



78th

Annual Production Conference Digital Program

Monday, April 7 - Wednesday, April 9, 2025
Lancaster County Convention Center, PA



PMCA

Professional Manufacturing Confectioners Association

LEARN. CONNECT. GROW.

Please be advised that PMCA employees and contractors will take photographs as well as audio and video recordings in the conference sessions, exhibit hall and other public areas for promotional or commercial purposes.

PLEASE NOTE: Audio or video recording and photography of the technical sessions by attendees is prohibited. Please turn cell phones to silent or vibrate during the technical sessions.



Allergen Statement: Samples displayed or distributed at the PMCA Annual Production Conference may contain, or may have been processed in, facilities that also process peanuts, tree nuts, soy, wheat, dairy or other allergens.

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April 7-9, 2025

Lancaster Marriott at Penn Square &
Lancaster County Convention Center
Lancaster, Pennsylvania

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CONNECT WITH US

Schedule at a Glance

Monday, April 7

8:00am	Welcome & Opening Remarks
8:10am	Student Outreach Program Update
8:20am-12:15pm	Beyond the Basics Program Speaker Presentations
1:00-5:00pm	Supplier Exhibit
<i>Attendees to make their own lunch arrangements</i>	
5:15-6:15pm	Reception—lobby
<i>Attendees to make their own dinner arrangements</i>	

Tuesday, April 8

8:15am	Welcome & Opening Remarks
8:25-11:50am	Speaker Presentations
12:00-1:30pm	Buffet Lunch
1:00-1:30pm	Annual Meeting of Members
1:45-4:30pm	Breakout Sessions
5:30-6:15pm	Reception
6:30-8:30pm	Annual Dinner & Awards Banquet

Wednesday, April 9

9:00am	Closing Day Remarks
9:10am-12:10pm	Speaker Presentations
12:10-12:20pm	Closing Remarks & Adjourn





BEYOND THE BASICS SEMINAR
FROM BAR TO BEYOND:
CHOCOLATE APPLICATIONS

Monday, April 7 – Heritage Ballroom

PROGRAM COORDINATORS & CONTRIBUTORS

Beyond the Basics Planning Lead

Eric Schmoyer, IRCA Group USA

Beyond the Basics Planning Team

Kristine Bender, Blommer Chocolate Company

Sean Burns, Sollich NA

Judy Cooley, Global Confection Connections LLC

Pam Gesford, The Hershey Company

Sarah Houle, Ghirardelli Chocolate Company

Marlene Stauffer, Blommer Chocolate Company

Audio/Visual Liaison:

Colleen Dommel, The Hershey Company

The **Beyond the Basics** program takes attendees on a deeper dive into important aspects of confectionery and snacks. This half-day seminar will feature presentations from experienced industry professionals accompanied by live demonstrations and audience tasting samples.

MONDAY, APRIL 7

7:00am **Registration** **Heritage Ballroom Lobby**

8:00am **Welcome & Opening Remarks** **Heritage Ballroom**
Steve Genzoli, *Ghirardelli Chocolate Company*, PMCA Chair

8:10am **PMCA Student Outreach Committee Update**
Carly Meck, Account Manager–Technical Sales, *Blommer Chocolate Company*
PMCA’s Student Outreach Committee chair will provide an overview of committee activities, including a review of the growth and success of the program and future outlook.

Beyond the Basics Seminar

From Bar to Beyond: Chocolate Applications

Presentations will feature audience tasting samples

A Q&A period will follow each speaker. Submit questions in writing to session officials.

8:20am **Moderator Welcome & Introduction**
Michele Schwerha, VP of R&D Americas, *IRCA Group USA*
The opening remarks will provide a basic overview of the topic and highlights of the program to follow.

8:30am **Compound Coatings & Cocoa Butter Alternatives**
Bob Johnson, Technical Sales & Marketing Manager, *Fuji Vegetable Oil*



Compound coatings and cocoa butter alternatives are utilized for a broad range of applications with great success. Some confectioners and bakers have utilized them in their products for many years to meet the specific processing, distribution and sensory requirements of their products and processes. The current cocoa supply outlook has generated

broader interest from legacy chocolate makers to evaluate options for maintaining quality and delivering value to their customers. For that reason, a review of the options and considerations relating to cocoa butter alternatives is warranted. In this presentation, some of the different types of compounds and related formulation, processing and market considerations will be discussed.

