



A household-name bakery sees rising efficiencies

Company Profile

Location	Cornwall, UK
Industry	Baked Products
Founded	1960

Situation

- Insufficient visibility of overall cost of maintenance
- Bad previous experiences with obsolete legacy CMMS
- Replacement CMMS required interface to group ERP system

Solution

Mainsaver® CMMS to support best practice in maintenance and inventory management

Benefits

- Optimum use of departmental resources
- Improved customer audit performance
- Accurate, accessible maintenance data
- Engineering and Production co-operating
- Machine uptime maximised
- Improved stores management



“Maximising plant uptime is everything in manufacturing operations like ours, and Mainsaver fully supports us in this area.”

Steve Arthur
Engineering Manager, Ginsters



There can be few brands in the UK which are as familiar and as well-loved as Ginsters.

When the Ginsters family converted their egg-packing plant into a small pasty bakery in the 1960s they can have had little idea of what they were starting. From an initial staff of 30, the Ginsters bakery at Callington (Cornwall) now employs around 700 people, occupies a multi-acre site and uses some of the most high-tech factory equipment currently available.

Like many food manufacturing operations, the Ginsters bakery has to produce goods round the clock, so effective maintenance management is essential—and Ginsters does so with Mainsaver.

Ginsters is undoubtedly the brand leader in its field, a position it has consolidated by continually adding to its classic mainstay product range with new flavours and formats. The company's domination of the market sector is such that the 10 biggest-selling savoury products purchased at garage forecourts in the UK are all manufactured at Callington.

The project to evaluate and select a new Computerised Maintenance Management System (CMMS) was led by Engineering Manager Steve Arthur. "We'd previously had an old software package that was hard work to use and which wasn't giving us any of the information we needed," he recalls. "We needed increased visibility of our cost of maintenance - in particular, spare parts requisitions - and this information also had to be available to Finance within our ERP system."

The ERP system requiring the interface was Ginsters' AS400-platformed System21.

"The link between the replacement CMMS package and System21 was a key project requirement and we found that it narrowed the field enormously. Many of the vendors we spoke to hadn't previously delivered a project of this kind, and it was just too important to entrust to first-timers."

"We selected Spidex because they were able to offer a beginning-to-end delivery – a well-equipped and easy-to-use CMMS product in Mainsaver, a suite of web-based reports, a proven interface with System21 and an experienced implementation team with an excellent track record in the food industry."

The implementation of Mainsaver at Callington was expected to deliver a number of important benefits. The first was to provide additional support to the engineering team with its regulatory obligations.

Steve Arthur explains; "Like all food manufacturers, we have to be able to demonstrate due diligence in our maintenance regime and regular audits are carried out. When an auditor comes into the bakery, they expect be able to point at any plant item and find out from you when it was last maintained. With Mainsaver, that information is at my fingertips."

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Steve Arthur, Engineering Manager

The second benefit has been to enable Steve and his team to target their maintenance activities where they will be most effective.

“Ginsters is a high-volume, continuous manufacturing operation that runs 24 hours a day, every day,” he explains. “There are a minimal number of opportunities to carry out preventative maintenance, so it is vital to be using that time to carry out the right activities on the right equipment. We make good use of performance indicators like Mean Time Between Failure and fault/cause analysis within Mainsaver to ensure that we make optimum use of the time available.”

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“Mainsaver has helped foster better working relations and more targeted team efforts for continuous improvement.”

Steve Arthur, Engineering Manager

A particularly interesting and valuable effect of the Mainsaver implementation has been its contribution to a more harmonious working relationship between two areas of the manufacturing operation to whom points of disagreement are practically a tradition—production and engineering.

Steve Arthur explains: “Previously, engineering was—perhaps with some justification—accused of working in silos to come up with its analysis. Part of the problem was the need to spend numerous hours looking back through our own paper-based archive records to retrieve the required information .”

“With Mainsaver, the data is available throughout the organisation, at any time. We make extensive use of Work Order status codes so that anyone can go into the system and look at a particular issue—filtered by asset, area, shift, fault type—and get a factual, unbiased update.”

“The effect has been to break down some of the barriers between operations and engineering and end the finger-pointing. That not only means better working relations, but also better, more targeted, team efforts for continuous improvement.”



Traditional products—advanced technology

Ginsters' engineering team uses Mainsaver to schedule maintenance works on some of the most sophisticated manufacturing plant in the UK.

One notable example is the Schubert Pick and Place robot (pictured above). This formidable machine is able to automatically pick up finished pastries at high speed from the end of the conveyor and—without damaging them and irrespective of their orientation—deposits them right-side-up and right-way-around into multipacks.

With such state-of-the-art hardware in its bakery, it seems strange that there is still a lingering perception in some sections of the public that Ginsters pasties are still made the way they might have been 100 years ago.

“It’s surprising how many people still think that our products are assembled and crimped by hand,” reveals Steve Arthur. “but we manufacture three million individual products every week here – to produce all those by hand? We’d need a much bigger bakery for a start!”

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