

## ASQ Presents™

September 11, 2008

### "Engineering A Robust Recall Process ... It's All About You"

Every day, you make choices for what you will consume, how you will prepare your food, what you will wear, etc. You make these choices almost without thinking. You assume that all is good. Why would you think anything else?

Do you ever question the quality or safety of your food or non food items?

Vicki and Gail will walk you through how the retailer follows the raw material through the manufacturing process to your homes...and what happens when something goes wrong.

#### **Presenters:**

##### **Vicki Sparks – Director of Quality Assurance - Meijer Stores**

Vicki is a seasoned team member at Meijer with 34 years experience in a variety of positions. She began her career as "Christmas help" at the Pierson Road, Flint store. After four chaotic weeks, she decided that chaos suited her and she decided to stay and accepted a management position. For the next 24 years, she worked in various leadership positions, including Store Director, in seven different stores across Michigan.

According to Vicki, she could write a book about some of the happy and some not so happy experiences that she and her customers have experienced over the years. The one constant has always been taking care of the customer, regardless of the situation. She came to the corporate world nine years ago, charged with being the ultimate consumer advocate through eyes of quality. She leads a team of 24 amazing engineers, scientists and technical designers in food, hardgoods and apparel, as well as a remarkable recall team.

Vicki has been very involved in corporate training programs, as well as many charities. She is married, has two daughters and four very mischievous miniature dachshunds.

##### **Gail Brady – Foods Scientist - Meijer**

Gail joined the Meijer team as a Food Scientist three short years ago. She came to Meijer with a wealth of experience in the Quality Assurance field. She is the resident expert having worked for companies such as: Gordon Food Service, Spartan, Web Van and Stouffers. She has been intimately involved with microbiology, cold chain management, recalls, food safety, quality control, product development and specification writing.

At Meijer, Gail assures the food safety and quality of the Meijer brand product lines, supporting the efforts of the buyers and guests through our product development/quality assurance program. Gail is very involved with her family, which includes her son and boyfriend.