

CASE STUDY

FOOD PROCESSING & FMCG

# Investigation closures became predictable across automated food plants

A large food processing & FMCG manufacturer replaced ad-hoc investigations, manual audit tracking, and fragmented training records with structured RCA workflows, action automation, and cross-plant dashboards.

Multi-plant

Audit-heavy compliance

6 min read

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# Client highlights

From fragmented evidence to standardized RCA and audit-to-action control.

## Operating Environment

- Multiple automated food processing facilities
- High contractor intensity
- Strict SOP alignment requirement
- Offline mode enabled for low-signal areas

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### Modules

Incident Investigation, Audit Management, Action Tracker

## 1 The Problem

- Investigations lacked structured root cause workflows
- Training tracking was manual and fragmented
- External audit findings were tracked manually

## 2 What Changed

- Digital incident investigations with structured RCA
- Digital audits with automatic action creation
- Training dashboards with manual + bulk upload capability

## 3 What Improved

- 55% improvement in closure quality scores
- 42% reduction in repeat minor incidents
- 60% reduction in audit action tracking effort

# The challenge

Food plants needed stronger closure discipline without slowing down operations.

## 01 Repeat incidents

Investigations did not force a clean RCA path, so the same patterns resurfaced.

## 02 Closure uncertainty

Evidence quality varied by plant and investigator, leading to inconsistent closure.

## 03 Audit friction

External audit findings needed manual tracking and action creation.

## 04 Training proof gaps

Compliance visibility was split across HR and plants, with no single truth.

**The central issue was not data capture alone. It was making every investigation move through the same evidence-based closure path.**

# What OQSHA implemented

A standardized, integrated safety environment across active operating sites.



## Incident Investigations (RCA)

Configured for: Structured investigations that prevent repeat incidents.

### Key workflow controls

- Guided RCA flow (Why-Why) with required fields
- Mandatory evidence attachments for closure
- Root cause + corrective/preventive action linking

### Audit proof captured

- Full investigation timeline + ownership
- Evidence stored inside the record



## Audits + Training Compliance

Configured for: Audit findings to actions to closure, plus training visibility across plants.

### Key workflow controls

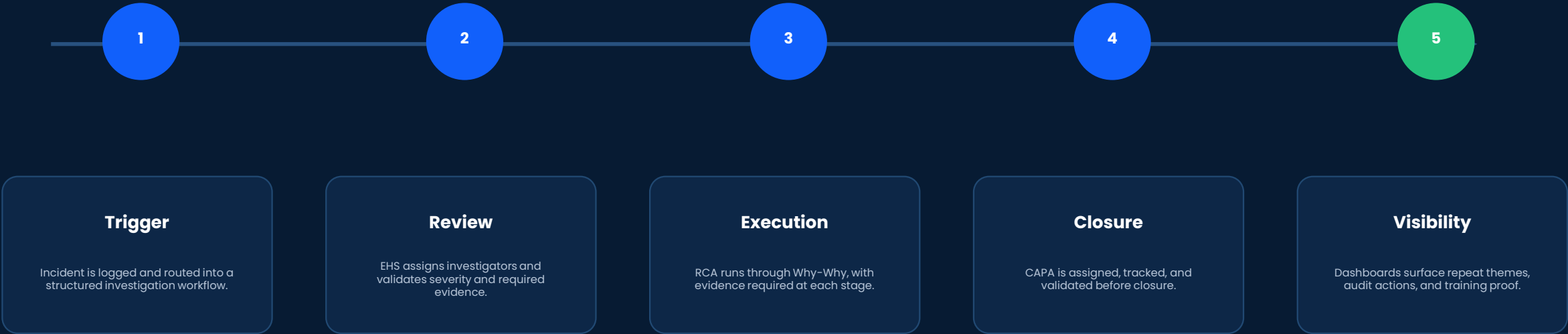
- Digital audits with automatic action creation from findings
- Action ownership + due dates + escalation
- Training compliance dashboards with manual + bulk upload

### Audit proof captured

- Audit-to-action trail with timestamps
- Closure evidence linked to original finding

