

Improving water quality by investing in sensory education and training

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Abstract

In order for water companies to remedy taste and odour issues, they must first be accurately and consistently identified by trained tasters. In an era of increasing quality control scrutiny, public awareness and litigation, it is prudent for any company to have trained tasters assessing water quality.

In the UK regulation is tight and guidelines on quality strict, to the extent that it is mandatory for water companies to take part in taster proficiency to ensure public safety. To support this drive for quality, FlavorActiV launched the Drinking Water Sensory Proficiency Scheme to analyse, measure and maintain the consistency of sensory panels through the use of GMP flavour standards and custom software to validate panellist performance.

Employees should be trained and supported in the identification and remedy of taste and odour issues. Raising proficiency awareness across the drinking water sector is essential for maintaining sensory excellence. GMP reference standards are already supporting a wide range of sensory applications in other markets, helping to foster an engaged and proactive sensory community. Having an industry wide sensory plan for water, as has been successfully adopted in other beverage sectors, can help develop sensory consistency and credibility, all of which would greatly benefit the industry and the consumer.

This talk will challenge the audience to questions current analytical and monitoring practices, and to discover if improvements can be made. It will show that the raising of taster standards and the fostering of a sensory-wise community through national (and indeed global) proficiency Scheme is an achievable and valuable aim.