HARFORD**CONTROL**

Complete customer satisfaction

Zorba Delicacies Ltd.
A case study

Zorba
DELICACIES LTD.

About ZORBA DELICACIES Ltd.

From humble beginnings, Zorba Delicacies has grown into a multi-million-pound manufacturer of an extensive range of premium dips, spreads, deli sandwich fillings and soups for the UK's leading grocery retailers and foodservice operators.

Zorba's state of the art factory and dedicated dips hall allows them to work at both high speed and low volume runs for hand filled products, and in a variety of pack formats including sleeved, labelled and gas flushed single pots, stackers or multipacks.

Challenge

Two separate needs, one for a paperless quality management system and one for an automated coding and labelling compliance solution to satisfy retailer requirements, were being evaluated by Zorba. A side-by-side trial allowed Harford to showcase the benefits that can be gained from a mature, integrated system. Having experienced the capabilities of the Harford system, the following aims for a complete implementation were agreed upon:

- Elimination of coding and labelling errors to avoide product recalls and financial penalties
- Minimisation of paper recording
- Use of Statistical Process Control to reduce materials wastage
- Visual display of real-time performance indicators, including issues and improvement opportunities
- Increased efficiency through better data accuracy and root cause analysis

Solution

Following the demonstration of what can be achieved by integrating a number of systems into a single solution, Harford was rolled out across further lines. Now, date code printers are automatically set up, packaging is verified by in-line scanners and performance data is captured from the production lines. Links to existing checkweighers allow Harford to provide direct feedback into the High Care area, to control the filling process by providing adjustment advice when relevant.

In addition, all quality checks can be recorded in a paperless way, enabling operators and shift managers to work in a completely paperless production environment – whilst management benefits from real-time information about schedule adherence, production performance, quality issues, efficiency and much more. Large Short Interval Control screens above the production lines keep all operational and managerial personnel informed about the current status of production KPIs and improvement opportunities.

TOP 3 BUSINESS BENEFITS

1. No more product recalls or withdrawals due to incorrect prints or packaging
2. Improved yield through better weight control
3. Accurate line efficiency data to drive continuous improvement

A SPECIAL SOLUTION

To verify the correct type of pre-printed round pot, commonly a costly combination of four barcode scanners is used. Working together with the team at Zorba and their customer, we positioned identifiers in ideal locations on each pot, so that only two scanners per line suffice to reliably confirm the packaging. Zorba have ensured the continued satisfaction of their customers, whilst reducing expenditure and ongoing maintenance costs.

HARFORD**CONTROL**

The Harford Control solution is a unique combination of **MES** (Manufacturing Execution System) and **MIS** (Management Information System) elements, designed to improve process control through automation combined with manual control, and, at the same time, supplies accurate **Business Intelligence** in real-time to drive decision-making to improve productivity.

LINE PERFORMANCE - OEE and more

Automated, accurate, real-time information enables each team to make decisions where and when needed - based on facts, not opinions. Gain full visibility into your manufacturing processes and improve line performance in real-time. Unlock hidden capacity, reduce changeover times, improve labour utilisation - all through a single interface.

PROCESS CONTROL - Quality and Yield

It's not hard to do things *Right First Time* when you have a solution that instantly verifies any input and provides corrective action advice whenever a quality check fails, with full traceability. We combine SPC and process capability analysis to ensure that optimum control of any process can be achieved - especially where high levels of variation (and wastage) exist.

LIVE REPORTING - Real-time Analyses and Interpretation Tools

Making the right decisions at the right time hugely impacts performance, quality consistency, compliance, and customer satisfaction. Our reporting tool visualises all relevant KPIs in real-time, displays automatic Short Interval Control screens, sends alerts and provides a huge range of historic reports and analyses - including tools for root cause analysis (e.g. 5Y).

AUTOMATION - Inspection and machine configuration

Automatic configuration of packaging line devices and machinery removes the need for human interaction, and hence minimizes the risk of errors and product recalls. Downtime during changeovers is reduced, yielding higher efficiency. Data captured from in-line inspection devices (scanning, weighing, x-ray, etc) is automatically analysed to drive performance improvement.
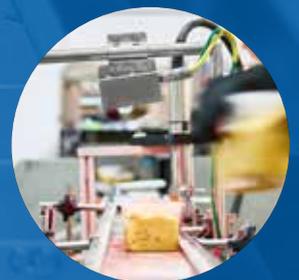
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INDUSTRY

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