



PRODUCT QUALITY AND RECALL MANAGEMENT



Quality Strategy

PERFECT DESIGN

Design products tailored to the manufacturing reality and process capacity. Zero errors in industrialization.

CORPORATE TECHNICAL UNIVERSITY

Provide the necessary knowledge and skills for the preparation, production, and preservation of food within the categories.

EXPERT TRAINING

Develop high-quality content related to specific areas of interest, such as sauces and preserves, confectionery, ice cream, and cookies.

Q-100 PROCESS PROGRAM

Ensuring quality attributes **from the source**, delivering quality to our operators, a new approach to the Quality area, and measuring attributes based on our process capabilities.

Q-100 LOGISTICS PROGRAM

A strategic approach that will enable the entire logistics chain to guarantee the attributes expected by our consumers, empowering every link in the chain as a quality manager.

GO TO MARKET PROGRAM

Quality controls and verifications to ensure compliance with the Value Propositions and Key Product Attributes.

SUPPLIERS PROGRAM

Implementation of the Global Markets model for **Supplier Development and Evaluation**.



Our Certifications

Grupo Colombina has implemented and certified different schemes to ensure compliance with its integrated management systems policy.

FOOD SAFETY AND SECURITY



QUALITY



SUPPLY CHAIN SECURITY



SUSTAINABILITY



SOCIAL RESPONSABILITY





Independent External Verification of the Quality Management System

We have implemented and certified 20 standards addressing various Management Systems, totaling 62 corporate certification.

PLANT / TYPE OF CERTIFICATION:	 Food safety and security management					 Quality management					 Environmental management			 Occupational health and safety / social responsibility				 Supply chain security
	BPM / GMP	HACCP	ISO 22000	BRC	FSMA-FDA	FSSC 22000	ISO 9001	HALAL	KOSHER	ISO 14001	ZERO WASTE	ISO 50001	ENERGÍA 100% RENOVABLE	"PREAD" (District Environmental Excellence Program)	BSCI	SMETA 2P/4P	ISO 45001	BASC/OEA
Confectionery	●	●	●	●	●		●		●	●	●		●			●	●	●
Cookies and crackers	●		●		●	●	●			●	●	●				●	●	●
Sauces and preserves	●	●	●			●	●	●	●	●	●				●	●		●
Ice creams Bogota	●	●								●	●			●				
Ice creams Medellin	●	●								●	●							
CAPSA	●	●	●	●	●	●	●											●
Fiesta				●					●									

In total, our manufacturing plants underwent 67 second- and third-party audits, distributed as follows:

7 audits for new certifications

51 surveillance or recertification audits.

9 customer/private label follow-up audits



Quality Management System Awareness Training

QUALITY AND FOOD SAFETY CULTURE

Implementation of the initiative focused on strengthening the sense of belonging, continuous learning, and communication with operational staff and those directly involved in the processes.

Values and Progressive Discipline

Behaviors-Healthy coexistence Index

Conditions and Behaviors in Operations

- Reporting of conditions and behaviors that may affect product quality

Training and Certification of Quality Skills

- Identification of key positions
- Tailored training

Change Management

Zero negative impact in the implementation of the Quality Management System

Communication

- Quality information capsules

COMPETENCIES AND SKILLS

Certification of the required competencies for key personnel who have a direct impact on the processes and integrated management systems.





Mechanisms for external stakeholders to submit complaints about defective products

Our product packaging includes Colombina's website, which provides a channel for handling complaints.

Contact Us

It is very important for us to know what you think, please take a few minutes to fill out the form below.

Contact Form

Select a contact reason

- Comment about our services
- Comment about our services
- Ice Cream Distribution
- Distribution of our products
- Complaint / Acknowledgment about our products**
- Product Complaint
- Visit plants
- Work with us

Select a country

Loading...

City

Address

Find the closest contact in your location

<https://colombina.com/gl-en/contact>



Recall Management

- Grupo Colombina at the corporate level, has established a product recall, recovery, and withdrawal procedure, applicable to all production plants, which provides the necessary methods and tools for the effective management of situations that require a recall.
- We have adopted the recall classification established by the FDA, which defines three classes of product withdrawal and/or recall from the market based on their potential adverse health effects.
- To enhance the efficiency of the recall process, we have established committees in each production plant, which will be responsible for reporting and making the necessary decisions. All these committees will be led by the Corporate Quality department.
- We measure product recalls by the quantity of units recalled. We have not had any product recalls during the past four fiscal years:

	FY 2021	FY 2022	FY 2023	FY 2024
Number of recalls issued	0	0	0	0
Total units recalled	0	0	0	0



Internal audits of the quality management system

There is a scheduled program and development of internal audit cycles to assess compliance with the various standards implemented at each plant, through the internal module.

The image shows a screenshot of a SharePoint portal. The browser address bar displays the URL: `colombina.sharepoint.com/sites/GestiondeAuditoriasInternas/default.aspx?`. The portal header includes a navigation bar with links to 'Aplicaciones', 'Colombina Intranet', 'CODEXALIMENTARI...', 'Halal Academy', 'Portal SGS Cliente', 'ServiceCafe', 'ICONTEC', 'Inicio', and 'Canva'. Below the header, the 'SharePoint' logo is visible, along with 'NAVEGAR' and 'PÁGINA' options. The main content area features the 'Colombina' logo with the tagline 'El sabor es infinito', a search bar labeled 'Buscar este sitio', and a section titled 'Gestión de Auditorías' accompanied by a clipboard icon. The right sidebar contains links for 'Accesos rápidos', 'Manuales', and 'Librería Digital Procesos'.