

beamex



WESTLAND MILK PRODUCTS **CALIBRATION SOLUTION THAT MILKS EVERY LAST DROP OF VALUE**

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To a sustainable future. To run a business. To calibrate.

BEAMEX CALIBRATION SOLUTION MILKS EVERY LAST DROP OF VALUE FOR NEW ZEALAND DAIRY COMPANY

For Westland Milk Products, one of New Zealand's largest dairy producers, finding a better way to calibrate has boosted the company's profitability and strengthened their ability to ensure quality and excellence. At the heart of their Beamex calibration solution is Beamex software packages, which has helped to slash calibration times by a staggering 75%.

Based in Hokitika on the rugged west coast of New Zealand's South Island, Westland Milk Products (WMP) is a company with a long and distinguished history. Established in 1937 as Westland Co-operative Dairy Company, today the company is the fourth largest dairy processor in the country.

WMP employs over 650 people and exports its products to 40 countries around the world, with its key markets being Asia, the Middle East, and North America. The Hokitika plant transforms milk from over 400 farms into high-quality dairy products for consumers and the food service industry.

IMPROVING EFFICIENCY THE NUMBER ONE DRIVER FOR CHANGE

Until two years ago WMP had been following a largely manual calibration process, which Lead Calibration Technician Zandre Klopper knew had room for improvement, not least in terms of

its efficiency. He and his team were spending almost as much time on system management as they were on performing calibrations.

The majority of the team's calibration work is done during the plant's two-month winter shutdown, during which they perform upwards of 2,000 calibrations on temperature, pressure, and level transmitters as well as temperature probes. To get everything done on schedule, WMP was employing three technicians from an external contractor.

During a shutdown the WMP team performs:

- 700+ calibrations on temperature transmitters
- 450+ temperature probe dips
- 240+ calibrations on pressure transmitters
- 200+ calibrations on level transmitters

With their original manual process, each calibration was taking a total of two hours including performing the calibration, generating and signing off on paperwork, and manual data entry.

Furthermore, Klopper and his team found themselves spending vast amounts of time trying to dig out answers to queries from auditors and other official bodies such as the Ministry for Primary Industries.



“We needed a solution that would make the work easier,” Kloppe says. “Generating work orders, performing calibrations, entering data and managing it, closing work orders, and getting quick, accurate answers to official requests – these were all areas where I knew there had to be a better way.”

THE SEARCH FOR A BETTER WAY BEGINS

A period of intense research began, during which Zandre came across some YouTube videos from Beamex, which turned out to be a real lightbulb moment. “Everything they were showing in the videos, everything they were talking about and doing, ticked a box for me,” Zandre explains. “One of the biggest factors was that they were talking my language – they were calibration professionals speaking to other calibration professionals.”

The next step was to reach out to Beamex’s partner in New Zealand, Custom Controls Ltd, to talk details with David Short, Technical Sales Engineer. “Zandre had a truly big-picture approach from the start and was open-minded to everything that was on offer. He could see beyond capital cost towards bigger issues like lower total cost of ownership, improved data management, and more stringent data security,” Short points out.

BRIDGING THE GAP BETWEEN CALIBRATION AND MAINTENANCE MANAGEMENT SYSTEMS

To create a fully connected calibration system, WMP needed to bridge the gap between their computerized maintenance management system (CMMS) and their calibration management software. The company had been using Druck’s 4Sight2 calibration software.

“Connecting the two systems in this way would make our work much easier. For example, with our previous process it was challenging to answer queries from our food assurance partner AsureQuality during audits,” Kloppe says.

Beamex software packages offered the perfect solution. Business Bridge is a fully configurable solution for connecting Beamex CMX Calibration Management Software and CMMS systems. CMX would form the core of the Beamex solution at WMP, replacing 4Sight2 as WMP’s calibration management software.

“Connecting a CMMS with calibration management software can be a very complex and time-consuming task,” says Kloppe.

“We needed a solution that would make the work easier, performing calibrations, entering data and managing it, and getting quick, accurate answers to official requests”

Zandre Kloppe,

Lead Calibration Technician, Westland Milk Products

“Beamex was very proactive during our initial discussions, and face-to-face contact was certainly the key; this isn’t something we could have accomplished very efficiently on a video call,” Kloppe highlights.

PHASED IMPLEMENTATION LAYS STRONG FOUNDATIONS FOR SUCCESS

Prior to the implementation, Kloppe’s hard work and Beamex’s expertise were put to good use to lay the groundwork for the next stages. With WMP’s quality experts, general management, and IT staff gathered together, Beamex’s Area Sales Manager for APAC, Sebastian Jungar, laid out how the solution would work. “Everyone in the room got answers to their questions, which gave management the confidence that this was the right choice for us,” Kloppe says. “IT experts from both our companies sat together to thrash out the details of how to migrate all our calibration data into CMX. It wasn’t an easy process, but within a few days we had a plan down in black and white.”

