

CASE STUDY

Greencore Grocery ...utilises Tracesoft to drive efficiency throughout their business



Today's food manufacturers need to continually improve their traceability and quality systems to drive efficiencies throughout their business. When Greencore wanted to improve their quality systems they utilised the latest in wireless mobile technologies to facilitate real-time data collection and analysis.

greencore grocery

Greencore Group plc is a European manufacturer and supplier of convenience foods and ingredients to consumer, industrial and food service markets. It manufactures sandwiches, cakes, pizzas, chilled prepared meals and frozen desserts. One of Greencore's divisions, Greencore Grocery, operates from it's main plant in Selby, North Yorkshire. Occupying 23 acres and employing over 500 people, Selby manufactures a range of food products including cooking and table sauces, pickles, salad dressings through to soft drinks.



TRADITIONAL PAPER BASED SYSTEMS

Supplying products to all of the major retailers means having a huge range of product specifications. Like many food manufacturers, quality control and traceability was carried out using paper based systems. Because the company produces a large range of products, it had to manage hundreds of different QC check sheets. This resulted in the collection of a large amount of production data, very little of which was being used to provide any historical analysis. Typically, QC sheets were stored in filing cabinets, only to be used in the event of customer audit.



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*Adrian Regan
GREENCORE GROCERY*

MEETING MODERN REQUIREMENTS

Adrian Regan, the Selby site Technical Director, recognised that improving quality data collection and analysis would unlock significant value for the company. In addition, lean manufacturing was on Greencore Group plc's agenda; product quality and lean manufacturing was seen to go "hand in hand" as driving quality up drives costs down. Regan commented "We needed to find a solution that provided a method of collecting and validating data that could not only be rapidly analysed, but would also alert staff to errors quickly and easily." The requirement was to have a Total Quality Management system that would encompass quality, traceability and lean manufacturing. "I'm a firm believer in the Right First Time (RFT) philosophy", Regan continued "if a system could raise an alert as soon as a problem was identified, we could stop production until the problem was rectified."

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A highly configurable Total Quality Management solution...

Greencore benefitted from Improved productivity and a significant reduction in non-conformance levels by adopting...

Tracesoft

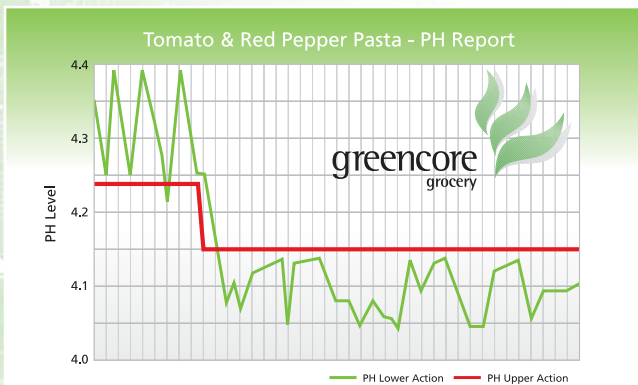
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It was also a requirement for the system to be operational on the factory floor, requiring a mobile solution using hand held computers. In addition, "real time" data collection was critical to ensure that non-conformance alerts would be effective and immediate.

THE SOLUTION IS TRACESOFT

After evaluating a number of potential suppliers, Tracesoft, by Innovation Software was selected. Tracesoft was installed with 30 mobile computers operating wirelessly through the Selby site. Early in its adoption, Tracesoft's daily reports highlighted critical control points requiring improvement and provided clear identification of out of spec results.



Trending over time driving recipe and specification improvement and leading to significant Right First Time improvements.

Steve Mumby, Director of Innovation Software commented, "Tracesoft's quick and easy reporting system enables our customers to analyse trending over time, providing daily, full shift reporting of all non-conformances by line and operator. This provides customers with 'Right First Time' actions, full visibility and detailed Root Cause analysis." At Selby, the new system has freed up key technical staff from manually preparing reports, allowing them to be more productive on the factory floor.

IMPROVING PRODUCTIVITY INTO THE FUTURE

"Easier record keeping, faster, more accurate information and removal of the 'paper chase' from the daily work load have contributed to improved productivity and a significant reduction in non-conformance levels" adds Regan. "We are continually coming up with new ideas for Tracesoft, developing new checks and producing new analysis. Tracesoft drives our Lean Manufacturing and Right First Time programmes, significantly reducing down time and product write off."



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Steve Mumby
TRACESOFT

Key Benefits

- ▶ Tracesoft enabled significant benefits to be realised at the Selby production site
- ▶ Reduction of not RFT (scrapped production) from 5% in 2005 to 0.6% in 2007
- ▶ Reduced recipe batch not RFT from 8% to 2% in six months
- ▶ Top loss report has driven lean manufacturing
- ▶ Process capability instrumental in launch of new products
- ▶ Significant benefit to customer facing forums such as consistency panels, where real time analysis can be presented across production runs.
- ▶ NPD Right First Time Launch programme facilitated by live trials on data capture
- ▶ Provides real time operational control with real flexibility at a fraction of the cost of competing systems
- ▶ Facilitates the Continuous Improvement Programme
- ▶ Traceability was a bonus



Tracesoft

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