

WORLD'S MOST SUSTAINABLE TUNA, POWERED BY THE BEST DIGITALIZED QUALITY AND FOOD SAFETY



OVERVIEW

Bigfish is a yellowfin tuna processor based in K. Himmafushi, Maldives. The company supplies responsibly caught fresh and frozen sashimi-grade yellowfin to the EU, US, Africa, Asia and other markets.

The company improves efficiencies in the export of yellowfin tuna from the Maldives. From procuring and processing to storage and logistics - Bigfish infrastructure ensures customers get premium grade tuna.

Bigfish provides the world's most sustainable tuna. In the Maldives, tuna is caught only by handline or pole & line, and the fishery has the lowest carbon footprint in the world.

For more information about Big Fish Maldives, please visit (<https://www.bigfish.mv/>).

CHALLENGES

Bigfish has a well-established quality system. They also do thorough inspections and lab tests to ensure the highest quality and food safety.

The company implements processes in compliance with many standards like ISO 22000:2018, BRC Food 8, FOS CoC, FOS Wild, MSC CoC for Skipjack Tuna, Amfori BSCI, and ICS. Bigfish Maldives is also EU Certified MDV 15, certified by Maldives Food and Drug Authority (MFDA), and approved for export to the USA by FDA. The company also gets audited frequently by external entities.

Bigfish can process 40 tons of tuna fish every day, which requires producing 55 tons of ice, and the ability to store up to 300 tons of frozen tuna. QA/QC teams perform tens of different types of inspections daily.

With all of these compliance and operational requirements, the Quality Team at Bigfish was keen to move from the manual/paper-based system they have to a digitalized system.



SELECTED PLATFORM

“The Big Fish Maldives Pvt Ltd is engaged in the processing and trading of safe and quality seafood products. Cloudtheapp is designed to verify that food products adhere to international quality standards to meet the stringent quality requirements of consumers around the world. Our company is committed to continually enhancing the reputation of the brands it produces and maintaining consumer confidence in its products through the development and implementation of quality and food safety systems, standards, and practices.”

Jobish M.P. - Quality Assurance Manager

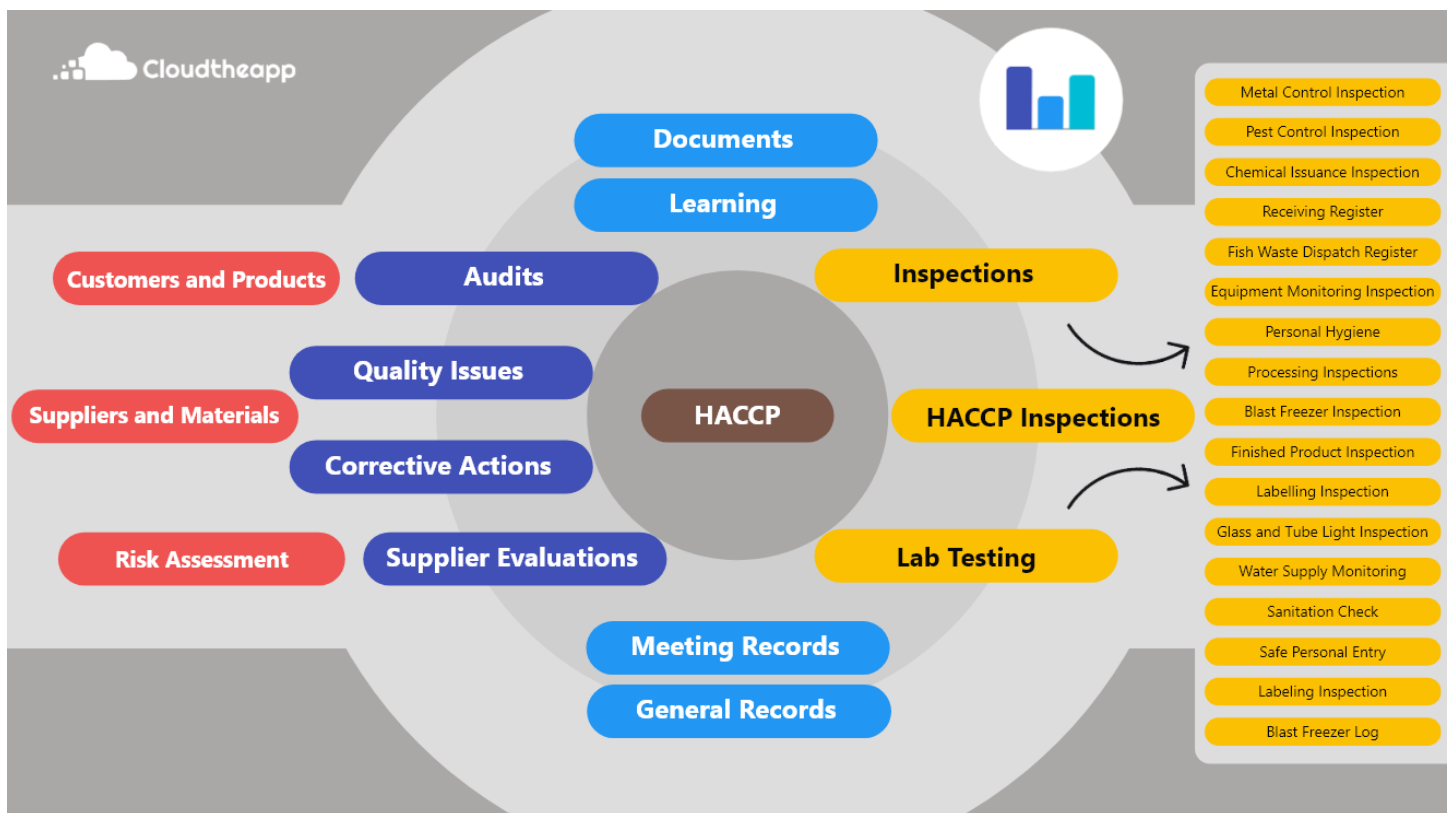
The Bigfish quality team wanted to implement Food Safety Management (FSMS) and Enterprise Quality Management (EQMS) solutions that provide the industry best practices for implementing quality and food safety processes. At the same time, they wanted a system that can be configured according to their exact needs. The team also wanted to be able to roll out brand new Apps and Processes according to detailed requirements.

