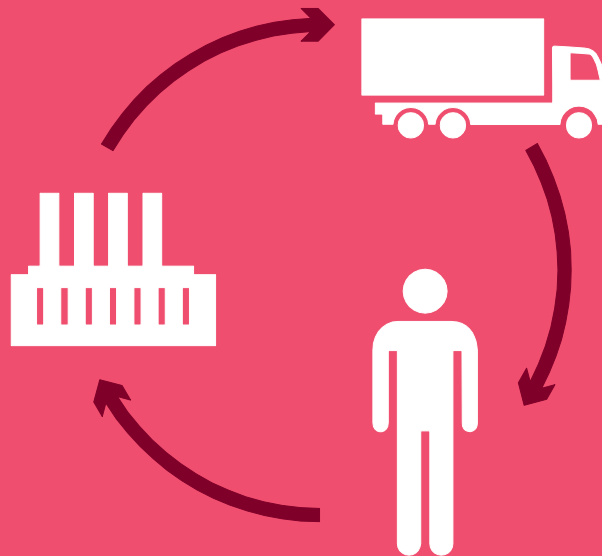


Ensure product safety? *Know how.*

With funding from the Taiwan-EBRD Technical Cooperation Fund, we helped Ivana Zagorec Kolednjak with implementation of GMP (Good Manufacturing Practice) in her cosmetics and food supplements production company.



Cosmetics and food supplements, Croatia

We helped Biovitalis, a cosmetics and food supplements production company owned by Ivana Zagorac Kolednjak, improve the quality and safety of their products. Through our Women in Business programme, we supported the business in implementation of Good Manufacturing Practices (GMP), an international standard that will help quality and safety assurance. The project served to increase Biovitalis' overall business opportunities, bringing new contracts, new customers and new markets.

Biovitalis was founded by Ivana's mother, Đurđica Zagorec, after years of experience in the pharmaceutical industry. It is led today by Ivana Zagorec Kolednjak, with both mother and daughter holding the Masters of Pharmacy specialisation. Initially, Biovitalis was a small herbal pharmacy, and later started its own production of syrups.

Now, the core activities of the company are development and production of cosmetic products and food supplements, both under their own

brand and through contracting production for private label customers all over Croatia.

This is a highly competitive industry where the quality and safety of products are of utmost importance. Ivana therefore decided she wanted to implement an international standard that would assure quality control. We helped her work with a local consultant, Arguo, who:

- Analysed the company's needs and goals
- Implemented the Good Manufacturing Practice principles according to the requirements of ISO 22716:2007 standard
- Proposed the basic conceptual design as well as staff and material flow to follow the requirements of the system
- Provided Ivana and her staff with all the necessary training.

One year after the end of the project, Biovitalis received the ISO 22716:2007 certification. The GMP system has enabled Biovitalis to track all the critical points for quality and safety in the manufacturing process, meaning they can assure their buyers of quality as well.

They have increased their turnover by 10% and their number of employees by 3 new staff members. Company has launched six new products, mainly in the area of women's cosmetics and food supplements for children, the formulas for which were all created by Ivana. Over the next 3-5 years, Ivana plans to increase the number of Biovitalis' own products to 20.



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Turnover
€339,000

Number of employees
9

Sector
Cosmetics and food supplements

Total project value
€2,687

Client contribution
25%