



Case booklet

# Making a difference for our customers

 **Tetra Pak**<sup>®</sup>  
PROTECTS WHAT'S GOOD



# When downtime needs to be uptime, who do you rely on?

Achieving excellence in food production means ensuring operations run smoothly, safely, and efficiently. However no two businesses are the same. That's why we work closely with our customers to understand their unique challenges and provide tailored solutions that deliver real impact.

In this booklet, five pioneering businesses share their experiences – how they've improved efficiency, reduced costs, and increased reliability by collaborating with us. From quick upgrades to comprehensive service plans, our support has helped them stay ahead in a fast-moving industry.

**Service to rely on, today and tomorrow.**

## Inside, you'll discover

### Tetra Pak® Upgrades

Enhancing performance with targeted improvements.

### Tetra Pak® Plant Secure

A data-driven approach to optimising operations.

### Tetra Pak® Plant Components

A portfolio of over 40,000 plant components from one supplier.

As our customers demonstrate, when it comes to ensuring uptime and future-proofing operations, the right collaboration makes all the difference. Could these solutions work for you, too?

[Get in touch](#)



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# Lactalis improves dairy production with Tetra Pak® Plant Secure

## The challenge

Lactalis, a global dairy leader, needed to modernise its operations to support an expanding product portfolio in packaging using certified recycled polymers. However, aging equipment like the Tetra Pak® filling machine faced obsolescence in servo and PLC systems, resulting in frequent downtimes, unavailability of spare parts, and excessive product waste. With efficiency and sustainability as priorities, Lactalis sought a reliable partner to overcome these challenges.

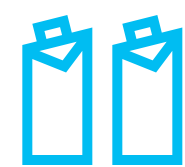
## The solution

Tetra Pak Services introduced tailored upgrade solutions from its Services Upgrade Portfolio. By replacing outdated components with pre-tested kits compatible with the existing equipment, we ensured a seamless transition to modern systems, including the Rockwell servo and PLC systems. Meticulous planning minimised disruptions: service engineers assessed requirements, prepared installations, and coordinated with Lactalis to integrate the upgrades during scheduled production stops. This proactive collaboration reduced unplanned downtime while improving machine reliability.

## The outcome

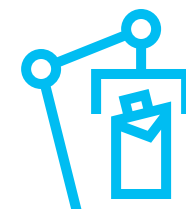
The upgrades transformed Lactalis's operations. Production lines became more efficient and reliable with updated servo and PLC components. Persistent issues, such as the Final Folder servo motor alarm on the Tetra Pak® filling machine, which previously caused daily stoppages and wasted 250 packages, were resolved. Lactalis no longer relies on repaired components, avoiding unpredictable disruptions.

The successful collaboration has led Lactalis to continue investing in Tetra Pak Services, implementing further obsolescence upgrades to future-proof their production lines and maintain a competitive edge.



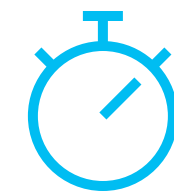
**250**

packages of daily waste eliminated



**5**

machine stops prevented daily



**1 hr**

of production time saved daily



We are constantly evaluating the critical lines where Lactalis Türkiye plans to make long-term production, in order to extend the life of the equipment and prevent unexpected stoppages. Based on these evaluations, Lactalis Türkiye includes upgrade kits in its investment plans.

– **Özkan Altinel,**  
Service Key Account Manager,  
Lactalis Türkiye

# Al Rabie achieves cost savings of €300,000 annually with Tetra Pak® Plant Secure

## The challenge

Al Rabie, one of Saudi Arabia's leading juice manufacturers, faced increasing pressure to reduce operational costs while maintaining its market leadership. With a production setup comprising of 21 processing units and 20 packing lines, the company grappled with challenges such as high energy and water consumption, significant product losses during processing and packaging, and inefficiencies in cleaning and changeovers.

