



Our customised service solution helped a North American juice producer reduce waste and improve efficiency



## Customer

Juice producer in North America.

## Challenge

High price pressure from retailers. At the same time, the customer wanted to achieve higher production capacity, improve equipment performance and lower operational costs.

## Solution

Tetra Pak® Plant Care with performance guarantee including maintenance management and execution, spare parts management, competence development and performance management.

## Results

- Improved line machine mechanical efficiency (LMME) by an average of 3%
- Reduced waste by about 50%

# Customer challenge

A new juice customer based in an emerging market was poised to decide between Tetra Pak and a competitor's aseptic plastic bottle solution. The customer stressed the importance of consistent and high operational performance as they were facing the need for high production output right from the start. The customer had received an offer from a competitor and wanted Tetra Pak to match the competitive bid and provide filling line performance guarantees upfront. Customer staff was new to Tetra Pak equipment so there was also a potential need for competence development.

## Our solution

Based on decades of technical and analytical experience and an approach that centres on achieving the best results for the customer, we prepared a tailor-made service solution including maintenance management and execution, spare parts management, competence development and performance management.

In accordance with the Tetra Pak Maintenance System (TPMS):

- A maintenance plan was provided giving the customer good predictability with an overview of coming maintenance activities and related costs.
- Unique maintenance recommendations for specified equipment items were given.
- Service intervals were planned and scheduled to minimize maintenance interference to production
- Consistent monitoring of performance was scheduled to identify improvement opportunities and drive proactive maintenance activities to increase line performance.

We also implemented a parts control management system called ePIMS to improve parts management and handling, and to ensure the right parts were on hand when needed. This contributed the following benefits:

- Increased production availability through easy access to the right parts.
- Maximised stock visibility so that unnecessary spare parts ordering was kept to an absolute minimum. Spare parts ordering were consolidated to a few planned deliveries.

We delivered a professional operator training course for plant staff to ensure the safe and efficient operation of the processing, filling and distribution equipment. This helped:

- Ensure line efficiency and kept waste to a minimum.
- Minimise production interruptions.

The customized solution helped the customer achieve the pre-agreed performance level.

## Results achieved

The customer improved line machine mechanical efficiency (LMME) by an average of 3%, and reduced waste by about 50%.

### 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://tetrapak.com/services).

