



Tetra Pak Technical Service team adds value by improving the maintenance cost efficiency of a customer's third-party supplied equipment.



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### Customer

Herdez del Fuerte, a leading producer in Mexico of shelf-stable foods, including tomato puree & ketchup.

### Challenge

- Improve filling and distribution packaging line availability
- Optimise supply chain for Meurer parts
- Reduce overall operational cost efficiency

### Solution

Tetra Pak Technical Services team reviewed and improved the maintenance recommendations for the Meurer distribution packaging lines fed by Tetra Pak filling machines and then improved the parts supply chain.

### Results

- Reduced maintenance cost by 55%
- Optimised maintenance recommendations for Meurer equipment
- Set up on-site stock of Meurer parts and added to the Tetra Pak regional distribution centre inventory
- Maintenance of Meurer equipment added to the Tetra Pak service agreements.

# Customer challenge

Herdez del Fuerte produce approximately 350 million packages of tomato puree and tomato ketchup in a variety of package sizes on six Tetra Pak A3 Compact Flex filling machines. These packs are prepared for distribution on three Meurer high-speed distribution packaging lines (ie each Meurer line is fed by two Tetra Pak filling machines).

In 2011, after their first year of operation, Herdez del Fuerte asked the local Tetra Pak Technical Services team to review the recommended maintenance routines for the Meurer equipment to identify ways to reduce cost and improve the parts supply chain.

## Our solution

### Maintenance Optimisation

The team used the Tetra Pak Maintenance System to identify that although reliability was high, parts were being replaced under Meurer's recommendations more often than was needed. The optimised maintenance recommendation reduced the consumption and cost of parts and reduced the time the distribution line, and therefore the filling machines, were out of service for maintenance.

### Parts Supply Chain Simplification

In collaboration with Meurer, Tetra Pak expanded the global inventory by adding a range of Meurer parts. For Herdez del Fuerte, the team set up a stock of critical parts on their site and backed these up with an inventory of the parts needed for routine, planned maintenance in the Tetra Pak Regional Parts Distribution network in Mexico.

## Results achieved

After these changes were implemented, Herdez del Fuerte has added the Meurer high-speed distribution packaging equipment to the existing service agreements for their Tetra Pak machines. This reduced their overall maintenance budget by 35% and has simplified their supply-chain by giving them a single point of contact for all packaging equipment.

The project is a good example of the benefits of the Tetra Pak third-party parts service. The ability to order parts for Meurer, and a growing number of other third-party equipment manufacturers, alongside Tetra Pak parts means customers all around the world can simplify their maintenance management and streamline their parts supply chain. If you would like to discuss how the third-party parts service can improve your operations, please contact your local Tetra Pak team.

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