9:15am **Break**

9:30am **Considerations & Challenges of Reformulating to a Clean Label for Hot Fudge Sauce**

Michelle Van Zant, Principal Food Innovation Scientist, *Baldwin Richardson Foods*

Clean labels are becoming more important to consumers. This presentation will dive into the challenges and considerations for reformulating hot fudge to be clean-label, as well as developing new formulas. Impacts to raw materials, processing, sensory, cost and shelf life will be discussed.

10:15am **Chocolate in Frozen Desserts**

Liz Miller, Sr. R&D Manager, *Denali Ingredients*



This presentation will review some of the many ways that chocolate and chocolatey items can be highlighted in frozen desserts as well as considerations to ensure the confections stand up to the environmental challenges of the freezer aisle. Topics of discussion will include applications of chocolate in frozen desserts, melt point, set time, moisture migration and textural impacts of the temperature and microclimate within frozen desserts. Also covered will be tips and tricks of how confections optimized for ice cream applications should be handled.

11:00am **Break: Ice Cream in the Lobby!**

11:20am **Bake Stability**

Luc Boulianne, R&D Manager, *Barry Callebaut*

Bake stability refers to the ability of a baked product or its components (e.g., inclusions, coatings, fillings, doughs, or batters) to retain their intended properties during and after the baking process. Problems with bake stability can negatively impact product quality, shelf life, and consumer satisfaction. In this session, we will dive into the role of ingredients that enhance bake stability in chocolate and compounds. We'll also analyze how different chocolate types – whether dark, milk or white – impact their bake-stable properties, helping you select the best options for achieving consistent and high-quality results in your baked goods.

12:05pm **Closing Remarks**

12:15pm **Adjourn**

MONDAY, APRIL 7



SUPPLIER EXHIBIT

1:00-5:00pm — FREEDOM HALL



FREE EXHIBIT HALL PASSES

Passes may be picked up
in the Freedom Hall Lobby
starting at 1:00pm



ATTENDEES SHOULD OBTAIN LUNCH ON THEIR OWN

To register for your free passes, visit our [attendee registration page](#).

For an up-to-date list of exhibitors and their descriptions,
please visit [this page](#).

RECEPTION

Freedom Hall Lobby • 5:15-6:15pm

Cash/card bar and hors d'oeuvres

TUESDAY, APRIL 8

7:30am **Registration** **Heritage Ballroom Lobby**

8:15am **Welcome & Opening Remarks** **Heritage Ballroom**

Cynthia Angelo, *Givaudan Flavors*, PMCA
President

Moderator

Abdoulaye Traore, Sr. Head of Cocoa
Ingredients Excellence Center, *ofi*

Presentations may feature audience tasting samples

A Q&A period will follow each speaker. Submit questions in writing to session officials.

8:25am **Everything I Needed to Know About Regulatory I Learned on the Farm**

Lorraine Oberholtzer, Sr. Regulatory Compliance Specialist – Cocoa & Chocolate NA, *Cargill*



The regulatory landscape for confectioners is rapidly evolving, demanding our full attention and effort. Navigating this complex web of regulations can feel like traversing a murky sea filled with challenges.

Whether your business feels like it has run a regulatory marathon or sprint

this past year, this presentation will offer snapshots of key regulatory issues our industry faces, along with practical strategies to address them, inspired by Lancaster County farm life.

9:10am **Flexible Factories: A Practical Case Study**

Neha Shah, Sr. Director of Manufacturing, *Land O'Lakes*

Many businesses continue to face labor shortages and supply chain disruptions. It's no secret that the pandemic presented a difficult challenge for working families across America. With kids attending school from home and childcare costs rising, many parents were forced to make difficult choices. Given this growing priority placed on flexibility and work-life balance, it's critical that employers and employees find a balance that is supportive of each other's needs. In this presentation, we'll take a closer look at a company that began rolling out a new flexible work program in February 2022 for employees in manufacturing facilities and the results of this change.

