



Frequently Asked Questions „FAQ“

W. u. H. Kühle GmbH & Co. KG
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D-89312 Günzburg



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1. General Information

1.1 Contact Address

Name:	W. u. H. Kühle GmbH & Co. KG
Address:	Bahnhofstraße 12 89312 Günzburg Deutschland
Phone:	+49 8221 3645-0
Fax:	+49 8221 34617
E-Mail:	info@kuechle.de
Website:	www.kuechle.de
Employees:	ca. 100
Established:	1864
Legal Conditions:	<ul style="list-style-type: none">• Limited Partnership in Günzburg Register Court Memmingen HRA 1581• Personal liable partner: Kühle Verwaltungs GmbH Register Court Memmingen HRB 1528• Managing Director: Christof Kühle, Dietmar Wöhrmann

1.1.1 Crisis Contact Address

In case of health thread:	Crisis management group
24h-phone:	+49 8221 3645-112
Mail:	krisenstab@kuechle.de

1.1.2 Sales Department

Name:	Oliver Schreiner
Phone:	+49 8221 3645-0
Mail:	export@kuechle.de

1.1.3 Quality Management

Name:	Dr. Monika Kühle
Phone:	+49 8221 3645-51
Mail:	reklamation@kuechle.de

1.2 Management Systems

Certifikate:	Since:
Bio	1994
IFS Food	2003
QS	2007



1.3 Produkt Information

1.3.1 Storage and Shelf Life

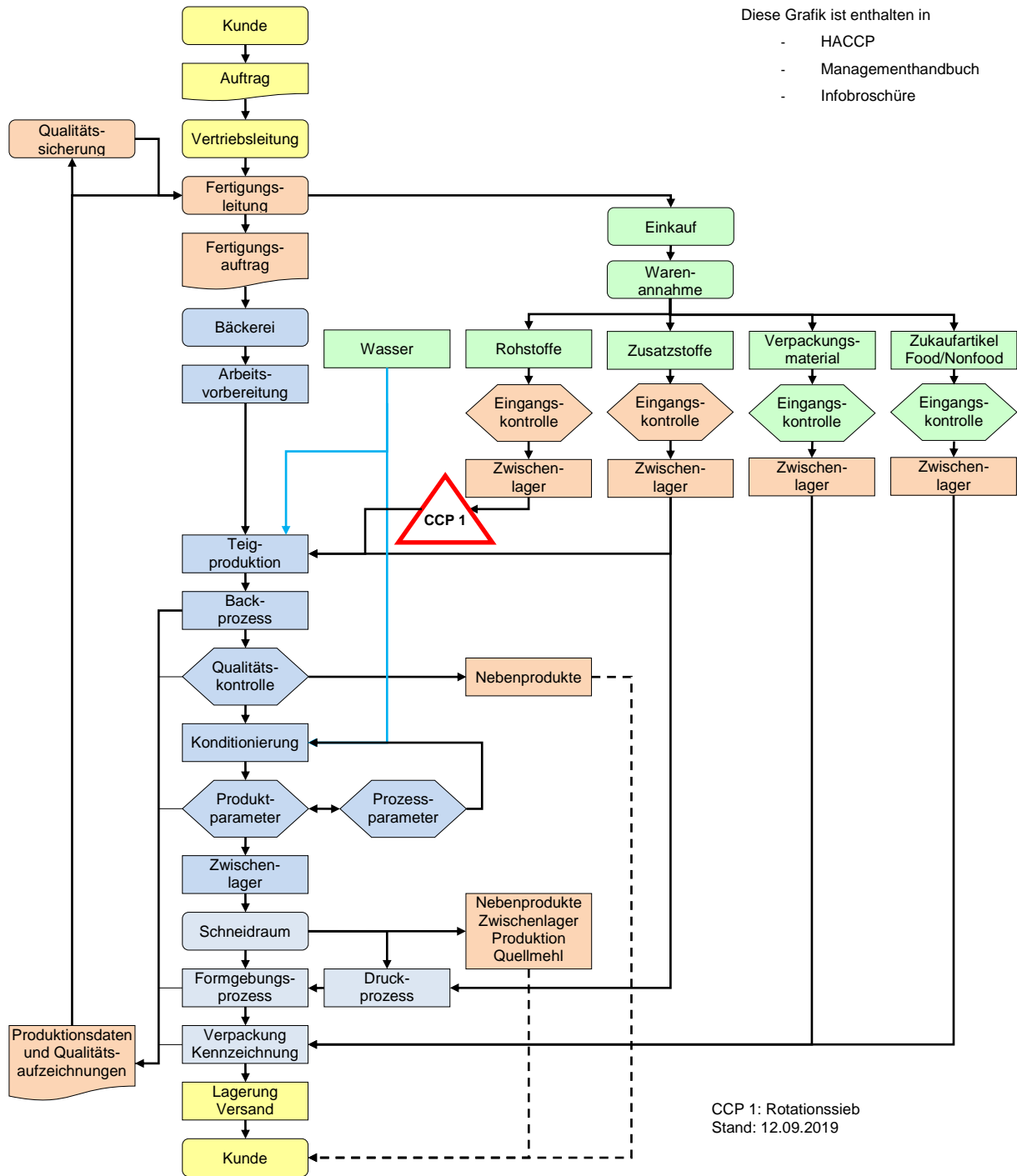
Wafer products:	Baking wafers	Up to 5 years, dry, ambient temperature
	Wafer paper	Up to 3,5 years, dry, ambient temperature
Baking aids:	San apart Biskuit perfekt Bäckerstärke etc.	2-5 years, dry, ambient temperature
Ready mixes:	1 year or as specified, dry, ambient temperature	

