

Case Study.
Dairy Company.
Europe.
Food & Beverage.

Improvements in food safety & quality for leading multinational dairy company



Context

The client, a leading multinational dairy company, has substantially improved its Food Safety and Quality (FSQ) standards in response to regulatory demands and rising consumer expectations. The Board of Directors now want a cultural review of Health, Well-being, Food Safety and Quality to understand the underlying mindset and behaviours across the organisation that align safety practices with core business values.

Challenge

The company engaged dss+ to conduct a cultural review focused on identifying and addressing behavioural gaps. The goal was not only to reinforce a safety-first mindset but to enhance self-awareness and foster a proactive, collaborative approach that drives health and safety throughout the organisation.

Solution

To meet the client's needs, dss+ conducted [Safety Perception Survey \(SPS\)](#) to evaluate management systems and organisational culture, using targeted questions, on-site observations, and interviews to gain insights into employee mindsets. Beyond developing a governance framework to clarify roles and responsibilities, dss+ provided a set of recommendations focused on cultural and behavioural shifts as well as process enhancements. This holistic approach strengthened the company's focus on health, safety, and food quality, positioning food safety as a competitive advantage and foundation for the company's future growth.



Assignment

Support strategic growth through strengthening the culture of Health, Safety, Wellbeing, Food Safety and Quality.



Offering

Elevating safety culture maturity; Safety Perception Survey (SPS).



Impact

- Cultivated a safety-first culture for certification readiness and technological integration;
- Established a governance model for continuous improvements in food safety and health initiatives;
- Enhanced executive engagement through incident investigations, structured meetings, and cultural discussions;
- Positioned food safety as a main competitive differentiator to sustain the company's growth goals.

"Our work on enhancing the Health, Safety, and Well-being culture has positioned the company to not only meet regulatory demands but to truly excel in delivering safe, high-quality dairy products."

dss+ Manager

dss+

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