Quality matters

Ensuring quality from the source: the cocoa bean

Customers choose Barry Callebaut for quality. Tough prerequisite programs and controls by our Quality Assurance departments all over the world ensure that all our ingredients and products meet the highest quality standards.

Strict quality checks in the country of origin ensure that the beans we process meet the highest quality standards.

by Rahel Lehmann

Maintaining quality at a global level is a complex undertaking, and the key to success. This is especially true for the chocolate industry, where assuring consistent quality remains a challenge. For a chocolate manufacturer, quality assurance starts with the cocoa bean. Being present in origin countries, not only for the sourcing of beans but also for production of semi-finished products such as cocoa powder, butter and liquor, gives Barry Callebaut a competitive advantage and additional control over quality.

Take Africa, from where we source most of our cocoa. Here, our local teams ensure that the beans we buy undergo very strict quality checks. In each of our four African factories in Cameroon, Côte d'Ivoire and Ghana, there is a Quality Assurance team that makes certain all cocoa products meet our quality standards. They ensure that the products meet customer and technical specifications, that they have the right color, microbiology, fat content, and moisture, that they are properly packaged and documented, taste good and most importantly… are safe to eat. •

Barry Callebaut's quality assurance system strives to continuously improve our quality levels. It complies with numerous standards, including Good Manufacturing Practices (GMP) guidelines and British Retail Consortium (BRC) certification, a global standard for food safety.