

POTATOES WITH A PURPOSE: ELEVATING STANDARDS WITH HACCP

ABOUT WALTERS PRODUCE 2.0 LLC. Walters Produce 2.0 LLC is a fresh potato grower, distributor, packer, and shipper located in Newdale, Idaho. The family was first introduced to potatoes in 1924, and, today, 100 years and three generations later, the owners take pride in maintaining quality and reputation and being good stewards of their land. Multiple family members have been commissioners on the Idaho Potato Commission. Walters Produce 2.0 LLC uses innovative marketing and promotion campaigns to publicize the greater Idaho Potato Industry. The company serves both local and regional markets and employs over 60 people.

THE CHALLENGE. Walters Produce 2.0 LLC customers (retailers and business-to-business (B2B)) require 3rd party certification to ensure their food safety and quality systems meet rigorous standards. Walters Produce 2.0 LLC sought the required training to keep its HACCP food safety team compliant. Melissa Moss, Walters Produce's Human Resources and Food Safety Coordinator, has been utilizing TechHelp, part of the MEP National Network™, for more than ten years. TechHelp offered the courses Walters was seeking, so she turned to the team there for help.

MEP CENTER'S ROLE. TechHelp, in collaboration with the University of Idaho Extension, developed a curriculum that meets the International HACCP Alliance accreditation. The courses were offered in-person and online, allowing Walters Produce a convenient and cost-effective way to receive the training without impacting their workforce needs. In addition, TechHelp's interactive accredited HACCP program provided an opportunity for Walters Produce employees to interact with and exchange ideas, challenges, and best practices with other companies. After the course, Walters Produce 2.0 LLC had individual sessions with TechHelp to receive focused one-on-one attention, ask questions, and review their unique circumstances and food safety plans. These one-on-one sessions allowed participants confidentiality and open discussion for those who were uncomfortable bringing issues up in the broader group. By investing in their employees, Walters simultaneously engaged their employees in continuing education and met company goals. By achieving the HACCP certification, they were able to keep their current customers and expand their customer base, increasing confidence and improving quality throughout their organization.

"I have attended several TechHelp classes through the years including HACCP, Internal Auditing and FSPCA Training. Every class has been extremely informative, without information overload. All were taught by professionals who absolutely know the material they are teaching and easily answer all questions, in a manner that is applicable to our needs. Their provided information and instructions are clear and are easy to follow, even for beginners. You never feel like you ask a dumb question!"

-Melissa Moss, HR and Food Safety Coordinator

RESULTS



\$20,000,000 in new or retained sales



\$20,000 in new investment

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