Chapters
1. Introduction
2. About Catalyst
3. How Business Partners use Catalyst
4. How Business Partners Provide Information to Catalyst
5. How to Become an Approved Supplier
6. How to Use the Supplier Portal
7. Contact & Help

Introduction

Thank you for your interest in becoming a Chick-fil-A Business Partner.

This training module will help you learn more about Catalyst, a program that manages Chick-fil-A’s Specifications and Supply Chain Relationships.

- At Chick-fil-A our focus is on quality. We strive to consistently provide a best in class customer experience, and are constantly involved in product testing, procedure verification, and performance measurements in our Restaurants and with our suppliers.

- What does this mean to you? It means that we seek to partner with companies who demonstrate a similar dedication to quality, right down to all of the ingredients, whether product, packaging, or services, that create a stellar customer experience.
About Catalyst

What is Catalyst?

- Catalyst is a web-based system that provides one live, consistent source for all of Chick-fil-A’s specification and supply chain knowledge. It houses information related to products, ingredients, packaging, procedures, business partner records, company and facility information, and more. Chick-fil-A will use Catalyst to reach out to you, our business partner, to gather this information.

What does Catalyst do?

- Catalyst helps Chick-fil-A with our Supply Chain Relationship Management. It provides one consistent environment to facilitate and document complex workflows, and helps us build a view of the relationship between all the participants in our supply chain.

- Supply chain sourcing requires developing specifications, seeking suppliers, and certifying sources. These processes are ongoing on multiple levels between Chick-fil-A departments and our business partners. Catalyst helps both of us by streamlining this communication between our departments and you.

How Business Partners use Catalyst

Business partners will interact with Catalyst in one of two ways:

- By providing information through an electronic questionnaire (or “eQ”)

- By accessing information through the Supplier Portal as an approved supplier

An eQ is the way Chick-fil-A requests information from the business partner, whether that partner has a new or existing relationship with us. The eQ collects the information, which can populate a specification or record within Catalyst.

This information helps to move along our workflows.
3. How Business Partners use Catalyst

- The eQ link helps us develop specifications and approve suppliers. This chart depicts these links between Chick-fil-A and the supplier in this process.

- When we develop something new, such as an ingredient or menu item, we will reach out to you for information on your company, facility, or ingredient or packaging specification by sending an eQ. With that new information, we can develop or refine a specification.

- Once we arrive at a specification, we need to verify that we have an approved supplier. If we do, we use Catalyst to link that approved supplier record to the approved specification record to create a sourcing approval record. This record indicates that the facility is approved to produce the new item within specification.

- If we do not have an approved supplier, we must certify one. This begins a supplier certification process. Through that process, a supplier candidate may become an approved supplier. We will then attach their supplier record to the specification record to create a sourcing approval record.

- The second way a business partner will interact with Catalyst is through the Supplier Portal. To access this, you must have completed the supplier certification process and become an approved supplier.
How Business Partners Provide Information to Catalyst

**eQ or electronic questionnaire**

The eQ process (electronic questionnaire) is the way Chick-fil-A requests information from business partners and then integrates that information into Catalyst. You may receive three different types of eQs.

1. **Company or Facility eQ**: this information populates the supplier record

2. **Ingredient or Packaging eQ**: this helps Chick-fil-A develop an ingredient or packaging specification

3. **Supplier Certification or Recertification eQ**: this begins the Supplier Certification Process
How to Become an Approved Supplier

Supplier Certification Process

You may have already responded to a Company/Facility or Ingredient/Packaging eQ. This information may be used to start the supplier certification process.

This process begins with a **Sourcing Approval**. A sourcing approval is a record in Catalyst that defines:

1. **what will be supplied**
2. **who will supply it**
3. **the specific distribution center that will receive it**

It describes the approval status of all facilities throughout the extended supply chain.

A sourcing approval must advance through specific workflow steps to be approved. Several Chick-fil-A departments will review and maintain information on the sourcing approval before it is approved.

- After Chick-fil-A drafts a Sourcing Approval in Catalyst, the Supply Chain department will issue a Supplier Certification eQ. This starts a process wherein a supplier will go through multiple levels of approval, including providing documentation and a facility visit.

- The supplier receives Supplier Certification eQ via email from Chick-fil-A Supply Chain, accesses the URL from the email, and completes the eQ, attaching all necessary documents.
The Sourcing Approval then routes back to Chick-fil-A for evaluation by multiple departments, including Food Safety, Supplier Quality, and Supply Chain.

At certain points during the evaluation process, the Sourcing Approval moves forward or the supplier is rejected.

If the supplier is rejected, Chick-fil-A Supply Chain notifies Supplier of the reason for the rejection. The supplier may then implement actions needed to justify reconsideration.

After successful levels of evaluation, eventually the Sourcing Approval becomes approved.

The sourcing record is then attached to the supplier record in Catalyst, and the supplier is approved.

Chick-fil-A Supply Chain will notify a supplier of their approved status, and provide access to the Catalyst Supplier Portal.
Follow the URL to the Portal. When you access the Portal for the first time, you will need to register by clicking “Click HERE if you have not registered with this site.”
Follow the URL to the Portal. When you access the Portal for the first time, you will need to register by clicking “Click HERE if you have not registered with this site.”

Enter your company information. **All fields are required to move forward.**
Enter your contact and location information.

Your username will be generated for you. Create a password.

**Passwords should contain at least eight characters, including at least one lowercase letter and one number.**
6. How to Use the Supplier Portal

- Your username will be generated for you. Create a password.
  **Passwords should contain at least eight characters, including at least one lowercase letter and one number.**

- Verify the information you entered and click **Submit**.
Once your registration has been approved by Chick-fil-A, you will receive an email notification of your approval, with a URL to the Supplier Portal. Since we individually review each account you will not receive this e-mail until a member of our staff has had the opportunity to review your information.
6. How to Use the Supplier Portal

- Make note of the username and password provided in this message; you will need it to access the Supplier Portal at any time in the future.

- If the username in the e-mail differs from the one you saw when registering, please use the username provided in the e-mail.
Support / Help

Daphne Cornelius or Anna Queen
Catalyst Supplier Support Line
404.305.4027
catalyst.support@chick-fil-a.com

Technical Requirements

- Computer or laptop with access to Internet
- Windows XP, Windows Vista, or Windows 7
- Internet Explorer 7 or 8
- An email address with active email
- Popups need to be enabled on Internet Explorer.
- Adobe PDF reader or equivalent

For help with any specific eQ, refer to the contact information in the email containing the eQ.