



Complete solution for hot melt streamlines business

## **Global food and beverage producer increases uptime and reduces manual operations at two sites in Vietnam thanks to Hot Melt Service Agreement**



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### **Customer**

Global food and beverage company producing flavoured milk products in Vietnam.

### **Challenge**

Improve operations and control costs, supply and process for hot melt used to attach straws onto portion packages.

### **Solution**

A complete solution with fixed cost per 1,000 packages and guaranteed quality for consistent hot melt adhesive and parts supply, on-site preventive and corrective maintenance and training.

### **Results**

Mean time between failure of the straw applicator was improved by 12%, gun module changes were reduced by 33% and hot melt refills were reduced by 66% – all for a competitive fixed cost per 1,000 packs at their desired quality level.

# Customer challenge

A global food and beverage company with two dairies in Vietnam – where they affix over 1 billion straws each year to portion packages of flavoured milk – is always looking for ways to improve their operations, reduce costs and secure supply. So, when our service engineers identified an opportunity for the customer to streamline their hot melt process with our Hot Melt Service Agreement – the company jumped at the chance to save on time, cost and hassle with their hot melt operations. They were looking to improve their current situation with on-site and on time supply and service. And they were also experiencing some challenges with hot melt in the straw applicator causing stops in production.

# Our solution

With our Hot Melt Service Agreement, we support the customer with the complete solution for their hot melt needs with fixed cost per 1,000 packages and secured quality. We manage their stock for a consistent hot melt adhesive supply so they always have the right amount of hot melt on site. They also get full support from an on-site service engineer who instantly responds to queries. We clean and maintain their hot melt equipment and supply of all relevant parts – all according to their maintenance plan and provide training for their operators and quality assurance staff. Their solution also includes our automatic hot melt filling system upgrade kit.



## Results achieved

Since implementing the Melt Service Agreement at the first production site in 2015 the company has seen significant benefits – and added a second site in 2017. They appreciate the security of knowing that we manage their hot melt supply and maintenance of their hot melt process. They are happy with the new solution and they no longer need to trigger new supply themselves. Our on-site engineer means they get fast and expert service and a stable, well-managed equipment. That, combined with the high quality of the hot melt supplied, has increased the mean time between failure of the straw applicators by an average of 2 hours and 25 minutes. That's an improvement of 12% compared to their previous setup thanks to our improvements and optimisations. The quality of the hot melt is now better and the straw applicator is able to dispense hot melt evenly. This reduces the occurrence of straws falling off packages and thus

reduces the number of operational stops needed to rework packages. In addition, the nozzle no longer sticks and the hot melt no longer drips from it. They reduced the frequency of gun module changes by 33% – from once every two months to once every three months. In addition, they don't need to change the filter or clean the glue tank as often. Their operators have also observed that hot melt adhesiveness is now better than with their previous solution. Furthermore, the automatic filling system means that manual operations are reduced and they only need to refill hot melt once each day compared to three times each day. Furthermore, it's easier for the company to control and predict their costs and always meet at their desired quality level, since we provide a competitive fixed cost per 1,000 packs and guaranteed quality.



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