



Global nutritional supplement company embraces manufacturing excellence for in-house production



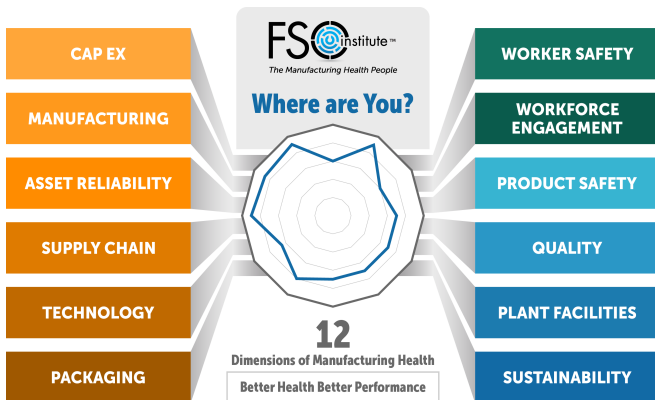
Privately held global company specializing in nutrition, beauty, durables, and consumer goods products. Overall strong reputation for product effectiveness and quality, with thorough testing and claims validation through accredited third-party testing. Expertise in a broad range of vitamin and supplement products for general health, nutrition, performance, and weight loss categories.

 **Challenge**

- Unstable delivery and quality issues on a significant revenue generating probiotic stickpack product for the Asian market was leading to significant shortages and consumer complaints.
- Product produced by co-manufacturer, with minimal performance improvements over a 3-year period resulted in low confidence in supplier.
- Negative quality reports from largest affiliates with demand to replace existing supplier or cancel product.

 **Action**


- Purchased and installed process and manufacturing equipment and modified space in an existing plant for production.
- Leadership focused on Operational Excellence System with manufacturing team and support teams.
- Technology adoption through a highly automated packaging line to reduce number of operators and increase overall safety.



 **Dimensions**

manufacturing health in this case:

- Workforce Engagement
- Quality
- Manufacturing Performance
- Technology

 **Results**

- Execution of the Operational Excellence System drove overall production from less than 20% OEE to greater than 50% during production ramp-up.
- Engaged workforce has ownership of process and equipment.
- Elimination of critical quality defects, while increasing order fulfillment to 98%.

Transforming manufacturing health of food and beverage companies to accelerate their performance with lasting results.