

PAPERLESS APRISO MES QUALITY MANAGEMENT SYSTEM FOR FOODS BUSINESS DIVISION

Leveraging MES for one of India's leading food manufacturing companies, recognized for its commitment to quality and innovation.

**CASE
STUDY**



Client Situation

In 2022, the leading food manufacturing company embarked on a digital transformation journey to strengthen its quality management processes across all manufacturing units. ITC Infotech was chosen as the strategic partner to implement a paperless, MES-driven QMS using Apriso, aimed at achieving operational excellence, enhanced traceability, and consistent product quality across sites.

Client Challenges

Client is moving forward on its digital transformation journey, leveraging manufacturing execution systems MES and was facing the following specific challenges:

- Digital transformation initiative to establish end-to-end quality traceability across all manufacturing units and product categories.
- Implementing Apriso MES for QMS without disrupting ongoing production operations or line efficiency.
- Ensuring data accuracy and real-time quality recording across multiple process checkpoints and manual operations.
- Managing change adoption across multi-site operations with diverse product lines and user groups.
- Achieving paperless inspections and approvals while complying with stringent food safety and quality standards.
- Providing centralized visibility into non-conformances, CAPA, and test results for faster decision-making.
- Maintaining system scalability and performance for future plant rollouts and new product introductions.

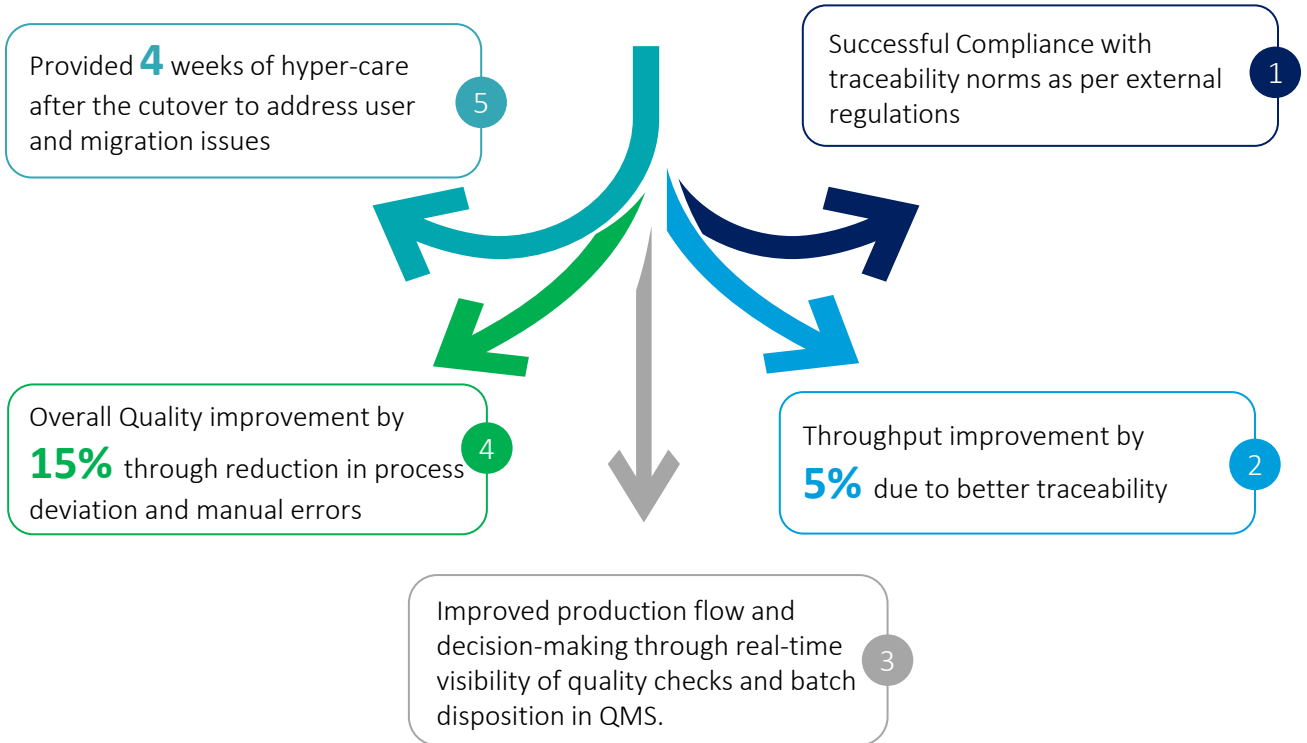
ITC Infotech Solution

ITC Infotech provided a comprehensive MES solution to the client from design to implementation and program management. Specific activities performed are:

- Conducted a discovery and design phase to understand existing quality processes, identify pain points, assess system maturity, and map data flow to the MES layer.
- Adopted Agile methodology for iterative development, faster validation, and early user feedback.
- Developed a global QMS template within Apriso covering Incoming Material Inspection, In-Process Quality Checks, Finished Goods Inspection, and Non-Conformance, ensuring standardization across sites.
- Enabled end-to-end traceability by digitally capturing test parameters, inspection results, and approvals at every process stage.
- Configured real-time dashboards and KPIs in Apriso Intelligence to monitor quality performance and non-conformances.
- Designed a paperless workflow for sample management, test recording, and approvals, ensuring data accuracy.
- Conducted structured governance and stakeholder reviews for progress tracking and risk mitigation.
- Implemented role-based access and digital signatures for compliance and audit readiness.
- Delivered a scalable deployment model enabling faster rollout of QMS modules across multiple plants.

Results & Client Benefit

ITC Infotech completed the engagement successfully. Specific results and client benefits achieved are discussed below



ITC Infotech continues to support leading food manufacturing organizations in their digital transformation journey by leveraging MES solutions. The successful QMS implementation stands as a testament to ITC Infotech's deep domain expertise in the food industry and its strong MES delivery capability. For details about ITC Infotech MES capabilities please refer: <https://www.itcinfotech.com/capabilities/manufacturing-execution-systems/>

About ITC Infotech

ITC Infotech is a leading global technology services and solutions provider, led by Business and Technology Consulting. ITC Infotech provides business-friendly solutions to help clients succeed and be future-ready, by seamlessly bringing together digital expertise, strong industry specific alliances and the unique ability to leverage deep domain expertise from ITC Group businesses. The company provides technology solutions and services to enterprises across industries such as Banking & Financial Services, Healthcare, Manufacturing, Consumer Goods, Travel and Hospitality, through a combination of traditional and newer business models, as a long-term sustainable partner.

ITC Infotech is a wholly owned subsidiary of ITC Ltd. ITC is one of India's leading private sector companies and a diversified conglomerate with businesses spanning Consumer Goods, Hotels, Paperboards and Packaging, Agri Business and Information Technology.

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