## The solution

Building on a partnership established in 2018, Al Rabie worked closely with Tetra Pak Services to implement the Operational Cost Optimisation solutions in 2019. This “no pain, no gain” service agreement ensured that the savings generated would exceed the program's costs. Our expert team conducted a detailed operational analysis, identifying opportunities to reduce energy usage on packaging lines and compressors, optimise cleaning events to cut water and chemical waste, minimise product losses at the processing-packaging interface, and simplify changeovers on packaging lines and cardboard packers. Using World Class Manufacturing (WCM) principles, we implemented these initiatives collaboratively, overcoming external disruptions like COVID-19 and the sugar tax to deliver improved results.

## The outcome

Through the Plant Secure agreement, Al Rabie achieved significant operational improvements, including a **12% improvement in Line Machine Mechanical Efficiency (LMME)**, which delivered smoother and more reliable operations. Gains in **Performance Time Utilisation (PTU)** further optimised production efficiency, minimising delays and interruptions.

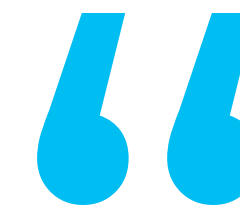
These advancements reduced resource waste and operational costs, reinforcing Al Rabie's market leadership in the MENA region while supporting its commitment to sustainable production.



**€300,000**  
yearly operational  
cost savings



**19,000 t**  
of CO<sub>2</sub> emissions  
reduced annually



Tetra Pak® Plant Secure Contract helped us a lot for improvement of equipment performance, quality, sustainability, capability development for our staff and operational cost reduction. Overall outcome is great and so far we have achieved 12% LMME improvement and 300k Euro annual operational cost saving.

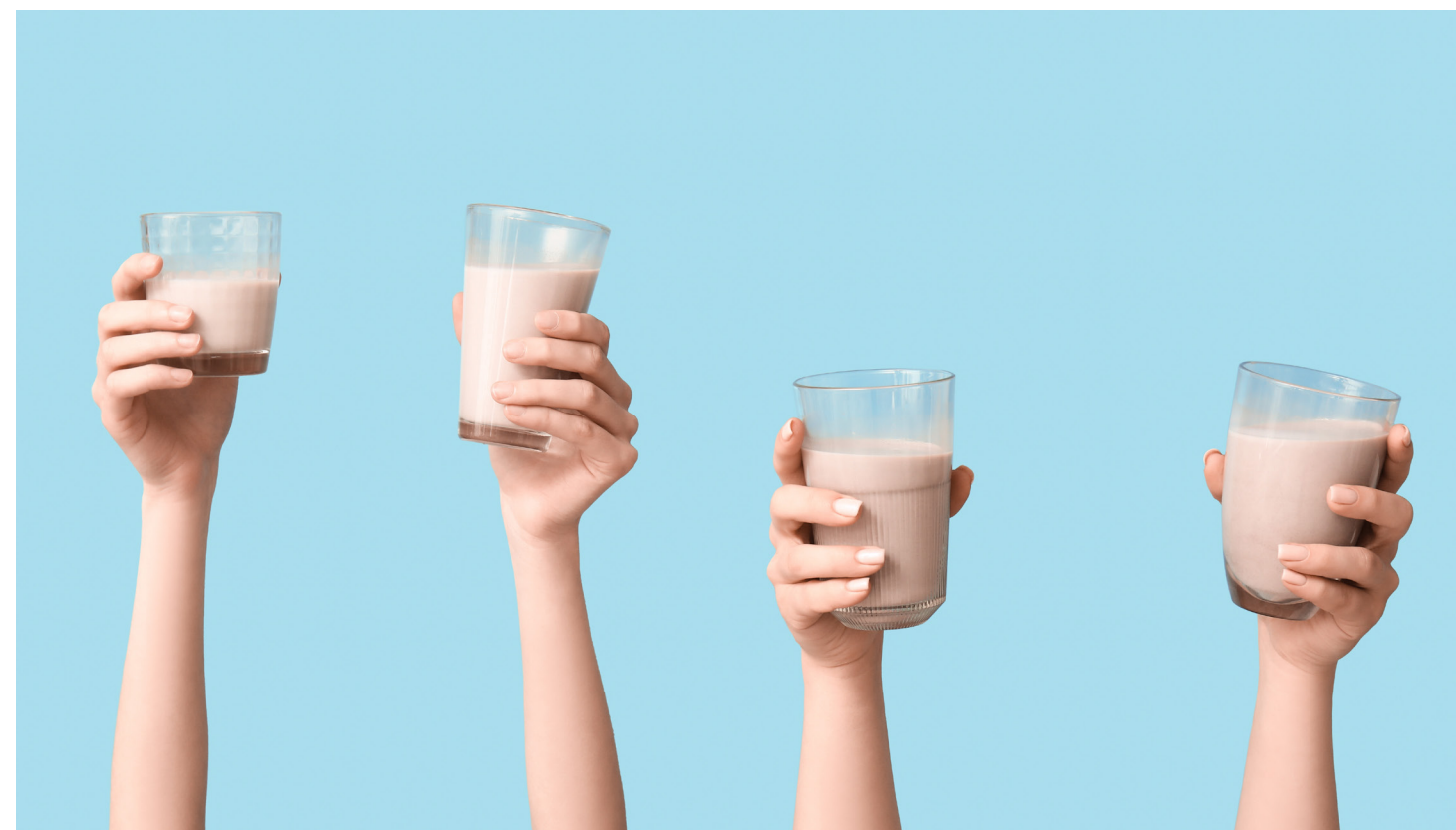
– **Khalid Al Shemaimry,**  
Chief Operations Officer,  
Al Rabie Saudie Foods Co.



