning and Scheduling
- ▶ Deployment
  - Rapid Reliability Improvement
  - Lean Rapid Improvement® Solutions
  - Six Sigma Certification and Projects
  - Five S for Productive Workforce
  - Autonomous Maintenance

## Plant Launch/Line Launch Services

People, Processes, and Technology—the essential elements of your industry. When it's time to bring your business to a higher level, all three must be ready. From concept and planning, to construction, staffing, and training, GP makes the critical launch step go smoothly by solving the Human-to-Equipment Technology Gap.

- ▶ Planning/Design
  - Change Management
  - Equipment Reliability, Availability, and Maintainability
  - Quality Assurance System
  - Training Needs Analysis
  - Facility Layout/Lean Manufacturing
- ▶ Construction/Installation/Startup
  - Maintenance Program Design/Implementation
  - Recruiting and Selection Methods
  - Equipment/System Training Materials
- ▶ Operation and Maintenance
  - Cross-Training Implementation
  - Continuous Training Program Design
  - Training Function Outsourcing

## Training Business Process Outsourcing

We can provide the infrastructure, staffing, logistics, development, implementation, and administrative support for your training initiative in a flexible package. Your people receive the critical training they need; your organization is relieved of fixed costs. GP creates and maintains learning management systems, training programs, and multiple training media/documentation, based on Instructional Systems Design methodology, designed to directly support your strategic business objectives.

- ▶ Analysis: Vision & Assessment
  - Develop Strategic Goals
  - Create Performance Improvement Solutions
- ▶ Design: Curriculum Mapping
- ▶ Development: Course Content/Acquisition
  - Technical/Professional/Business Applications
  - E-Learning, VILT, Instructor-Led, Text-Based
- ▶ Implementation: Course Delivery/Administration/Logistics
  - Student Records & Student Profile Management
  - Course Registration, Catalogs, Student Accounts, Call Centers
  - Learning Event Planning, Instructor Scheduling, Facilities Management
  - Vendor Management
  - Course Delivery
  - Documentation Processing
- ▶ Evaluation: Program/Course Performance

## Compliance, Safety, and Quality Management Services

GP offers a proven, systematic, value-added approach for compliance, safety, and quality management. We interpret the performance-based requirements and then develop and implement cost-effective programs for your entire company or a single facility.

- ▶ Process Safety/Risk Management (PSM/PRM)
- ▶ Compliance Assessments and Program Plans
- ▶ Environmental Services
  - ISO 14000 Services
  - Clean Air Act (CAA) Compliance
  - Environmental Assessments
- ▶ FDA Good Manufacturing Practices
  - Equipment/Facility Design & Construction Management
  - CMMSs and ERPs
  - Equipment Maintenance and Cleaning Programs
  - Equipment/Systems Validation Protocol Development and Execution
- ▶ Training and Documentation Development

## Workforce Performance and Change Management Services – RWD Division of GP

RWD, a division of GP, has a heritage based on years of experience supporting workforce performance. We focus on enabling frontline performers to be responsible for managing their own knowledge, learning, performance, and behavior. First, we assess the current state, help determine the future state, and assess the gap. Then, we partner with you to design, develop, and execute a strategy to bridge that gap. Change is constant. In order to keep your operations running smoothly, your employees must be ready for change. Successful strategies enable employees to succeed in today's environment and easily adjust to tomorrow's.

- ▶ Solutions include:
  - End User Adoption
  - ERP Sustainment Strategy
  - Learning Strategy Development
  - Organizational Change Management

## Engineering and Facilities Services

GP employs engineers and scientists with advanced degrees and professional registrations and certifications. According to the needs of each project, we assemble teams representing the ideal combination of technical capabilities and operational experience.

- ▶ Engineering and Design (ME, EE, AE, etc.)
  - System and Component Design and Analysis
  - Specifications, Drawings, and Plans
  - Startup Operations and Maintenance Support Services
  - Process Hazards Analysis
- ▶ Environmental Engineering
  - Planning and Pollution Prevention
  - Air and Water Quality
  - Solid and Hazardous Waste Management
  - Remedial Investigation, Feasibility Studies, Design, and Action
  - Geographical Information Systems (GIS)

### GP at a Glance...

Founded in 1966, GP is a global performance improvement solutions provider of sales and technical training, e-learning solutions, management consulting and engineering services. GP's solutions improve the effectiveness of organizations by delivering innovative and superior training, consulting and business improvement services, customized to meet the specific needs of its clients.