After evaluating several other solutions, the Bigfish quality team selected Cloudtheapp platform for the following reasons:

- The platform is fully configurable and allows building brand new sophisticated modules without coding or scripting in hours.
- Analytics is real-time and integrated into the system, which provides insights and trend analysis using stored data.
- Modules can be seamlessly integrated.
- Possibility of setting up any number of environment stages without any extra cost and in seconds, for example (Dev, QA, and PROD).
- State of the art configuration management approach, with the ability to configure (or build) modules in Dev, clone them to QA to validate, and finally clone them to PROD. A fully automated process that can be executed with a click of a button and in less than 3 seconds.
- Cloudtheapp Store provides ready-made modules that can be downloaded and configured or used as-is.
- On the cloud, Truly SaaS with the ability to add or remove users at any time.
- Several unmatched features, like Office Integration, PDF Conversion, PDF Reports, PDF Record Printing, and much more.
- Validated and compliant platform.

SCOPE

As part of the implementation, the following modules have been configured based on Bigfish requirements.

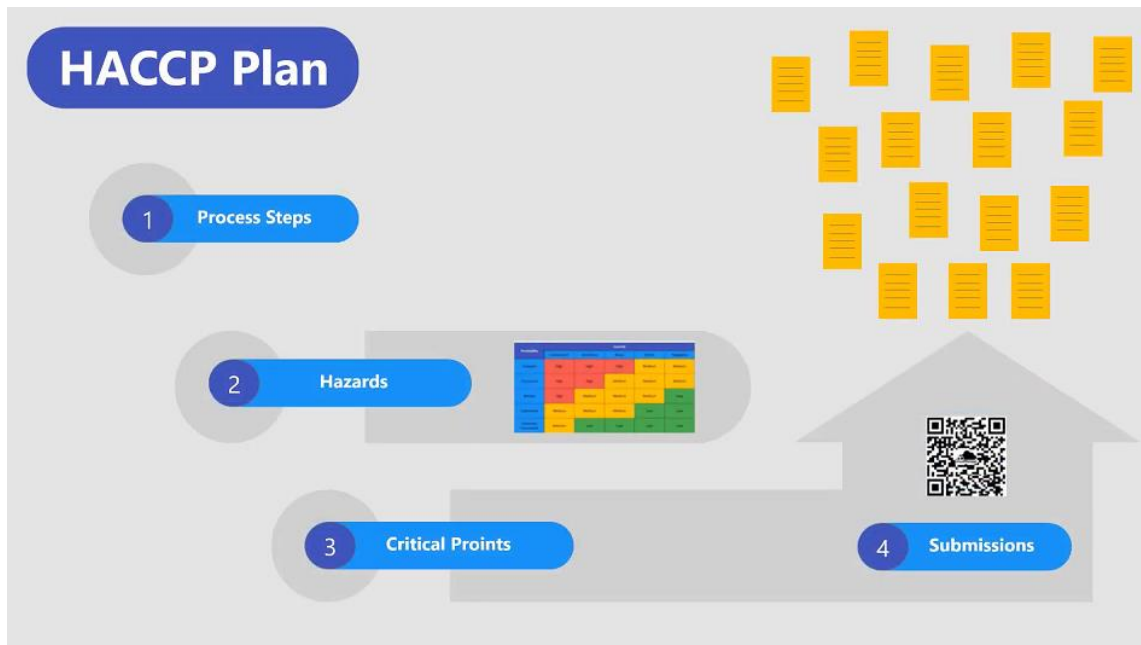


HACCP

HACCP module was implemented as the CORE of the Quality Management system to ensure a holistic food safety plan that implements ISO 22001 standard.

