

PREMIER FRESH AUSTRALIA DIRECT BANANA REJECTION PROCEDURE

This document outlines the Premier Fresh Australia procedure in the event of rejections to direct-to-store green cavendish deliveries.

Notification

- Following such a rejection, an PFA representative will inform the grower and provide details of the rejection.
- This will include the rejection report, and any additional assessment of rejected stock at PFA DC.

Root Cause Analysis

- After notification of the green load rejection, a root cause analysis (RCA) form will be supplied to the grower.
- Details of the load will be provided with the form pre-filled, with the grower to complete details relating to rejection cause remaining packed stock affected, blocks/farm affected, duration issue may persist and details of corrective actions taken.
- Ensure as much detail is provided to answers as possible, particularly causes and corrective actions to avoid recurrence.

Once issued, forms are to be completed and emailed to BananaCertificates@premierfresh.com.au within 48hours.

Recurrent Direct Cavendish Rejections

- If the circumstance arises whereby a second rejection of direct cavendish is incurred, LPG may choose to divert subsequent loads to the relevant PFA DC for assessment.
- In this instance, PFA quality staff will evaluate whether the load meets customer quality specification and for the likelihood of rejection.
- From this assessment, PFA will decide as to the suitability of the stock for the order.

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- Diversion will continue for subsequent loads until such time as quality has been deemed to have improved to an acceptable standard.

On-Farm Quality Assurance

- After rejection of stock as outlined above, a member of the PFA team will also contact the supplier to organise a review as soon as possible after completion of RCA.
- This review will be designed to look over rejection causes and effectiveness of corrective actions put into place on farm by the supplier.
- Dispatch quality reports must be provided for all direct customer deliveries by the supplier to verify quality of stock on dispatch and provide to the customer.