9:55am **Break**

10:10am A Brief History of the Development of Sugar-Free & Reduced Sugar Products

Gabe Eaton, Sr. Food Technologist, *Russell Stover Chocolates*



Get ready to dive into confectionery evolution as we explore the world of sugar-free and reduced sugar applications in candy development. From the rich history of innovation in sugar alternatives to the science of mimicking full-sugar products, we'll uncover the guidelines, challenges and creative solutions driving the industry

forward. Discover how sugar replacers are impacting and changing everything from candy centers to coatings, all while addressing consumer perceptions, health implications and the growing market with “better for you” treats. Prepare to uncover the future of indulgence – one that balances taste, health and trends in every bite.

10:55am The Role of Milk in Confections

Tim Galloway, CEO & Michael Hasler, Director of Sweetened Sales, *Galloway Company*

Milk is a key ingredient in confectionery, enhancing flavor, texture and nutritional value. We will examine milk's role in products like chocolates, caramels and other confections, highlighting the functionality of milk and its components. Milk has many multifaceted uses in confectionery, focusing on its composition, functional properties and contribution to product innovation. Milk's proteins, fats and sugars significantly influence the sensory attributes of confections such as chocolates, caramels and toffees. This presentation will address milk's importance in creating high-quality confections and driving innovation in the industry.

11:40am Closing Remarks

11:50am Adjourn

BUFFET LUNCH

Freedom Hall A, 1st Floor • 12:00-1:30pm

ANNUAL MEETING OF MEMBERS

Hickory Room, 3rd Floor • 1:00-1:30pm

TUESDAY, APRIL 8

Customize your Tuesday afternoon conference experience by choosing from seven different interactive sessions led by experienced industry professionals. Pre-registration is not required.

BREAKOUT SESSION SCHEDULE

	Session 1 1:45-2:30pm	Session 2 2:45-3:30pm	Session 3 3:45-4:30pm
A	Fat Migration in Coated Doughnuts & Granola Bars Conestoga Room (4 th floor)	Generational Sweet Tooth Secrets: Trending Flavors & More Conestoga Room (4 th floor)	Generational Sweet Tooth Secrets: Trending Flavors & More Conestoga Room (4 th floor)
B	Caramel Troubleshooting Panel Heritage Ballroom (3 rd floor)	Caramel Troubleshooting Panel Heritage Ballroom (3 rd floor)	Gelatin Substitutes: Plant-Based Marshmallows Heritage Ballroom (3 rd floor)
C	Rapid Analysis of Cadmium & Lead Content Federal Room (2 nd floor)	Rapid Analysis of Cadmium & Lead Content Federal Room (2 nd floor)	Auditory Cues in Sensory Experience Federal Room (2 nd floor)

Each session will last 45 minutes. 15 minutes are allotted to switch to the next session.



SESSION DESCRIPTIONS

Session 1A: Fat Migration in Coated Doughnuts & Granola Bars

Kristina Stork, Product Development Scientist, *Bunge*

This session will dive into the causes, implications and factors affecting oil migration. Learn (or brush up on) exactly what oil migration is and the various effects such as discoloration, fat bloom and hardening of fillings that create a loss in quality.

Application case studies on coated doughnuts and granola bars will illustrate fat characteristics affecting oil migration.

Sessions 1B, 2B: Caramel Troubleshooting Panel

Moderator: Sean Burns, Managing Partner, *Sollich NA*

Panelists:

Diane Douglas, *Sethness Roquette*

Mark Heim, *Retired Industry Consultant*

Randy Hofberger, *R&D Candy Consultants*

Mike Koch, retired, *Sanders & Morley Candy*

Are you having challenges with your caramel production? Are your lab and R&D teams struggling to find solutions or are they nervous about making recipe changes? Does your staff have technical questions? Are other companies struggling with caramel production? Do you wonder what the new trends are in caramel production? If you answered yes to any of these questions, please join this session and get your questions answered by a panel of industry experts. We will discuss troubleshooting tips and tricks for caramel manufacturing. Our panel of industry professionals have faced a *lot* of caramel production troubleshooting, and they will share their learnings and advice to help you and your team with caramel issues. If you have any caramel troubleshooting questions, this is the breakout for you.

