

MobileConductor Software Helps QCD Stay Compliant with FSMA FDA Rule 204

Established in 2006, Quality Custom Distribution (QCD) provides custom distribution services to iconic customers such as Starbucks, Chipotle, Chick-fil-A, and other quick-serve restaurants throughout the United States. QCD needed to deploy a new, more modern solution for operational challenges related to last-mile delivery to remain compliant with FSMA FDA rule 204, going into full effect in January 2026. In response, QCD enlisted the help of DecisionPoint's MobileConductor.

FSMA FDA Rule 204 Makes Manual Tracking Obsolete

The FDA's Food Traceability Final Rule establishes new, more detailed recordkeeping requirements as part of the Food Safety Modernization Act. The purpose of this new rule is to more quickly identify potentially contaminated foods and remove them from the market, resulting in fewer foodborne illnesses and deaths. However, this requires a drastic shift in operational processes in an industry that has been mostly paper-based until very recently. QCD needed a process for capturing food traceability that would meet the specific criteria for over 17,000 weekly deliveries nationwide.



The Project

- Implement compliance with FSMA FDA rule 204

The Solution

- DecisionPoint's MobileConductor Delivery Software

The Result

- Elimination of manual processes
- Real-time electronic tracking
- Reduced overhead expenses
- FDA compliance



MobileConductor Delivers On Last Mile Tracking

MobileConductor replaces outdated software and manual processes. It simplifies and automates deliveries with real-time tracking, enhancing visibility, accountability, and food safety. Users remain ever-connected with easy-to-implement, streamlined invoicing and ERP or accounting system integrations. Organizations can reduce administrative overhead with electronic proof of delivery and invoicing, and the platform is easy to use—so minimal training is required.

Deployed in QCD's devices, MobileConductor provides the organization with an efficient process that keeps everything paperless. It was a win for QCD to have a solution that could meet all their challenges, perform on their devices, and ensure compliance.

"With MobileConductor we get full-immediate visibility into the delivery cycle."

– Xavier Alcala, Business Solutions Manager, QCD

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