



CASE STUDY

How Whole Foods Market Transformed Their Food Safety Training Process With StateFoodSafety, a Certus Company

Food Handler Training | Food Manager Training & Certification | ANAB-Accredited

The Challenges

- **Regional variability** in food safety standards made adopting training challenging
- **Corporate commitment** to safety and quality was challenging due to lack of consistent training
- **A massive undertaking:** 500 locations globally + over 91,000 team members and operations.

The Solution

- **Food Handler Training:** ANAB-accredited, government-approved, mobile-friendly courses using highly interactive, modern instructional design.
- **Food Manager Certification & Training:** Online training and ANAB-accredited CFPM exam meeting FDA food code requirements. Three proctoring options: employer, remote (via webcam), and at 1,000+ national test centers.

Summary

While its size has changed over the course of its history, Whole Foods Market's mission remains the same: providing its health-conscious customers with the freshest, most responsibly sourced food possible.

Whole Foods Market started as a regional franchise and initially relied on food safety training specific to Texas. However, when they expanded out of state and had to contend with a variety of food safety regulations, the regional approach wasn't sustainable.

To maintain its reputation as a global leader with rigorous quality control standards, Whole Foods Market extended their existing Texas-based contract with StateFoodSafety, a Certus Company, to build a comprehensive and efficient food safety training solution that would help them set a new standard of excellence at all locations.

A New Standard in Training

Whole Foods Market opted to standardize its training with StateFoodSafety so that all locations, associates, and food managers could maintain the same quality standards.

- The goal: improve monitoring, compliance, consistency, and simplicity
- Needed ANAB-accredited and state- and local-specific training programs
- Adopt the solution from StateFoodSafety: Food Handler training and Food Manager training and exam
- Providing the same training and certification exam to every location ensured regional differences were not a challenge to food safety.



The Results



Nationwide Consistency

Every team member now follows the same standards, eliminating regional gaps.



Improved Compliance

Automated tracking of certifications and renewals reduced administrative burden.



Fewer Violations

Significant drop in food safety violations related to Certified Food Managers.



Operational Efficiency

Time and cost savings through streamlined processes and reduced retakes.

Results that Count

Looking back – several years after implementation – Whole Foods is now in a more advantageous position than they were previously, from compliance management and performance tracking, to certification monitoring, to overall process efficiency.

- With the Food Handler and Food Manager Certification programs up and running, team members are up to speed on protocols and procedures regarding food safety in each state.
- All employees use the same centralized program and learn from the same interactive courses.
- Whole Foods can more easily navigate the complicated regulatory landscape through StateFoodSafety's fully automated certification renewal cadences and certificate tracking.
- With the fastest time to completion on market, StateFoodSafety's courses and solutions build efficiency into training food-safe team members – via fully online, flexible courses.
- Simple integration means their existing Learning Management System (LMS) easily accommodates the StateFoodSafety training.
- Since implementing StateFoodSafety's training programs, Whole Foods has received significantly fewer food safety violations.

Why StateFoodSafety?

Protect your brand with effortless compliance, accredited training tailored for grocery stores, and unmatched support for you and your teams nationwide, all from StateFoodSafety. We provide ANAB-Accredited and grocery-specific food safety training programs, easy-to-use LMS, plus quick integration into existing LMS.

In short, we ensure your employees get the training they need conveniently and effectively, maximizing food safety at your organization and helping you build trust and a strong reputation in all markets where you do business. As a Certus company, we deliver a complete compliance solution, combining best-in-class safety and skills training to support warehousing, distribution, transportation, and the teams behind every critical step of the grocery supply chain.

StateFoodSafety 
A CERTUS COMPANY

To get started building your ideal food safety training program, connect with a training advisor at statefoodsafety.com/IndustrySolutions/grocery