1.3.2 Declarations

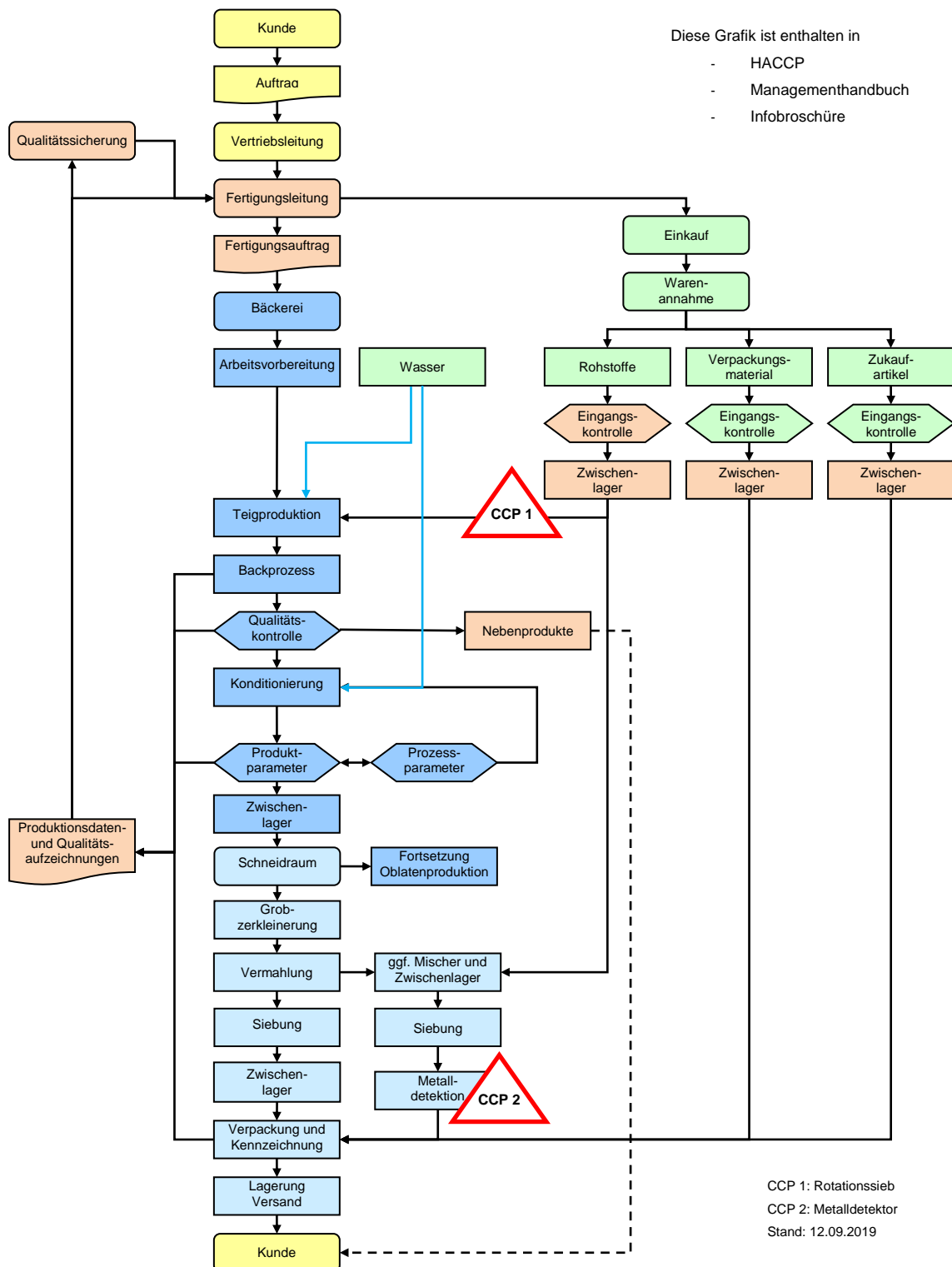
GMO:	Kühle does not use GMO ingredients or processes.
Allergens:	Main ingredient is wheat flour, containing gluten.
Radiation:	Kühle does not use radiation technology.