# Major Asian food producer cuts 350 tons of CO<sub>2</sub> emissions and improves productivity with Tetra Pak® Upgrades

## The challenge

A leading food producer faced significant operational challenges in meeting performance targets and production yield due to frequent equipment breakdowns, high labour and utility costs, and capacity constraints. An assessment in 2021 identified gaps in people, processes, systems, and data, alongside limited technical skills and ownership among operators and technicians. These issues led to unplanned downtime and production inefficiencies, limiting their ability to meet market demand.



## The solution

Tetra Pak Services implemented Plant Secure, to focus on Total Productive Maintenance (TPM) to address these gaps. The solution involved four pillars:

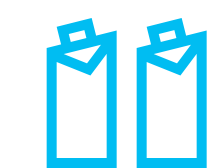
1. Autonomous Maintenance to enable operators to identify and address small issues before they escalated
2. Planned Maintenance for engineering teams to ensure consistent equipment reliability
3. Focus Improvement to enhance production processes
4. Education & Training to develop technical competencies

Over 3,800 abnormalities were tagged on the shop floor with an 84% closure rate, empowering operators to take greater ownership. Production schedules were optimised to extend run times, reduce downtimes, and align key improvement areas with the company's balanced scorecard.

## The outcome

With Tetra Pak Plant Secure, the food manufacturer achieved a 5% improvement in OEE, increasing production by 17 million packs annually. Equipment reliability improved, reducing packaging material waste by 50% and electricity consumption by 13%, which together cut operational costs by 2%. The improved efficiency also supported Garuda's sustainability goals, reducing CO<sub>2</sub> emissions by 350 tons per year.

The approach meant greater ownership among operators and technicians, establishing a foundation for sustained productivity and environmental responsibility.



**17 million**  
additional packs  
produced annually



**350 t**  
of CO<sub>2</sub> emissions  
saved yearly

# Jumex increased Operational Equipment Efficiency by 11% with Tetra Pak® Plant Secure

## The challenge

Jumex, one of Mexico's largest juice producers, operates across four factories and 64 distribution centres. While demand for its products was growing in Mexico and North America, production efficiency was falling, and operational costs were rising.

