

Wawa Achieves **90% Supplier Adoption** with Trustwell's FoodLogiQ Compliance and Supplier Success Package

CASE STUDY

As a growing convenience store chain, Wawa needed an efficient way to onboard suppliers, manage compliance, and improve visibility into supplier data. The company turned to Trustwell's FoodLogiQ Compliance platform to streamline its supplier management process. To maximize adoption, Wawa also invested in Trustwell's Professional Services "Supplier Success" package, which provided hands-on outreach to vendors.

In just 12 weeks, over 90% of Wawa's suppliers were fully onboarded into FoodLogiQ Compliance, significantly improving supplier accountability, food safety oversight, and operational efficiency.



THE CHALLENGE: Managing Specifications Across Multiple Suppliers

Before Trustwell, Wawa's supplier onboarding process was fragmented and time-consuming.

Vendor documentation was stored in multiple places across teams creating challenges with:

- Visibility into supplier compliance status
- Timely approvals due to inconsistent supplier communication
- Tracking historical changes with suppliers

As Wawa expanded into new markets, managing a growing supplier base with outdated methods became unsustainable.



THE SOLUTION: FoodLogiQ Compliance + Supplier Success Package

Wawa adopted FoodLogiQ Compliance to automate supplier onboarding and compliance tracking, and the Supplier Success package accelerated adoption rates with:

- Supplier outreach by Trustwell's professional services team
- Live support & troubleshooting for vendor compliance questions
- Automated workflows to track onboarding progress

This dual approach helped suppliers submit required documents quickly, and met compliance standards to reduce the burden on Wawa's internal team and eliminated delays.



THE RESULTS: 90% Supplier Locations Onboarded On Time

With the FoodLogiQ Compliance + Supplier Success package Wawa achieved results faster, strengthened vendor relationships, and set a new standard for supplier compliance.

- **90%** of Supplier Locations onboarded within **12 weeks**
- **50% faster** supplier onboarding
- Centralized audit documentation eliminated an **entire on-site day**

With all of their supplier data in one place, QA teams resolve issues proactively and conduct more efficient quality audits, and Wawa now has real-time insights into supplier status, ingredient changes, and compliance documentation.



"Visibility is everything. [FoodLogiQ Compliance] is just a better system, because we have so much more visibility into what our vendors are doing, and having all of our documentation in one place allows us to be proactive instead of reactive."



MEGHAN BOYLE | NUTRITIONAL & DOCUMENTATION SPECIALIST
Wawa