



Producer with multiple SKUs (stock keeping units) accesses expertise when needed to meet regulatory requirements and ensure product quality consistency



Customer

This California-based company is a co-packer producing a broad product range for consumers in the United States and Canada: dairy beverages, non-dairy beverages, nutritional beverages, soups & broths, ready-to-drink tea & coffee, and wine & spirits.

Challenge

Due to staffing changes the producer asked for assistance with the annual critical control point (CCP) Challenges of the Processing System. This procedure is necessary to meet legal and internal quality requirements.

Solution

Tetra Pak met this need by successfully executing the annual CCP Challenges of the Processing System. The procedure was added to another service already in place: Calibration of the Processing System.

Results

No additional downtime during ramp-up was observed after completion of the annual CCP Challenges of the Processing System. Moreover, Tetra Pak's industry expertise and in-depth knowledge of its equipment enabled the customer to maximise the benefits of both services:

- CCP Challenges of the Processing System is essential to meet government regulations, and it also increases product quality consistency and protects the customer's brand.
- Calibration of the Processing System delivers consistent product quality and equipment performance, as well as lower operational costs.

Customer challenge

This food & beverage producer required assistance with their annual critical control point (CCP) Challenges of the Processing System due to limited in-house capacity. This procedure is necessary to meet federal and state government regulations and internal quality requirements.

Moreover, the customer has a high number of SKUs (stock keeping units) with frequent changeovers, so optimising equipment uptime is essential.

Our solution

Tetra Pak met this challenge by delivering the annual CCP Challenges of the Processing System.

This procedure was added to another service that was already being delivered by Tetra Pak: Calibration of the Processing System. During this service event all critical thermocouples and sensors are calibrated, improving the consistency of operations (thermocouples ensure stable temperatures).

Results achieved

The customer was able to complete the annual CCP Challenges of the Processing System and thereby meet federal and state government regulations and internal quality requirements. No additional downtime was observed during ramp-up after completion of the service.

Tetra Pak's industry expertise and in-depth knowledge of its equipment enabled the customer to maximise the benefits of both CCP Challenges of the Processing System and Calibration of the Processing System:

- Not only is CCP Challenges of the Processing System essential to meet government regulations; it also increases product quality consistency and protects the customer's brand.
- Calibration of the Processing System delivers consistent product quality and equipment performance, as well as lower operational costs.

The next step has already been agreed: combining the two services in the same maintenance event window. This will enable additional reductions in downtime.

Moreover, these maintenance events will be added to an existing two-year integrated service agreement which supports a preventive maintenance approach. The customer benefits from the full expertise of an end-to-end solution provider, while the single point of contact increases efficiency and reduces T&E (travel & expense) costs.



Customer case

This California-based company is a co-packer producing a broad product range for consumers in the United States and Canada.

Challenge: The producer needed assistance with the annual critical control point (CCP) Challenges of the Processing System. This procedure is necessary to meet federal and state government regulations and internal quality requirements.

Solution: Tetra Pak successfully delivered the annual CCP Challenges of the Processing system.

Expertise delivered at the right time

Annual CCP Challenges of the Processing System performed, meeting government regulations and internal quality requirements

Quality consistency

Product quality consistency strengthened, protecting the customer's brand

Future downtime reductions

To be achieved by combining two services in one maintenance event window:

- CCP Challenges of the Processing System
- Calibration of the Processing System

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.

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