1.3.3 Process

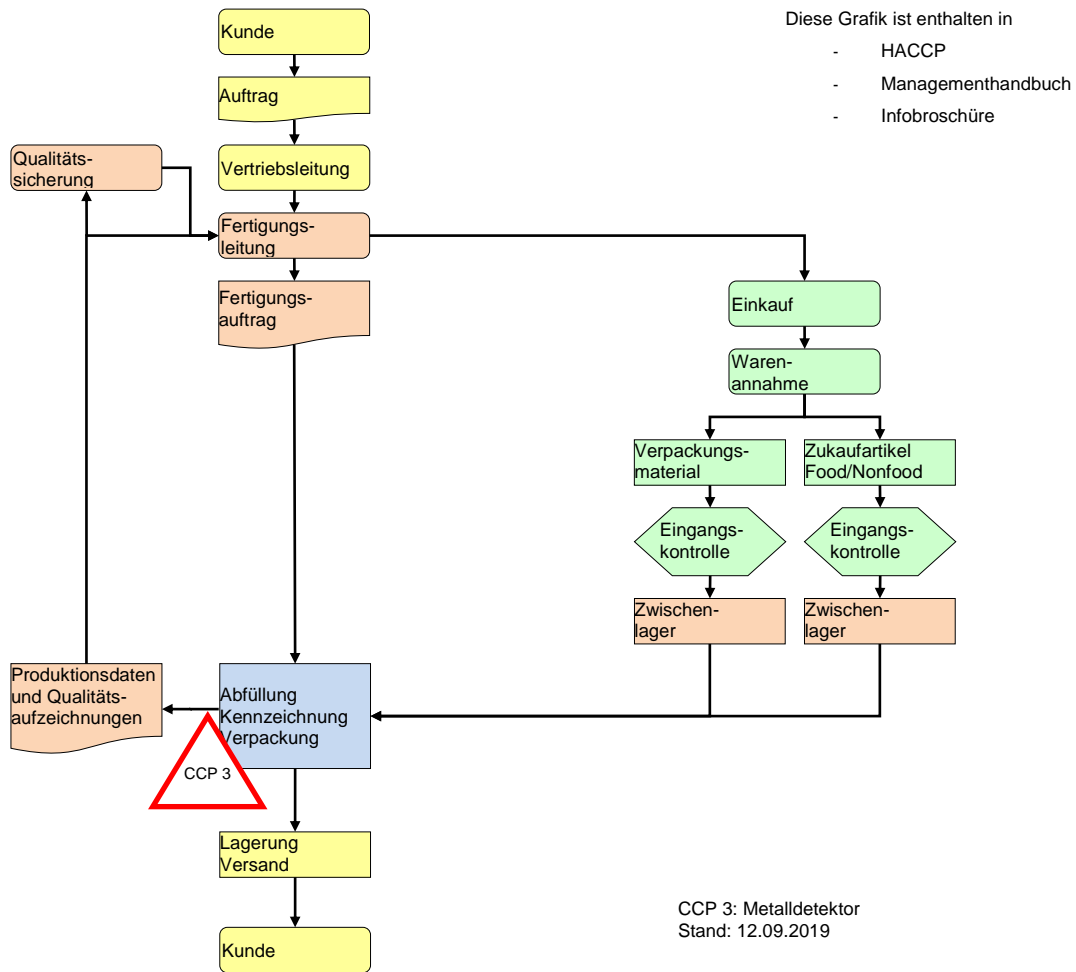
1.3.3.1 Production of Wafer Products



1.3.3.2 Production of Mixes



1.3.3.3 Production of Pieces





2. Company Information

	Yes	No
• Are there company principles?	•	
• Is there a written quality policy?	•	
• Is there a written compliance obligation?	•	

2.1 Management System

	Yes	No
• Is there a management manual?	•	
• Which certifications has the company?		
○ IFS (International Featured Standard) Food	•	
○ QS	•	
○ Bio	•	
• Are systems installed to identify non-conform products?	•	
• Is a crisis management system installed?	•	
• Is a foreign body control system installed?	•	
• Are the management systems tested regularly?	•	

2.2 Complaint Management

	Yes	No
• Is there a system for handling customer complaints?	•	
• Are customer complaints systematically recorded and evaluated?	•	
• Are corrective measures developed and implemented on the basis of customer complaints?	•	

