



Improved Quality Control routines helped a European milk producer reduce loss of sales due to poor quality by 90%



Customer

An ambient white milk producer in Europe.

Challenge

Quality performance issues – inconsistent Quality Control (QC) routines and long reaction times.

Solution

Quality control routines updated to match best practice. Production quality sampling system implemented in packaging area, combining new routines with operator training.

Results

Loss of sales due to poor quality reduced by 90%. The amount of claims from the market were halved and the internal defect rate improved from 1 in 1'000 to 1 in 10'000.

Customer challenge

The customer was applying their Quality Control (QC) routines in an inconsistent manner. Targets for quality performance were not always defined, and when they did exist they were rarely met. The plant also struggled with long reaction times whenever an issue occurred.

Our solution

To address these challenges, we wanted to analyse the correlation between data from production and consumer claims. To do this in an efficient way, we implemented a system that allowed us to capture data automatically. This included new software for managing the filling machines.

We also trained staff in best practice for Quality Control and updated the QC routines to reflect the training. The new routines were then loaded to the system.

Results achieved

Loss of sales due to quality issues was estimated to 500K€ per year. The improvements reduced this by 90% (450K€). Furthermore, the amount of consumer claims were cut in half, and the internal defect rate improved from 1 in 1'000 to 1 in 10'000 - in other words, nine out of ten internal defects were erased.

The overall cost of quality was reduced by more than one Full Time Equivalent (FTE) and the preparation time for audits was reduced from one week to a few hours.

Customer case

European ambient white milk producer

Challenge: Poor quality control and performance.

Solution: Implementation of updated Quality Control routines and a system for correlation of production and market quality data.

90%

Loss of sales reduction

50%

Decrease in consumer claims

>1 FTE

Cost of quality reduction

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