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Flavor News  
Volume 62, February 2017  
Published by FONA International Inc.  
630.578.8600  
[www.fona.com](http://www.fona.com)

Flavor News is printed on 30%  
post-consumer recycled paper.



# FLAVOR news

CONFECTION / GRAIN / BEVERAGE / MARKET DEVELOPMENT

VOLUME 62 FEBRUARY 2017



## Faces of FONA



Molly Ruszkowski

### NEW HIRES

#### Molly Ruszkowski – Solutions Manager, Grain

Molly brings more than 20 years of food industry expertise to FONA, including experience as a Research & Development Manager responsible for driving technical capabilities to meet brand objectives and market performance requirements for a multimillion dollar foodservice business. As Solutions Manager, Molly will lead FONA's grain business unit, utilizing her strong foundation in product development, culinary knowledge and experience as a registered dietitian. FONA is confident her technical expertise, food science knowledge and practiced leadership will guide the world-class team in their commitment to customer growth and excellence.



Allyson Martin

#### Allyson Martin – Market Manager, Confections and Market Development

Bringing a combination of food industry marketing and product development experience, Allyson provides insightful leadership in her role as Market Manager. She will use her years of proven strategic direction and execution skills to help customers grow and succeed, translating insights into relevant innovation and helping build opportunity pipelines. She has a bachelor's degree in Marketing and Business Administration from Marquette University.



Jeff Hamilton

### PROMOTIONS

#### Jeff Hamilton – Food Safety Supervisor, Product Safety & Quality

A proven FONA leader for three years, Jeff will continue to help drive consistency and excellence for FONA's award-winning PS&Q team. Jeff's unwavering commitment to all aspects of food safety is clear, and he will continue to lead internal, customer and third party audits; ongoing maintenance, documentation and recordkeeping; and other essential plans that help FONA maintain excellence. Jeff has a master's in food science from Virginia Tech and a bachelor's in chemistry from the University of Virginia.

## Chairman's Corner

“How can we  
strengthen and  
grow our  
relationship  
with you?”



A new year is here! At FONA, we're thrilled to welcome 2017 and share our service stats with you. As we reflect on 2016 — a fantastic year — we also want to reiterate FONA's commitment to you, our valued customer.

At FONA, we don't view our

partnership as simply transactional — we believe in building and nurturing long and lasting relationships. How can we strengthen and grow our relationship with you? Your candid feedback is always welcome. Reach out to [feedback@fona.com](mailto:feedback@fona.com) or to your account executive and let us know how we can make 2017 your best year yet. Or, sign up for an acclaimed Flavor University class this spring. Hoping to hear from you!

Sincerely,

Joseph Slawek, Chairman & CEO

## Kids aren't the only ones with school.

### Flavor University® Spring Class Schedule Flavor 101®

- March 13 & 14
- April 10 & 11
- May 15 & 16

### Beverage Flavor 201®

- May 2 & 3

FONA flavor experts love to learn — and teach! The renowned Flavor University program is offered tuition-free as a service to food and beverage professionals. We look forward to seeing you!

Register at [www.flavoruniversity.com](http://www.flavoruniversity.com)

## COMMITTED TO CUSTOMERS

### 2016 SERVICE STATISTICS

At FONA, we use our seven core values to drive us forward, each and every year. Among those values is Partner-centricity, and it's an essential one. It means that we want to put you, our partner, at the center of everything we strive to do.

With that in mind, we present our 2016 service statistics. They show our commitment to keeping your products safe and your consumers happy, while delivering fantastic flavors and ideas. Your priorities are our priorities. Let's talk. Please reach out to [feedback@fona.com](mailto:feedback@fona.com) with any questions or feedback. We're listening!



## OUR 2016 SERVICE STATS

THESE NUMBERS REFLECT OUR COMMITMENT TO DELIVER YOU THE VERY BEST!



### Customer Care

**99.3%**  
of orders on-time to commit

**30**  
Number of countries products shipped to



### Sample Services

**90.6%**  
of sample selections shipped within 24 hours

**88.5%**  
of sample refills shipped within 24 hours



### Audit Ready

**SQF Level 3.**  
Unannounced Audit: 96/100, excellent rating

**Winner**  
Food Quality & Safety award

**99%**  
First Pass Yield



### Regulatory

**85%**  
of regulatory requests serviced in less than 24 hours

**41%**  
of regulatory requests serviced in less than one hour



### New Product Development

**73%**  
of new projects delivered in 5 days

**93.4%**  
of quotes delivered within 24 hours

**96.5%**  
of quotes delivered within 48 hours



### Flavor University®

**730**  
People attended 20 Flavor University classes

**253**  
Companies/organizations attended Flavor University



### Community Connections

**49**  
Organizations supported through corporate giving

**1,380**  
Students learned about flavors and food science through 49 Discover FONA events

**128**  
Teachers learned food science to bring back to the classroom

**71**  
Schools served in 31 different towns through Discover FONA

**19%**  
Equivalent of profits given to charity

**116**  
Children provided with toys & supplies at Christmas

## 2016 Awards

**FONA:**  
One of the Country's Best Workplaces, according to Fortune magazine and Great Place to Work



In October, FONA was named one of the country's best medium-sized workplaces by Fortune magazine and Great Place to Work. In fact, FONA was ranked #36 out of the top 100 medium-sized businesses in the country!

FONA won based on employees' anonymous responses to an extensive survey about their levels of trust, pride and camaraderie at work. The independent review shows that 99% of FONA employees say the company's communication is excellent and 98% rate the atmosphere, challenges, and pride at FONA as "great." The full review is available here: <http://reviews.greatplacetowork.com/fona-international-inc>

## 2016 Food Quality & Safety Award Winner

Also in 2016, FONA was named the 15th Annual Winner of the Food Quality & Safety Award. Through this prestigious national award, Food Quality & Safety magazine recognized FONA's commitment and investment in the highest level of safety and quality assurance.

According to Magazine Editor Marian Zboraj, "It was clear that FONA has demonstrated excellence across all categories of its application, with substantial investment in technology supported by strong performance improvement and quantifiable results in all areas measured." For more details, read the full in-depth feature at [www.foodqualityandsafety.com/article/fona-wins-2016-food-quality-safety-award/](http://www.foodqualityandsafety.com/article/fona-wins-2016-food-quality-safety-award/)



## Best & Brightest for 11 Years in a Row



For the 11th year in a row, FONA was named one of Chicago's 101 Best & Brightest Companies to Work for by the National Association for Business Resources. But that's not all — FONA also took home these Best & Brightest honors:

- Elite Award for Compensation, Benefits and Employee Solutions
- National Winner, Wellness
- National Winner, Overall Best & Brightest Company to Work For