



Quality Assurance

At Nutro, we recognize that when customers purchase our products, they are buying more than pet food: they are buying our commitment to the highest quality, safest possible pet foods on the market.

That's a tremendous responsibility, and one we don't take lightly. For the past 80 years, our company has prided itself on creating premium pet foods, made from quality ingredients and run through rigorous Quality Assurance processes. Today, we stand recommitted to this goal, with an even more intensive process that tests for melamine in both specific raw materials and in all of our finished products.

Additionally, after confirming the quality and safety of the products, representative samples of our dry and wet pet foods go through a feeding process supervised by veterinarians and nutritionists. In this process, the food is fed to dogs or cats as a final check to ensure the correct palatability, consumption and stool quality. Consumers can be confident that all of Nutro's current products are safe prior to shipping from Nutro.

Our multi step Quality Assurance process rigorously tests our products throughout the manufacturing process, including tests on specific raw materials, a series of tests as the food is being made, testing of finished products and final product verification.

An explanation of our newly strengthened processes follows. It's important to note that these specifications and procedures include the certification not only of Nutro's facilities, where almost all our dry dog food is made, but also of our co-manufacturers and our suppliers. The following is now being implemented for all of Nutro's suppliers and co-manufacturers.

Raw Materials Testing

Our first step in quality assurance ensures only the high quality ingredients go into our pet food. Nutro has long standing relationships with a great many of our suppliers, many of whom we have worked with for more than 10 years. Moving forward, each one of these vendors must be qualified by Nutro's Quality Assurance personnel before they can become an approved supplier for Nutro or our co-manufacturers. Qualification requirements also include chemical and physical analyses and tests for toxin contamination or microbiological activity. Suppliers are then subjected to frequent audits to ensure that they maintain qualified status.

Suppliers and co-manufacturers must disclose the source and country of origin of ingredients, and suppliers and co-manufacturers may not change to another source without Nutro's prior approval.

Once the raw materials arrive at a Nutro facility (or one of our co-manufacturers), they are checked for their quality and consistency and their chemical and nutrient properties are confirmed. These tests conform to all applicable industry standards.

Manufacturing Process Testing

Nutro's company owned manufacturing facilities are state of the art, and our in-process checks ensure proper equipment operation and processing. As the food is being prepared, it is closely monitored and inspected at virtually every step along the way. Particle sizes are checked for proper ingredient grinding, materials are weighed and metered to ensure the correct formula assembly, and moisture, expansion and density are reviewed on an ongoing basis. Any Nutro product that does not meet our strict product performance requirements will not be sold.

Finished Product Testing

Our finished products go through several more stages of testing to ensure that Nutro products adhere to our high quality and safety standards. We test the food for microbiological activity and toxin levels, including melamine.

From there, the food is tested for key nutrients to verify that product design criteria are met.

As a result of these procedures and tests, Nutro's consumers can be confident that our products meet the requirements of the U.S. Food, Drug and Cosmetic Act, and follow the tolerances and guidelines established by the FDA and AAFCO.