Session 1C, 2C: Rapid Analysis of Cadmium & Lead Content by X-ray Technology

Willow Chan, R&D Scientist, *Guittard Chocolate Company*

Consumers are increasingly concerned about the presence of heavy metals in their foods. With the reduced Prop 65 lead and cadmium thresholds newly going into effect in 2025, food manufacturers and customers alike are deeply interested in tracking the heavy metal content in their raw ingredients as well as finished goods to ensure compliance. This presentation will discuss how X-ray fluorescence spectroscopy can be used as a tool to quickly monitor heavy metal levels throughout the chocolate manufacturing process.

Sessions 2A, 3A: Generational Sweet Tooth Secrets: Trending Flavors & More

Julie Pickette, Marketing Manager, *PROVA*

This session will unpack how consumer preferences for confections and chocolates evolve across generations. We'll dive deep into how different generations – from Gen Z to Boomers – approach flavors, textures and product experiences. Explore key trends such as nostalgia, health-conscious choices and bold, experimental flavors, revealing how these shape purchasing decisions across age groups. Attendees will gain fresh insights into what drives snack and confectionery consumption, including surprising generational behaviors and common misconceptions. This session provides actionable strategies to better align product innovation with consumer desires, ensuring you stay ahead of the trends. And of course, attendees will leave with a delicious treat to inspire their next creation!

Session 3B: Gelatin Substitutes: How Plant-Based Marshmallows Differ from Commercial Standards

Meredie Cohen, Graduate Research Assistant, *University of Wisconsin-Madison*

Commercial marshmallows are typically made with pork gelatin, but alternatives – gelatin from other animals as well as plant-based alternatives – are on the rise. These substitutions can lead to changes in many properties of the final product. In this session, we will explore differences in properties such as density, texture and rheology of products made with different gelatins and gelatin alternatives. Of course, the most important property of a marshmallow to many consumers is how well it melts when roasted over a campfire; though we can't light a campfire inside the convention center, samples will be provided.

Session 3C: Auditory Cues in Sensory Experience

Emily Richter, Manager of Sensory Professional Panels, *The Hershey Company* & Lisa Schroeder, Project Manager, Product Understanding, *Sensory Spectrum*

This hands-on tasting experience will highlight the importance of sound in sensory texture evaluation and how to capture these relevant attributes as part of a comprehensive profile using Spectrum Method Descriptive Analysis (SDA). We'll cover several sound-related texture scales that may be relevant within the confectionery category: 1) volume, pitch and persistence of sound 2) snap and 3) crisp and crunch. The session will also highlight the importance of capturing sound in your sensory profiles and how the attributes relate to consumer perception.

78th Annual Production Conference Dinner



Freedom Hall A, 1st Floor

5:30-6:15pm – Reception, cash/card bar • 6:30-8:30pm – Dinner

Toastmaster

Cynthia Angelo, PMCA President
Givaudan Flavors

Awards Program

Distinguished Service Award

Presented by Award Chair Rose Potts, *Blommer Chocolate Company*

Marie Kelso Memorial Award

Presented to James Walsh, *Tate & Lyle*

by Award Chair Sarah Houle, *Ghirardelli Chocolate Company*

for the 2024 conference presentation titled
Formulation Challenges & Solutions in Reduced Sugar Gummies

Dennis L. Zak Education Award

Presented by Karen Zak



*Distribution of the PMCA Candy Bag will immediately follow the program! Please bring your **blue badge ticket** with you to dinner.*

WEDNESDAY, APRIL 9

8:30am	Registration	Heritage Ballroom Lobby
9:00am	Closing Day Session Remarks Steve Genzoli, <i>Ghirardelli Chocolate Company</i> , PMCA Chair Moderator Tracey Duffey, Global Partnership Engagement, <i>ofi</i>	Heritage Ballroom

Presentations may feature audience tasting samples

A Q&A period will follow each speaker. Submit questions in writing to session officials.

