



Boosting your productivity through our expertise  
**Food and drink producer reduced variability  
by 84% thanks to Tetra Pak® Plant Care with  
Performance Guarantee**



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## Customer

A producer of plant-based foods and drinks.

## Challenge

To improve standards and quality, and to make overall equipment performance more stable.

## Solution

A 3-year Tetra Pak® Plant Care with Performance Guarantee agreement, covering three production lines and two site-based engineers.

## Results

Improved equipment reliability. Variability was reduced by 84% between 2015 and 2016.

## Customer challenge

The customer was, and still is, interested in innovation and continuous improvement and wanted this to be at the core of what we deliver. It started with a maintenance service agreement, based on 500 hours of preventive maintenance, in 2014. We experienced some difficulties in the early days, primarily around standards and quality of the work and the overall machine performance. For example, there were issues with the Direct Injection Moulding, such as pull ring forming, cooling unit problems and component failures. Equipment performance needed to be more stable and predictable.

## Our solution

We formed a Technical Account team, and since 2014 we have continued to work closely with the customer to continuously understand their changing priorities and aspirations. We have weekly and monthly reviews, focused on delivering value. We analyse and use data to prioritise delivery performance improvements. Today, the customer has a 3-year Tetra Pak® Plant Care with Performance Guarantee service agreement in place. This covers their three production lines and two site-based engineers.

## Results achieved

The skills and tools, which include Tetra Pak Maintenance System, from Tetra Pak deliver equipment reliability. We have also transferred our maintenance expertise to third party equipment utilized on the line. Between 2015 and 2016, we have made production output much more stable and predictable. Variability\* has improved by 84%: from 24.5% to 3.9%.

### Customer case

**A producer of plant-based foods and drinks.**

**Challenge:** To improve standards, quality and overall equipment performance and stability.

**Solution:** A 3-year Tetra Pak® Plant Care with Performance Guarantee service agreement.

**-84%**  
Variability reduction

## What is variability?

Variability measures the month-on-month differences of Line Machine Mechanical Efficiency (LMME), and thus indicates the stability of performance every month and the ability to rely on production targets in future months.

### 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.

Find out more about Tetra Pak® Services at [tetrapak.com/services](https://www.tetrapak.com/services)

