"Are quality standards necessary for sea buckthorn?" a business perspective



Director, British Sea Buckthorn Company



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"Where do you see the European Sea Buckthorn industry in ten years time?"

STANDARDS

EU CONSUMER

COMPETITION FROM ASIA

MARKET DEVELOPMENT

WHAT CAN SEABUCKTHORN DELIVER FOR THE CONSUMER?

"I think it is a good thing that you cannot use claims if they are not approved by EFSA. But I don't think it is good that you can make a claim on a product that is not good quality".

Peter Liese, MEP Deutschland

4 Consumer Mindsets, 4 Responses to Change Don't Pay Mega Money to Change Their Mind! Understand and Match Their Mindset



NEED

WANT

SOLUTION

NORMAL

WARENESS / YOLUI









FIT MY CONDITION

- Ageing successfully,
 Cholesterol
 lowering, Lactose
 intolerance.
- Sports Performance

FIT ME

- New
- Innovative packaging, formats, and ingredients
- · Reflect my values

FIT MY ROUTINE

- 'Look at me values' (aspiration)
- Convenience
- Taste
- 'Worth the price'

FIT MY FAMILY

OR MY TRADITION

- Normality not changing habits
- Taste
- Value for money











drink

nutraceutical





UNDERSTANDABLE

CREDIBLE

ACHIEVABLE

AFFORDABLE

FLEXIBLE



- Clear
- Believable
- Defines Difference



Information must be **relevant** for consumer needs

And...



...it must be memorable.

Standards defined in two ways...

QUANTITATIVE

- Objective
- Verifiable
- Conforms to international standards
- Credible
- BUT...it can end in a buyers' market.



- Combines product & service value
- Encourages collaboration in quality delivery
- Encourages trust from consumers
- Greater transparency



















Arla







Existing Quality Assurance Schemes





















Good standards are...

Simple

- Memorable

Flexible

For diversity

Targeted

- To add value

Credible

- Confidence

Relevant

- To fulfil consumer needs

Affordable

- Inclusive

Understandable

- Trust

Achievable

- Commitment

1. One cannot standardise taste or national speciality.

2. We should remember the horse meat scandal.





Where do you see the European Sea buckthorn industry in ten years time?

Does this future include the guidance of quality standards?