9:10am	Overcoming Sourcing Obstacles: Strategies for Achieving Stability in Sustainability Rachel Quiring, Sustainability Manager, <i>Blommer Chocolate Company</i>
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This presentation will take an in-depth look at sustainable cocoa, sugar and palm ingredient sourcing and production challenges, plus solutions companies can use to help mitigate these challenges. In the modern business landscape, sustainability is becoming increasingly important for companies across all food and ingredient industries.

However, achieving sustainable goals can be difficult due to various manufacturing and sourcing obstacles. In this presentation, we delve deeper into these challenges and offer guidance for companies sourcing sustainable ingredients and practical sustainability program implementation in manufacturing. Traceability levels Segregated, Mass Balance, Identity Preserved and others are explained and an overview of the third-party verified sustainable certification options available for these raw materials. By prioritizing sustainability, taking proactive steps and implementing solutions tailored to their specific challenges, companies can reduce their environmental impact, improve their customer base and secure a competitive advantage in the marketplace.

9:55am Navigating a Climate-Conscious World

Julie Robey, *Cargill*

Climate change is a growing concern for the cocoa industry, influencing everything from farming to consumer expectations. As government regulations, certification policies and investor priorities continue to evolve, industry stakeholders must stay informed to navigate these shifting demands. Attendees will learn about key climate fundamentals, explore trends in sustainability and gain insight into how climate-conscious policies are shaping the cocoa supply chain.

10:40am Break

10:55am How AI Impacts the Role of a Candy Technologist

Vinay Indraganti, Founder & CEO, *innov8 NXT*

Gain a comprehensive understanding of AI's applications within the confectionery industry. In this presentation, we'll delve into the practical applications of AI in confectionery, covering areas such as AI-powered formulation development, predictive modeling for process optimization and AI-driven quality control and assurance systems. We'll focus on building AI models for confectionery, emphasizing the critical role of high-quality data and discussing relevant artificial intelligence/machine learning techniques. Best practices for model training, evaluation and refinement will be covered. We'll also address potential pitfalls and best practices in AI development, including challenges related to data limitations, integration and ethical considerations. Best practices for successful AI implementation, such as fostering a collaborative approach and prioritizing data security will be outlined as well. Join us to explore how confectionery companies can leverage proprietary data to develop unique AI models and gain a competitive advantage, while considering data privacy and security.

11:40am Closing Remarks & Adjourn

Steve Genzoli, *Ghirardelli Chocolate Company*, PMCA Chair

Thank you for joining us!

We hope you'll continue to learn, connect and grow
with us throughout the year.

GENERAL CONFERENCE INFORMATION

ELIGIBILITY

Production conference registration is open to anyone in the confectionery industry, or in its related industries. The technical program is primarily designed to educate confectionery industry personnel responsible for production, management, R&D, engineering and quality control.

REGISTRATION

The online registration form can be completed at pmca.com. Mastercard, Visa and American Express credit cards accepted. Registrations received by March 11, 2025 will receive a registration acknowledgement. Registrations received after March 11, 2025 may not be acknowledged. Onsite registration is available.

FEES

Full registration includes admission to all technical and exhibition events and food and beverage as follows: continental breakfast Monday, Tuesday and Wednesday, lunch Monday and Tuesday, reception Monday and Tuesday evening, dinner Tuesday evening and access to the 2025 conference proceedings.

Monday-only registration includes continental breakfast, admission to the Monday Beyond the Basics session, supplier exhibit and post-exhibit reception.

