



Operator certification at an Asian dairy and juice producer boosted productivity by 30%



Customer

Dairy and juice producer in Asia.

Challenge

To reduce production inefficiencies and build operator confidence.

Solution

Certifying operators to ensure that they understand how to run the equipment and how to perform the procedures for weekly care.

Service offering

Operator Certification.

Results

Increased production by 30% and reduced spare part costs.

Customer challenge

This Asian dairy and juice producer's plant is outfitted with complete lines from Tetra Pak, including processing, filling and distribution equipment. During the last four years, the company has invested in new equipment in order to expand production. As a result of the increase in production and unfamiliarity with the new equipment, they experienced many daily production problems from frequent stoppages to splicing and packaging issues. The plant was running for 20 hours a day, but only producing a third of the expected output. The main problem: a lack of confidence in the operators.

Our solution

Although the operators had undergone initial training on the new equipment, they were unsure if they were performing production control and weekly care procedures correctly. This uncertainty impacted their daily decision-making and equipment operation. After analysing the situation, the local Tetra Pak team thought that certifying the operators would be the best way to ensure competence and to build back up their confidence – which would minimise errors and waste.

The customer's Plant Manager agreed to try it out by certifying one operator. He immediately saw the impact and decided to invest in operator certification for all operators running TBA/8 and TBA/22 filling machines (8 out of the 16 operators). The training which was conducted in local language, took a total of two weeks. After the operators passed a written test and the on-site practical assessment, the customer celebrated that they became certified by having a ceremony to recognise and reward the operators.

Results achieved

After certification, the customer saw a dramatic increase in equipment and operator efficiency as well as a reduction in spare parts usage and inventory levels – even with a 30 percent increase in production. "I've seen a big difference in the attitude of the operators that have been certified. They are now confident in performing their routines and in knowing how the machine should operate", the Plant Manager said. "Training has been crucial. This investment has resulted in higher utilisation rates and improved operational efficiency. What we normally produced in 24 hours now takes only 14 hours."

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