

MES BUILDS FOUNDATION FOR SMART FACTORY, ENABLES PROCESS STANDARDIZATION & INTEGRATION, OPERATIONS BENCHMARKING, COST REDUCTION AND REGULATORY COMPLIANCE ENFORCEMENT

Client : A leading CPG company with operations in six continents, 45+ manufacturing plants and products sold in 180 countries. Manufacturing excellence has been a way of life for them and new initiatives are rolled out regularly to improve plant performance & achieve operational excellence through technology.

BUT: The Client's 45+ manufacturing plants were a mix of large automated plants and small manually operated ones. Most plants had manual systems and different IT systems in different plants also meant high incurrence of IT support & maintenance costs. Benchmarking of plant performance was an uphill task due to lack of common KPIs. The Client wanted to embark on a vision of "Common systems, processes and information" enabled by a Global MES program while ensuring 100% regulatory compliance.

WHAT WAS LACKING?

- Global Processes – Uniform system and processes across all manufacturing plants; The smaller plants managed processes using excels and paper-based documents with manual data capture
- Data Consolidation & Analysis was a challenge leading to low levels of process control and resulting in rejections and rework; This also hindered continuous improvement initiatives
- Inter Plant Benchmarking – Monitoring & reporting a standard set of KPIs to enable global performance benchmarking and identifying improvement areas
- Uniform IT systems and manufacturing processes to enable their Smart Factory vision with the help of Industry 4.0 & IoT technologies across all manufacturing plants

OUR SOLUTION

- A global MES program with templates based on deployment in five strategic factories spanning across four continents and plant level needs were incorporated for handling specific challenges
- A rigorous team orientation and onboarding approach with clear benefits demonstration enabled buy-in of stakeholders
- A lighter version of the solution – Lite-MES was implemented for the smaller plants who could reap the functional benefits of an MES system while justifying their investments
- A combination of 'Agile Delivery Approach', 'DevOps' and 'Test Automation' helped achieve shorter delivery lead times and first-time right solutions
- Process control and mistake proofing of material supply, recipe manufacturing, brand change management & equipment calibration led to higher process compliance & better performance
- Solution enabled Track & Trace to control counterfeits, product recalls & customer complaints management
- ITC Infotech's Factory Command and Control Center platform was leveraged to monitor real time plant performance and benchmark standardized KPIs on a Global Dashboard

THE RESULT

- 10% improvement in efficiency and productivity through elimination of NVAs and manual work
- OEE Improvement by 2% due to real time visibility, tracking and improved shop floor management
- 15% reduction in internal waste and reduction in product integrity violations and market returns
- Reduction in in-direct manpower cost by 2% due to complete elimination of manual activities
- Improved adherence to daily production plan by 8% with improved visibility into the entire manufacturing process, shopfloor inventory and plant performance
- 100% compliance to regulatory standards, process adherence and control

ITC INFOTECH'S MES CAPABILITIES

ITC Infotech has extensive experience in delivering MES solutions and services worldwide with rich domain expertise and understanding of shop floor processes backed by ITC Group's strong manufacturing presence. Our product certified consultants provide expert end-to-end guidance on MES spanning multiple sectors and leading product platforms