“For my part, I was able to demonstrate the return on investment we would get by turning our calibration data into a valuable asset for continuous improvement.”

The implementation took place in two phases. The first phase was executed in summer 2023 and implemented in April ready for the winter shutdown. This phase focused on getting all the calibration hardware in place and migrating the 4Sight2 data into Beamex CMX so that the hardware was ready to use. The

migration was done using the Beamex Data Loader tool, which saved an enormous amount of manual work.

The second phase, which took place the following summer prior to the winter shutdown in 2024, was concentrated on management of calibration work orders and taking the CMX dashboards into use. These dashboards support better calibration decision making including determining calibration intervals for each device.

BETTER-QUALITY WORK AND LESS STRESS

"After the first phase we were getting through calibrations so quickly thanks to the new solution that we had time to take stock, slow down, and do better-quality work," says Klopper. "Before we would have been struggling to pack in 20 calibrations a day. Thanks to the CMX dashboard, we were able to plan better during the winter shutdown. We completed the same amount of work, but it was much better managed due to the software packages and the fully automated calibration process."

As part of their solution, WMP also chose to implement the Beamex CENTRICAL Workshop Calibration Solution – a modular and versatile calibration bench that is tailored to WMP's specific needs.

Beyond improving the efficiency of their work, the Beamex solution has had a significant positive impact on employee well-being and satisfaction. "Almost immediately we could see the lift that the new solution gave the team," Klopper says. "They were less stressed, less frustrated, and felt a much greater sense of satisfaction with their work. We were all asking ourselves why we hadn't done this years ago!"

75% INCREASE IN CALIBRATION EFFICIENCY – AND THAT'S JUST THE START

Connecting their calibration system and maintenance management system with Beamex software has delivered across the board for WMP:

- **75% efficiency increase:** The Beamex hardware and software make the calibration process much more efficient, with a fully automated process to certificate generation. Manual (as-found) calibration was taking two hours, while with fully automated process the time has been cut to just 30 minutes, saving around 3,000 hours a year.

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Zandre Klopper,

Lead Calibration Technician, Westland Milk Products

- **ROI in just 4 years:** the extraordinary increase in efficiency means that the project is projected to pay itself back in just four years.
- **Better quality of work:** Calibration technicians can focus fully on their tasks without the pressure of rushing to the next job. They have the right tools in their hands to execute high-quality work. With the Beamex CMX Software and MC6 calibrators combined, instrument and result data is digitally captured, transferred, and stored, so there is no risk of compromised or corrupted data.
- **Improved traceability:** The Beamex CMX database tracks the calibration history of all instruments, so technicians can be confident in the traceability of the calibration data.
- **Simpler audit preparation and execution:** Dashboards put everything needed to prepare for and execute an audit at the team's fingertips – historical data trends, calibrations dates and times – making the process far less stressful and much more efficient.
- **Improved employee well-being and work satisfaction:** With confidence in their kit and the calibration process, employees are less frustrated, under less stress, and more have time to learn new skills.

CASE
STORY
IN
BRIEF

Westland Milk Products, New Zealand

CALIBRATION SOLUTIONS

- Beamex Business Bridge
- CMX Calibration Management Software
- CMX Analytics Dashboard
- 2 x Beamex MC6 Advanced Field Calibrator and Communicator
- 1 x Beamex MC6-T Multifunction Temperature Calibrator and Communicator
- Beamex CENTRICAL Workshop Calibration Solution
- Beamex ePG Electric Pressure Pump
- Beamex bMobile Calibration Application
- Beamex Care Plan service agreement
- Training and engineering support

FROM MICROMANAGEMENT TO COACHING AND MENTORING

“While before I felt I had to micromanage every work order and double-check everything, now I’m free to act as a coach and mentor to my team,” Klopper says. “The technicians can run the calibration sequences as they see fit and be confident that everything will go as planned, and I’m free to do more valuable work because I’m no longer stuck under mountains of paperwork or running out to the field to help. Plus, with the bMobile application we’re no longer limited by the number of calibrators that we have because we can use our plentiful supply of phones and iPads to get the work done.”

In terms of audits and inspections, Klopper points out that the Beamex solution has given WMP an extra edge in the eyes of the auditors and regulatory authorities that they deal with. “We are more professional in our work and more confident in our data. In our experience the Beamex name speaks for itself. The authorities and auditors know the solutions and their capabilities, so they are more confident in the quality of our work too. The Beamex solution has far exceeded our expectations, Klopper sums up “From day one of our collaboration everyone has been focused on finding a better way to calibrate, plan, work, learn, and improve.”

With the completion of phase two of the implementation, WMP has now gone ‘all in’ with Beamex, and is waiting eagerly for what new innovations could be on the horizon. To say we’re fully on board would be an understatement. Working with Beamex we have transformed our calibration process, our working practices, and our bottom line. We’re ready and to see what exciting steps we can take together in the future.”

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Zandre Klopper,
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FOR MORE INFORMATION

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