# Workflow at a glance

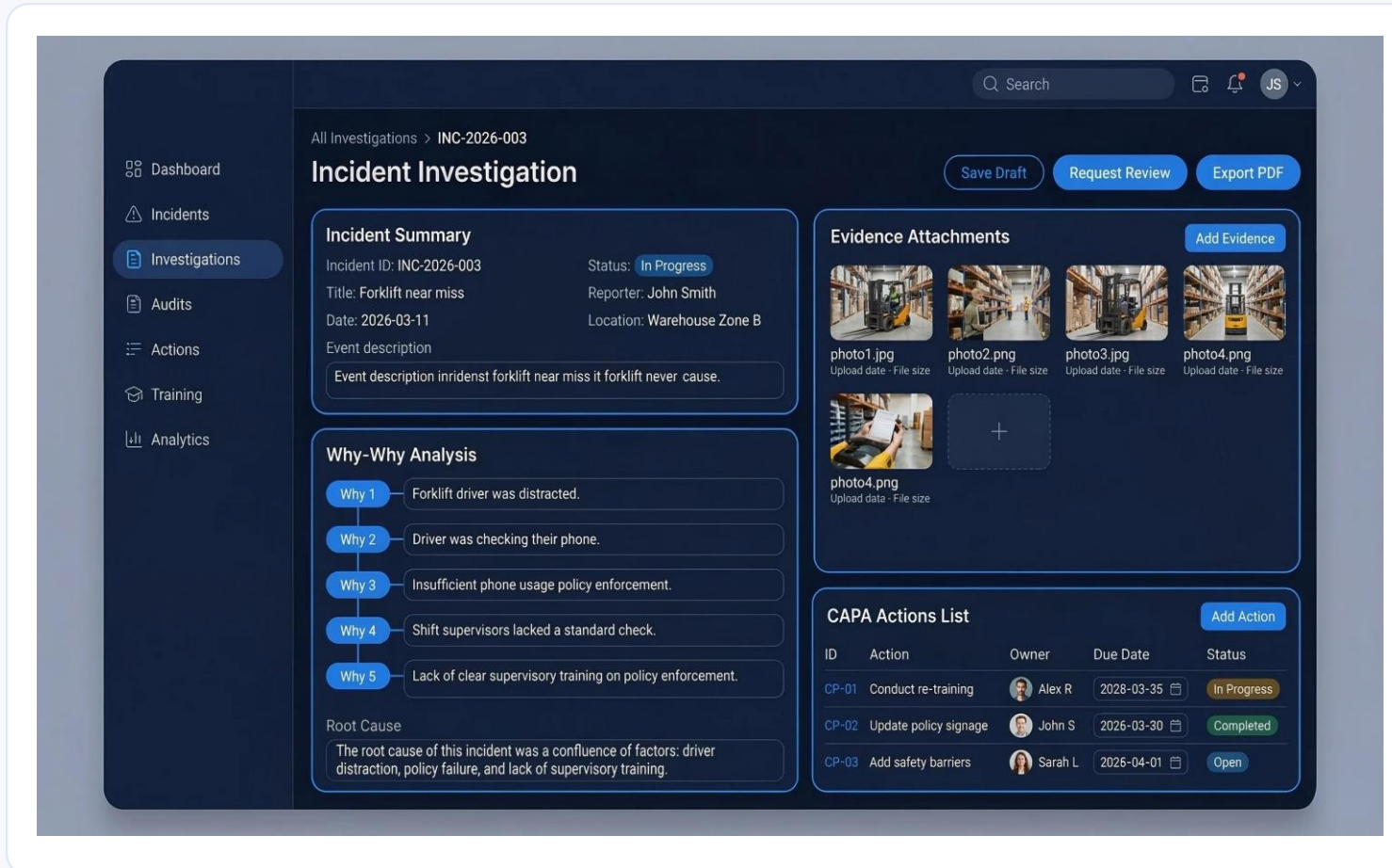
A closed-loop flow from incident trigger to cross-plant visibility.



**Result: closure is not treated as a status change. It becomes an evidence-backed control checkpoint.**

# Field investigation workflow

RCA investigation view with mandatory evidence gates.



AI-generated sample screen. Actual screens can be seen in a live demo.

## Why this mattered

- Why-Why analysis moves investigators through a defined RCA path.
- Evidence attachment requirements improve closure quality.
- CAPA actions link directly to the incident record.
- Owners, due dates, and statuses support predictable follow-through.

# Corporate visibility

Repeat themes, audit actions, and training compliance in one dashboard view.



AI-generated sample screen. Actual screens can be seen in a live demo.

92%

## Investigation closure quality

Visibility into quality scores by site

78

## Open audit actions

Prioritised action load with high-risk flags

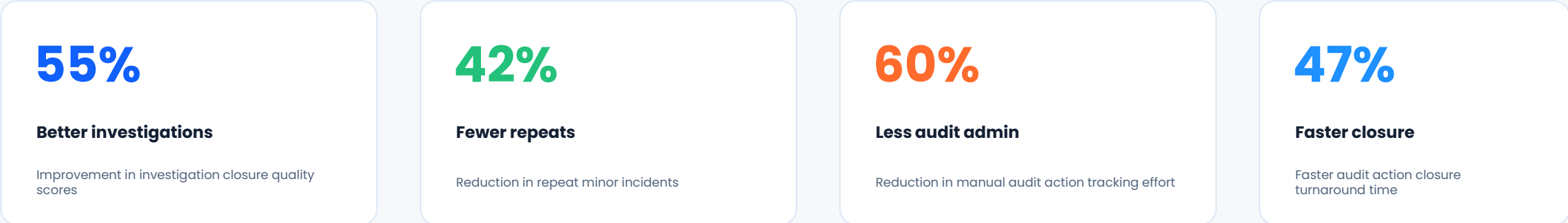
98%

## Training compliance visibility

Near real-time training proof across plants

# Measured outcomes

The rollout improved closure discipline, repeat-incident control, and audit action management.



