



**A customised solution including onsite maintenance management increased average LMME (Line Machine Mechanical Efficiency) for a California-based company across all lines, from 70.0% to 75.5%, and improved total capacity utilisation by 11% in just 18 months.**



## 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

The company needed to improve output in order to support increased sales. It targeted an increase in LMME (Line Machine Mechanical Efficiency) on certain lines.

## Solution

Tetra Pak first carried out a needs analysis for this customer, and then created a customised solution to address these needs. An 18-month service agreement including onsite maintenance management was put in place to deliver the solution, in close collaboration with plant operators.

## Results

Within 18 months average LMME increased from 70.0% to 75.5% across all lines, and the number of unplanned CIP (cleaning-in-place) events was reduced. As a result, total capacity utilisation grew by 11%.

## Customer challenge

This California-based company needed to improve output in order to support increased sales. It therefore targeted an increase in LMME (Line Machine Mechanical Efficiency) for certain lines. However the company's two plants produce a large number of SKUs (Stock Keeping Units), making it even more challenging to achieve line performance improvements. In this context it was essential to ensure a systematic and consistent approach to maintenance.

## Our solution

Tetra Pak started with a thorough needs analysis for this customer, using a cross-functional team of Expert Services consultants, Service Solutions specialists and Service engineers.

The next step was to create a solution to address these needs. Tetra Pak integrated services from its service portfolio into a single customised solution, including competence development, an online solution for real-time PLMS (Packaging Line Monitoring System) data, specialist support and Predictive Maintenance.

An 18-month service agreement was put in place to deliver the integrated solution. There was a strong emphasis on execution, including onsite maintenance management in collaboration with plant staff. This strong partnership between the company and Tetra Pak played an essential role in achieving the desired results.

In-house competence is important for ensuring good performance, so training was also included as a key element in the solution. This set the stage for an even more ambitious approach to training in the following phase.

## Results achieved

Within six months the customer was able to observe the first results, and by the end of the 18-month agreement, average LMME had increased across all lines from 70.0% to 75.5%. At the same time, the number of unplanned CIP (cleaning-in-place) events was reduced. As a result, total capacity utilisation grew by 11%. Satisfied with the outcome, the customer renewed the service agreement for an additional 12 months with a new average LMME target of 80% across all lines.



### 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 company needed to improve output in order to support increased sales.

**Solution:** A customised and integrated solution with a strong emphasis on execution, including onsite maintenance management. The partnership between the company and Tetra Pak played an essential role in successful delivery.

**70.0% to 75.5%**

LMME

(Line Machine Mechanical Efficiency)

**11%**

Increase in  
total capacity utilisation

### 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)

