

## **Delices Du Cap Report**

Our client, the owner of a medium size bakery in Cape Town contacted Agrifood needing assistance in solving problems the company experienced with the muffin range they were supplying to a large retail chain.

The first problem was that some of the muffins were still “raw” on the inside and secondly the muffins were not shelf-life stable. In other words it did not last the four to five days freshness period stipulated on the packaging without going mouldy.

The “raw” muffins were the result of a simple process problem where procedures were not followed. As Delices Du Cap supplied other retailers as well, they were regular audited and their manufacturing procedures were excellent, but under the new management it was somewhat neglected and outdated.

The second problem was that condensation occurred after the muffins have been packed. The muffins produced, were not given sufficient time to cool down and get packed while still warm. Inside the packaging condensation (sweating) took place leaving droplets on the surface of the muffin. With sufficient moisture, nutrients and the ideal temperature for micro organisms to get active, surface mould appear on the muffins. In response to the problem, the packaging procedures were changed sufficiently to eliminate any chance of mould formation.

The retailer was notified on an Agrifood letterhead that proper procedures were back in place and monitored again. The contract was secured.