### What enabled the improvement

- Structured RCA
- Mandatory evidence
- Linked CAPA discipline
- Automatic action creation
- Central tracking
- Escalations

Role-Based Access Control

Immutable Audit Trail

PDF/Excel Exports Available

Offline Field Capture

# Ready to standardise investigations and audits?

Request a live demo and see the workflows on your own data.

In a 30-45 minute session, OQSHA can map your current safety workflows and help estimate the operational payoff.

1

## Map one workflow live

Permits, incidents, inspections, audits, or training flows.

2

## Get a quick ROI estimate

See where manual tracking and closure delays can reduce.

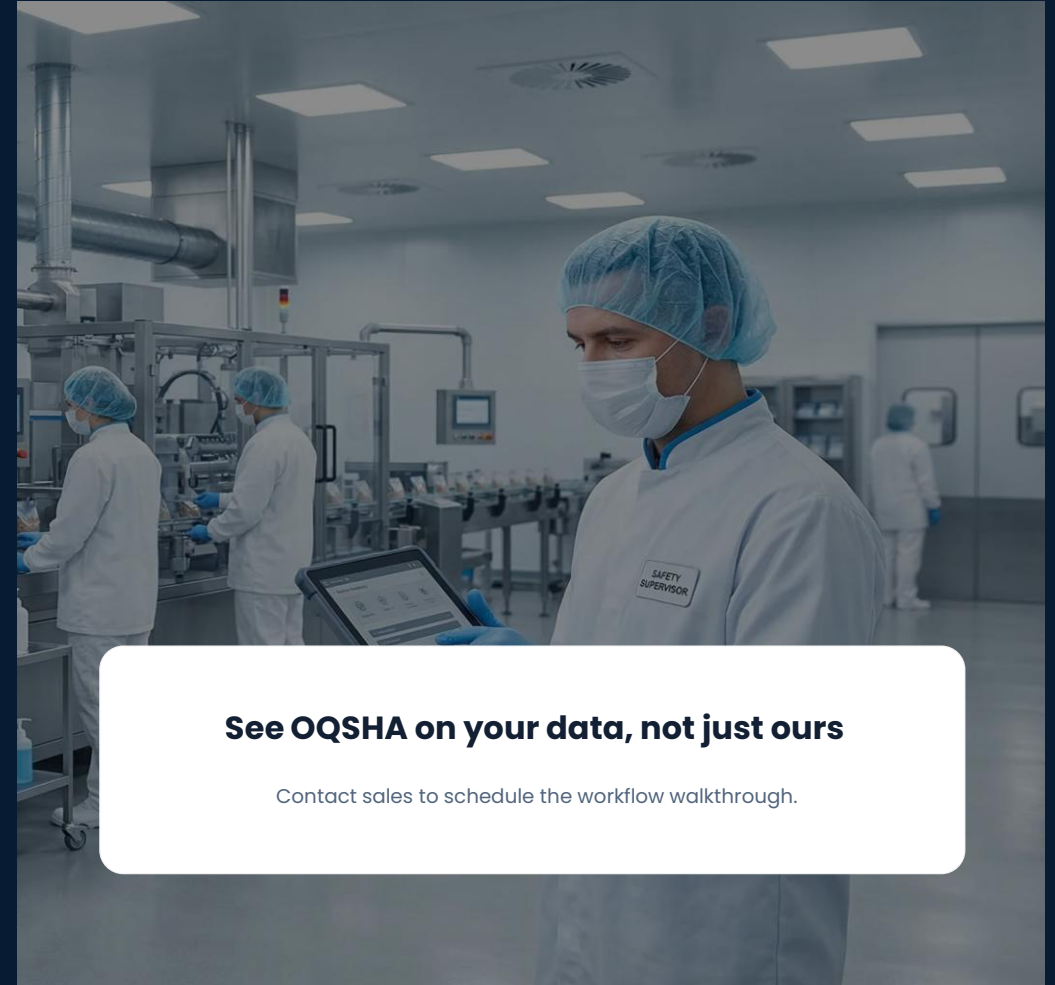
3

## Take a security brief to IT

Discuss access, audit trail, deployment, and data controls.

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**See OQSHA on your data, not just ours**

Contact sales to schedule the workflow walkthrough.