

HOW ONE COMPANY SAVED \$1.3M IN ONLY 3 MONTHS



 MILK SPECIALTIES
GLOBAL

EXECUTIVE SUMMARY

Milk Specialties Global (MSG) required insight into both the Continuous Improvement and Daily Operations sides of their Operational Excellence Strategy.

In using EON, they saved over \$1.3M in just the last quarter by improving against standards across multiple locations.

SIMPLIFY IMPROVEMENT AND INCREASE VISIBILITY

Ultimately, MSG needed to craft a toolset for accountability, prioritization, and defining standards across all locations.

Traditionally, this involves multiple programs and data sets, including everything from sticky notes to spreadsheets. Additionally, many organizations solicit short-term guidance, rather than investing in a more sustainable and cost-effective solution.

CHALLENGES:

Milk Specialties were facing the following challenges:

- Getting a quick Snap-Spot of their Improvement Work
- Knowing which Improvement Projects Should be prioritized
- Visibility on a higher level

NEED:

“I’m big on being able to define whether you’re winning or losing in under 30 seconds. Visibility on High-Level is critical, but we also needed to be able to drill-down into any areas that we’re falling behind and address them immediately”, said Brian Lundquist, COO at MSG.

“We had a tool order. We needed a solution to ensure visibility, that was also flexible, customizable and affordable. It had to be able to support continuous improvement, project management, and facilitate prioritization. EON was the Only Solution that met all our Needs”

For over six decades, Milk Specialties Global has been a pioneer in developing top-quality science-based nutrition products. Milk Specialties Global is comprised of three business units that share a singular focus: to create speciality proteins designed to optimize health and nutrition.

The three business units are:

- Milk Specialties Global Human Nutrition
- Milk Specialties Global Animal Nutrition
- Milk Specialties International Group

“I consider the EON Client Success Team an extension of our Team at MSG; ready to help us with whatever we need, as we need it”

Brian Lundquist | COO



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SOLUTION

From the Outset, MSG wanted to focus on its Quality Management System (QMS). The EON client success team worked closely with them to build a Playbook with 28 Quality Standards built into Toolkits. MSG Deployed the Playbook company-wide in less than 30 Days.

Once the Toolkits were built, all MSG locations were able to quickly learn the 28 Quality Standards and assess their performance against them to identify the specific areas to improve.

Additionally, using EON's prioritization matrix, MSG could identify their largest improvement opportunities based cost, complexity and ROI. Having the Cost to Complexity Comparison let us take the guesswork out of Prioritization.

RESULTS, ROI AND FUTURE PLANS

Since building their improvement standards in EON, MSG was able to prioritize their efforts in a way that increased First-Pass Quality (FPQ) from 97% to 99% in under 90 Days.

Since driving standardization, MSG reduced Starting cost of Non-Conformance by over 73%. "EON Served as the catalyst for this improvement by driving accountability, leading us to save over \$1.3M in only 3 months."

	Before	After
First-Pass Quality (FPQ)	97%	99%
Starting Cost of Non-Conformance	\$152,000/ weekly	\$41,000/ weekly

Since their successful deployment of the QMS Playbook, MSG has begun building Content for an Environmental, Health & Safety (EHS) Playbook for future deployment across all locations.

STEP 1: BUILD

28 Standards
in under 30 Days

MSG was able to create a Playbook with 28 Standards why which to measure all of their locations in less than 30 Days, using EON.

STEP 2: DEPLOY

9 Locations
in under 2 Weeks

Once the Playbook was complete, MSG was able to deploy their standards to nine different locations simultaneously over 2 weeks.

STEP 3: ASSESS

252 Standards
in under 2 Weeks

MSG was able to assess 252 Improvement Standards across their nine locations in under two weeks, providing a meaningful maturity baseline

STEP 4: IMPROVE

\$1.3M Saved
in under 3 Months

After assessing their data, MSG was able to prioritize, manage, and execute their improvement work using EON, resulting in cost savings of over \$1.3M.