Employees could operate the equipment but weren't always using it in the most effective way, leading to inconsistent results. Jumex needed to get more out of existing production lines while building team knowledge and confidence.

## The solution

Tetra Pak Services worked closely with Jumex to implement the **Operational Cost Guarantee agreement**, part of the **Plant Secure service**. Our collaboration began with a detailed assessment of their production setup, identifying key opportunities to standardise operations and strengthen efficiency. Training workshops and clear maintenance routines were implemented, helping Jumex teams to improve cleaning procedures and equipment management.

To support these improvements, we introduced tools like the **daily management system** and **ePIMS** for parts management, ensuring the right parts were available when needed. These changes gave the Jumex teams greater control over performance and encouraged a sense of ownership, driving consistency and efficiency across the lines.

## The outcome

With processes improved, Jumex saw Operational Equipment Efficiency (OEE) rise by **11.4%**, and operational costs reduce by **7%**. The changes not only delivered measurable results but also improved team spirit, with employees taking pride in their performance – even running friendly competitions between lines to achieve the best results.



**11.4%**  
increase in OEE



**7%**  
reduction in operational costs



In the beginning we had a situation where we were experiencing stoppages on lines. This meant we lost a lot of time. We were also seeing operational equipment efficiency going down, while both costs and demand for our products was increasing. That's when we started to talk to Tetra Pak about Operational Cost Guarantee.

– **Juan Manuel Fernandez**,  
Operations Director,  
Jumex



## National Foods conquered new territory with Tetra Pak® Plant Components

### The challenge

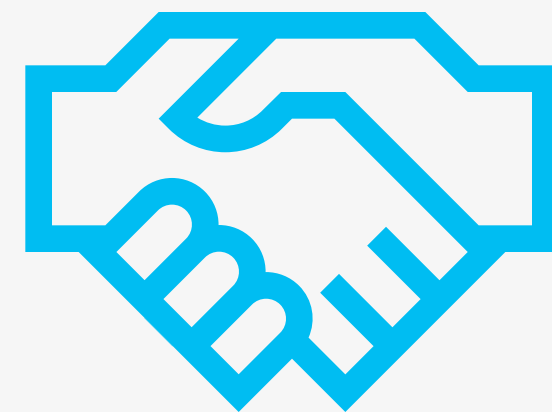
National Foods, a leading food processor in Pakistan, began constructing a Greenfield plant to expand its ketchup and jam production. Amid economic challenges, including import restrictions and foreign exchange crises, the company required competitively priced components, reliable delivery, and technical guidance. Lacking in-house expertise to select and size the necessary pumps, valves, and flow meters, they sought a dependable partner with a strong supply chain.

### The solution

Tetra Pak Services started its relationship with National Foods with the sale of a single pump three years ago, proving our reliability and commitment. For the greenfield project, we provided competitively priced, high-quality components and worked with the project team to finalise a bill of materials. Using our strong supply chain, we provided timely deliveries despite local import restrictions. During commissioning, we offered both remote and onsite support to address configuration issues and ensure a smooth startup for the new plant.

### The outcome

With our support, National Foods successfully commissioned its greenfield plant, meeting critical timelines despite external challenges. The collaboration strengthened operational reliability and gave National Foods the confidence to rely on us for future projects. This long-term view, with an emphasis on TCO, meant National foods benefited from reliable components, reduced breakdowns, and lower utility consumption.



**For long-term relationships**



We found Tetra Pak to be a reliable supplier who, at very difficult times when others had declined, was able to supply our required items. They stood with us during startup issues and provided the support we needed. We plan to work with them on future projects.

– **Ahmed Bin Mansoor,**  
Head of Projects,  
National Foods



# Questions?

## We're happy to help!

Connect with our dedicated team to discuss your needs and find solutions to your challenges.

[Get in touch](#)