2.3 Product Declaration

	Yes	No
• Are products declared completely and up to date with the following information:		
○ Name and address of the supplier	•	
○ Product name	•	
○ Ingredients list	•	
○ Nutrition facts	•	
○ Best before date	•	
○ Lot number	•	
○ Volume	•	
○ Storage conditions (if required)	•	
○ Allergen labelling (if required)	•	
• Is there any additional product information?		
○ Product specifications for commercial customers	•	
○ GMO Statement	•	
○ Certificates of Analysis	•	



3. Location Information

3.1 General Information

	Yes	No
• Does the company have multiple locations??		•
• What functions are available at the location?		
○ planning	•	
○ purchasing	•	
○ production	•	
○ storage	•	
○ marketing	•	
○ sales	•	
○ logistics	•	
○ development	•	
○ IT	•	
○ QS	•	

3.2 Corporate Responsibility

	Yes	No
• Are current social standards respected?	•	
• Are tariffs paid?	•	
• Is child labour practiced?		•
• Working hours are regulated?	•	
• Is there a works council?	•	

3.3 Purchasing

	Yes	No
• Is there a supplier selection and rating system?	•	
• Are suppliers audited?		•
○ If an IFS, BRC, ISO 22000 certificate is available?	•	
○ If there is no food safety certificate?	•	
○ If there is a certificate, but complaints are insufficiently processed?		



3.4 Production Process

3.4.1 Plant

	Yes	No
• Are there codes of practice installed for		
○ cleaning of rooms and machinery?	•	
○ preventive maintenance?	•	
• Are there rules implemented to avoid hazardous lubricants?	•	
• Is there a concept installed to reduce MOSH/MOAH?	•	

3.4.2 Water

	Yes	No
• Is public drinking water used?	•	
• Are updated water analyzes available?	•	
• Are own analyzes carried out ?		•
• Are water purification systems installed?		•

3.4.3 Air

	Yes	No
• Is ventilation and air conditioning technology installed in production?	•	
• Is ventilation and air conditioning technology installed in warehouse?	•	
• Are there compressed air systems?	•	
○ Are oil-free compressors used?	•	

3.4.4 Mineral Oil Containing Substances

	Yes	No
• Are measures taken to avoid mineral oil contaminants?	•	
• Are lubricants used for the food industry use?	•	
• What measures are taken on the packaging side?		
○ Use of mineral oil-free printing inks?	•	
○ primary packaging made of virgin fiber cartons?	•	
○ Barrier films around cardboard packaging?	•	

3.5 Prozess Control

3.5.1 HACCP

	Yes	No
• Is a system "Hazard Analysis and Critical Control Points" (HACCP) installed?	•	
• Which risks are analyzed?		
○ Biological risks	•	
○ Allergen risks	•	
○ Chemical risks	•	
○ Physical risks	•	
• Does the system include limits and control measures	•	
• Are the critical control points monitored and documented??	•	

3.5.2 Lot System

	Yes	No
• Is there a system for marking production lots?	•	
• What information does the lot number contain?		
○ Encrypted indication of the production date	•	
○ Details of the production plant	•	

3.5.3 Foreign Body Mangement

	Yes	No
• Are there systems to keep foreign bodies away?	•	
• Which systems are used according to suitability?		
○ Wafer making: sieves	<600µm	
○ Production of mixtures: metal separators	<1,6mm	
○ Packing of fragmented semi-finished goods: metal detector	<1,6mm	
• Are the systems checked for their effectiveness?	•	

3.5.4 Allergen Management

	Yes	No
• Are there systems for controlling allergens?	•	
• Which systems are used depending on suitability?		
○ Risk analysis	•	
○ Product analyzes	•	
○ Declaration of traces	•	
• Are the systems checked for their effectiveness?	•	



3.5.5 Food Defense

	Ja	Nein
• Are there systems in place to protect food from deliberate contamination or adulteration?	•	
• Which systems are used depending on suitability?		
○ Risk analysis	•	
○ Access restriction	•	
○ Staff training	•	
• Are the systems checked for their effectiveness?	•	

3.5.6 Food Fraud

	Ja	Nein
• Are there systems in place to protect against food fraud?	•	
• Which systems are used depending on suitability?		
○ Risk analysis	•	
○ Incoming goods inspections	•	
○ Staff training	•	
• Are the systems checked for their effectiveness?	•	

3.5.7 Hygiene and Cleaning

	Yes	No
• Does the company's hygiene program cover the following?		
○ Use of clean work clothes	•	
○ Use of hair covers	•	
○ Ban on jewelry, piercings, watches etc.	•	
○ ban on food intake	•	
○ drinking ban		•
○ smoking ban	•	
○ Infrastructure for hand cleaning and disinfection	•	
• Hygiene training is regularly carried out?	•	
• Are cleaning measures verified?		
○ hand Hygiene	•	
○ clothing hygiene	•	