<u>Full Registration</u>	<u>By March 11</u>	<u>After March 11</u>
PMCA Member Companies	\$600.00	\$675.00
Non-Member Companies	\$900.00	\$995.00
Faculty Members and Press	\$450.00	\$475.00
Students	\$150.00	\$150.00
<u>Monday-Only Registration</u>	<u>By March 11</u>	<u>After March 11</u>
All Industry Personnel	\$220.00	\$245.00
Supplier Exhibit Hall Pass	\$0.00	\$0.00

Cancellations received by March 11, 2025 will be refunded, less a \$50.00 cancellation fee. **After March 11, 2025, NO REFUNDS will be made, for any reason (medical or otherwise).** All non-refunded full registrants will receive the conference proceedings in electronic format when produced in the fall. **A substitute may be named at any time.**

HOTEL RESERVATIONS

A block of rooms has been set aside at Lancaster Marriott at Penn Square at a rate of \$174.00 per night plus tax. Rooms are available on a first come, first serve basis. Attendees should reference PMCA when making reservations. Please visit [here](#) to make an online reservation. Reservations can also be made directly with the hotel via telephone at 717-239-1600.

REGISTRATION DESK

Upon arrival all conference attendees should check in at the conference registration desk located in the Heritage Ballroom Lobby to pick up their registration badge and conference information. The PMCA registration desk will be open as follows:

Sunday 3:00pm-5:00pm	Tuesday 7:30am-5:00pm
Monday 7:00am-5:00pm	Wednesday 8:00am-11:00am

PMCA PRODUCTION CONFERENCE MEETING POLICIES

1. While respecting the right of organizations and individuals to gather as they wish, PMCA discourages any organized meetings or activities which conflict with the technical presentations or any part of the program of the production conference.
2. Attendees **MUST** turn off or set to silent all cell phones while in the session and meeting rooms.
3. Photography is **NOT** permitted during any PMCA technical session.
4. Audio or video recording of any PMCA technical session or meeting is strictly prohibited.

PARKING INFORMATION & DRIVING ADDRESSES

Attendees commuting daily to the conference may choose to park in the Penn Square, Prince Street or East King Street parking garages. The rate for attendees of the 78th Annual Production Conference will be \$10.00. Parking passes can be picked up at the PMCA registration desk. Attendees will be charged each time they go in and out of the parking garages. Attendees staying overnight at the Lancaster Marriott will have their parking passes validated upon hotel check-in and will have unlimited in and out access.

GPS ADDRESSES

City, state and zip for each address below is Lancaster, PA 17602.

Lancaster County Convention Center Penn Square Parking Garage
24 South Duke Street

East King Street Parking Garage
146-52 E. King Street

Prince Street Parking Garage
111 N. Prince Street

Marriott & Lancaster County Convention Center Valet Parking
25 South Queen Street

Lancaster County Convention Center Loading Dock (Exhibitors Only)
3 East Vine Street

Event Sponsors



Production Conference Committee

Chair

Cynthia Angelo
Givaudan Flavors

Vice Chair

Shawn Houser-Fedor
The Hershey Company

PMCA Staff

Yvette Thomas
Brandy Kresge
Rachel Halkias

Program Committee Chair

Judy Cooley
Global Confection Connections LLC

Committee Members

Amy Allured*MC/Manufacturing Confectioner*
Kristine Bender.....*Blommer Chocolate Company*
Serena Bitzer *The Hershey Company*
Sean Burns..... *Sollich NA*
Chelsey Castrodale *Clasen Quality Chocolate*
Colleen Dommel..... *The Hershey Company*
Diane Douglas *Sethness Roquette*
Tracey Duffey *ofi*
Binu Eapen *AAK USA*
Zachary Freed.....*Blommer Chocolate Company*
Steven L. Genzoli..... *Ghirardelli Chocolate Company*
Pam Gesford *The Hershey Company*
Sarah Houle..... *Ghirardelli Chocolate Company*
Robert Huzinec *retired, The Hershey Company*
Christina Jenkins.....*Barry Callebaut*
Elizabeth Macks *UTZ Brands, Inc.*
Steven Marcanello *retired, Asher's Chocolates*
Edward Minson *Tate & Lyle*
Reginald Ohlson *retired, Mars, Inc.*
Rose Potts *Blommer Chocolate Company*
Angie Sanchez *ofi*
Marlene Stauffer *Blommer Chocolate Company*
Abdoulaye Traore *ofi*