HACCP module provides the functionality to digitalize HACCP Plan, drill down on process steps, list potential hazards, assess risks associated with each hazard, and define Critical Control Points (CCPs) and Operational Prerequisite Programs (oPRPs).

The HACCP Process will result in defining several Inspections, Submissions, and Check Points Implemented in Inspection Modules.



Inspections, HACCP Inspections, and Lab Testing:

As part of the implementation, Tens of inspections and lab tests were fully digitalized according to Bigfish's requirements to allow QC Inspectors and Test Analysts to perform daily inspections and tests easily, all inspections and test results will be kept in the system which simplifies future audits and enables the Quality Team to do needed improvements based on data insights provided by built-in real-time analytics.

Some of the implemented inspections: Metal Control Inspection, Pest Control (EFK), Pest Control (RT), Chemical Issuance, Receiving Register (Chemical / Packaging Material), Fish Waste Dispatch Register, Equipment Monitoring Inspection, Personal Hygiene, Processing Inspections, Blast Freezer Inspection, Finished Product Inspection, Labelling Inspection, Glass and Tube Light Inspection, Water Supply Monitoring, Sanitation Check, Safe Personal Entry, Chlorine Checklist, Labeling Inspection, Blast Freezer Log, and more.

Inspection and Lab Testing modules allow for launching inspection and test records based on predefined templates that define what needs to be inspected. The templates also define the success criteria for each item which could be numeric (e.g. Temperature \leq 10 degrees) or boolean (e.g. Pass/Fail).

Inspectors and Lab Test Analysts can use tablet devices for recording inspection and test results, which allows them to switch to the device camera and capture a photo, which gets automatically attached to the record. These photos could clarify what went wrong, or they could simply be objective evidence of compliance.

Inspections and Lab Tests also feed the other modules with data, for example, when an Inspection fails, a quality issue can be created for containment and a CAPA can be launched to eliminate the root cause of the issue.



“Big Fish Maldives has always been engaged in sustainably producing tuna, So when it comes to inspection our main goal was to improve the quality system for more accurately and efficiently and also to reduce the paperwork to contribute to our sustainability goals. Cloudtheapp helps us achieve the same with changing our documentation to a cloud-based system by maintaining client confidentiality and making changes according to our needs.”

Athulya Pradeep – Asst. QA Manager

Documents and Learning

As part of the implementation, Cloudtheapp helped with configuring documents and learning modules. Bigfish use the modules to control all types of documents that are related to Quality and Food Safety including SOPs, Work Instructions, and much more.

The learning module helps in distributing learning tasks for released documents to ensure employees are fully aware of documents before they get released.

For each type of Document, a Microsoft Word template was configured to sync important information based on detailed requirements provided by BigFish.

Deployed Documents and Learning modules have the following features and more:

- Ability to draft documents using different formats including Microsoft Office.
- Predefined and configurable templates for different document types (Policies, Procedures, Work Instructions, etc.).

- Automatic synchronization of document fields (metadata) to the header and body of the document.
- Ability to set up self-learning courses for documents to distribute learning tasks and monitor progress.
- Automatic PDF conversion upon releasing documents.
- Ability to revise released documents with traceable version numbers.
- Automatic archiving for older revisions upon releasing a newer revision of the document.
- Ability to reference related documents.
- Ability to create and track instructor-led courses.



Other Implemented Quality and Food Safety Modules

Bigfish implemented several other modules on top of Cloudtheapp, to ensure the quality and safety of their products, including:

- **Quality Issues**
Used by Bigfish to track and contain all Quality Issues regardless of their source, could be (Inspection, Customer Feedback, Audit, and others).
- **Corrective Actions**
Used by Bigfish to drill down on root causes of Quality issues and eliminate them.
- **Audits**
Bigfish implemented this module to track and manage audits of different types (Internal, Suppliers, External).
- **Supplier Evaluation**
Suppliers to Bigfish are mainly the fishing vessels that supply yellowfin tuna fish. This module was created from the grounds up to digitalize the process of evaluating suppliers and comparing their performances.
- **Meeting Records**
Bigfish uses this module to record meeting results based on predefined agenda items. The main purpose of the module is to handle Management Review but it is also used to manage other types of meetings.
- **General Records**
Used as a digital container for all records filled based on either forms or templates.
- **Suppliers and Materials**
Used to keep lists of suppliers (fishing vessels) and materials, information stored can be looked up from other applications.

