

# Tetra Pak® CUSTOMER CASE

## OPTIMISE PERFORMANCE



Boosting your productivity through our expertise  
**Total Productive Maintenance approach**  
helps dairy company save **\$6.5M**



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### Customer

A leading multi-site American premium milk and dairy food manufacturer.

### Challenge

The customer wanted to reduce costs and improve productivity across their plants.

### Solution

We started with an Opportunity Analysis, to evaluate the existing operational setup and identify areas of improvement. As a result of this, we started to implement a Total Productive Maintenance System (TPM).

### Results

Over the first nine months of the project, cost reductions totalled US\$6.5 million.

# Customer challenge

The overall goal was better profitability through cost reductions and productivity improvements. The customer asked us to come up with a common Operational Excellence approach, covering all processing and packaging equipment, and implement it at eleven of their manufacturing plants. Apart from addressing tangible production efficiency issues, such as stoppages and equipment breakdowns, it was also important that the solution could support an optimised human resource utilisation and build an even safer working environment for employees.

The target for a two-year period is to significantly reduce overall cost.

## Our solution

Ensuring immediate results was of the essence. Our Tetra Pak Expert Services team was able to quickly start to deliver improvements on location – the team very much “hit the ground running”. An evaluation of the existing operational set-up showed that a Tetra Pak Total Productive Maintenance (TPM) system could deliver the cost savings and productivity targets the customer was aiming for.

We used a three-phase implementation plan, aiming to deliver innovative, future-proof solutions focused on the customer’s needs:

1. An opportunity analysis at each plant to understand and confirm the range of potential local savings.
2. Early impact improvement activities to deliver quick wins.
3. Implementation of a full TPM program across the plants, using our global experience. The program ensured that the early improvements made at each plant were sustained and supported the development of a continuous improvement culture, across all plants.

In parallel with activities at each plant, the Tetra Pak team continues to work closely with the customer’s Human Resources organisation to ensure that the program builds an even safer working environment and that it is supported with staff training. Furthermore, the team develops a framework to measure cost savings in cooperation with the customer’s financial department.

## Results achieved

We improved the customer’s efficiency using our expertise to help them get the most from their operations. Through effective and systematic improvements of equipment, processes and people, costs were reduced by US\$6.5 million over the first nine months of the project. In addition, Overall Equipment Effectiveness (OEE) has improved by 5% overall.

### The key principles when implementing TPM are:

- Secure that the current situation in terms of performance, cost and risk is clearly defined
- High focus on the foundations, to enable deployment of methodologies in a sustainable way
- Use Daily Management System (DMS) to create people empowerment
- Involve the whole organisation, from left to right and top to shop floor On-site, hand-in-hand coaching and audits from Tetra Pak
- On-site, hand-in-hand coaching and audits from Tetra Pak

## Customer case

**An American food and dairy manufacturer.**

**Challenge:** To reduce costs and improve productivity.

**Solution:** Implementation of a Total Productive Maintenance (TPM) system.

**+5%**

Overall Equipment Effectiveness (OEE)

**US\$6.5M**

Cost reduction

## Tetra Pak® Services

Tetra Pak® Services cover every aspect of your food production, from daily routines to business insights. Our tailored service solutions improve performance, optimise costs and ensure food safety throughout the lifecycle of your operation. With Tetra Pak as your partner, you get the people, portfolio and presence to achieve your performance goals.

Find out more about Tetra Pak® Services at [tetrapak.com/services](https://www.tetrapak.com/services)