Customers include Fortune 500 companies, manufacturing, process and energy industries, and other commercial and government organizations. GP is headquartered in Elkridge, Maryland, USA. Additional information may be found at [www.gpworldwide.com](http://www.gpworldwide.com).

### Corporate Mission

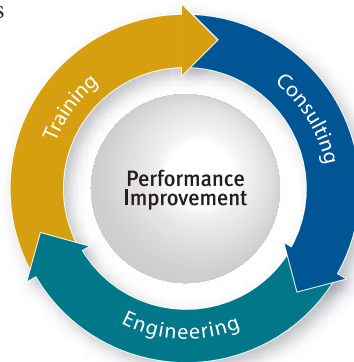
GP's mission is to improve an organization's performance and competitiveness through the effective integration of people, processes and technologies. We accomplish this by providing innovative training, engineering and consulting solutions in long-term partnership with our customers.

### Corporate Vision

GP's vision is to be the most respected and preferred leader in performance improvement.

### Your Total Solutions Partner

GP believes that successful companies are characterized by an unrelenting focus on effectively linking their people, processes, and technology – three interrelated elements that directly impact the achievement of an organization's performance, cost management, and compliance objectives. We believe that execution and effectiveness are key when it comes to training, training outsourcing, homeland security, engineering and technical issues.



Measurable, sustainable improvements in profitability and efficiency prove the value of GP's work. Our diverse subject-matter expertise serves as the foundation for a true understanding of the issues surrounding workplace technologies, but it's our extensive experience that really makes the difference for our customers. Ultimately, it's your people that really drive productivity—GP unlocks their potential, putting it to work for your organization.

### Cultivating Success

GP is well recognized as a provider of training and performance improvement solutions to many Fortune 500 companies. We offer a wide range of services across all functional areas of life sciences. Our success is based on a commitment to develop long-term, mutually beneficial working partnerships with our clients. This commitment, coupled with GP's diverse experience, provides the opportunity to incorporate best practices from various industries into GP's services, helping us provide effective and flexible solutions to meet customer's needs, regardless of their industry and size.



Training | Consulting | Engineering

For more information, contact GP at **1.888.843.4784**, Fax 703.794.0177 e-mail for information: [info@gpworldwide.com](mailto:info@gpworldwide.com)

Visit our web site at <http://foodbeverage.gpworldwide.com/>

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## Food & Beverage Clients

Some of our clients prefer to remain anonymous due to the competitive nature of their business. We respect those wishes and refer to those clients as confidential customers.

Aviko USA L.L.C.  
Azteca Foods  
Biomerieux, Inc.  
Campbell Pepperidge Farm  
Campbell Soup Company  
Campbell Swanson  
Campbell Taggart, Inc.  
Cargill, Inc.  
Cerestar USA, Inc.  
Coca-Cola (Multiple Locations Across the United States)  
Concord Beverage Company  
Confidential Carbonated Beverage Customer (12 Locations)  
Confidential Cosmetic Company  
Confidential Food Customer (5 Locations)  
CVS  
Del Monte Foods (United Kingdom)  
Dunkin Brands  
Frito-Lay  
Gilroy Foods  
Gold Kist  
Hunt Wesson  
J.R. Simplot Company  
The IAMS Company  
KHS  
Krones  
Kellogg  
Kraft Foods, Inc.  
Land O'Lakes, Inc.

Ludens  
McCormick and Company  
Mid-American Dairymen, Inc.  
Miller Brewing Company  
Minute Maid  
M&M Mars, Inc.  
Ocean Spray  
Ore-Ida Foods  
Owens-Illinois Glass Container Division (Domestic Operations)  
Owens-Illinois Plastics and Closures (Domestic Operations)  
Packaging Machinery Manufacturers Institute (PMMI)  
Pepsi  
Pontiac Foods  
Quaker Oats  
Red Stripe Brewing  
Russell Stover Candies  
Seagram Americas  
Tropicana



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