- **Customers and Products**

Used to keep lists of customers (Tuna Fish Importers), and Products. Information stored can be looked up from other applications.

- **Risk Assessment**

Used by Bigfish to perform Risk Assessment, and linked to other modules like Quality Issues. Risk is specified based on severity and probability and is automatically calculated based on a configurable matrix.

Cloudtheapp

Probability	Severity				
	Catastrophic	Hazardous	Major	Minor	Negligible
Frequent	High	High	High	Medium	Medium
Occasional	High	High	Medium	Medium	Medium
Remote	High	Medium	Medium	Medium	Low
Improbable	Medium	Medium	Medium	Low	Low
Extremely Improbable	Medium	Low	Low	Low	Low

Analytics and Dashboards

Cloudtheapp’s built-in real time analytics are used to generate visualizations and organize them in dashboards, with these dashboards users now have better insights regarding the trend in each deployed quality process. Management can now make better decisions based on real-time data.



IMPLEMENTATION

A team was formed for the implementation project with team members from Bigfish and Cloudtheapp. A recurring two-hour/twice a week meeting was scheduled to discuss requirements and implement the agreed-on functionality using Cloudtheapp designer in an agile way.

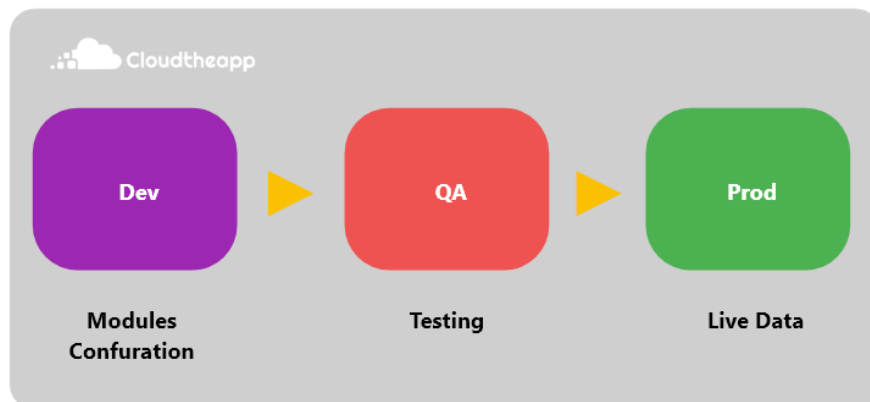
In about **Three months**, the implementation team was able to configure and roll out around **15 modules**, some of which were built from scratch. In addition to around **17 Custom Inspection Processes**.



Some of the success factors in this implementation:

- The Bigfish Team was involved in the implementation and configuration which allowed for accurate configurations which were done online for the most part.
- The Bigfish team was very knowledgeable about internal business needs, they provided clear requirements.
- Cloudtheapp platform allowed for rapid, no-code configuration of modules that contained pretty sophisticated business logic.

Running this whole process for the go-live was not possible without Cloudtheapp configuration management's best-in-class approach. In which virtual stage environments can be created (in seconds), and then module configurations can be cloned from one stage to the other with a click of a button after finishing each phase. (Process is illustrated in the diagram below).



RESULTS

Since they went live with Cloudtheapp, Bigfish Quality Management team is pleased with the end results, the deployed modules satisfy the business process and quality and food safety needs, and the implemented inspection processes will ensure the highest levels of quality control.

ROI is big and is measured in multiples compared to the investment made, and top management is very pleased with the end result which is in line with their vision of providing top-quality and safe food products.

ABOUT CLOUDTHEAPP

Cloudtheapp is a No-Code Cloud Platform built for the compliance world. Our vision is to provide you with the most configurable easy-to-use Quality Management and Regulatory Compliance SaaS software on the market. Start with our ready-made applications, use them as is, or configure every aspect of their design, but don't stop there; using our "Validated Compliance" No-Code platform we want you to automate every other internal process you have, build an application for it, without writing a single line of code or script, and without any additional installs or infrastructure, then see the magic of how all applications would integrate with each other to complete your compliance story. Cloudtheapp has been founded by experienced professionals who have a proven track record in building successful global software. Three decades of industry experience helped us create the most sophisticated compliance & digital transformation tool to bring solutions that address real challenges for the compliance industry.

Our solutions allow you to reach out to suppliers, auditors, consumers, or any other external party, assign them records, get their feedback, and collaborate without the hassle of separate disintegrated solutions and tedious back and forth emails. Cloudtheapp is light to operate and administer so that your staff can focus on building your quality products. For more information about Cloudtheapp, please visit <https://www.cloudtheapp.com>.

