

CUSTOMER CASE - RIMSES



Continental Bakeries Belgium aims for optimal internal communication with Rimses

Some time after Continental Bakeries took over The Rice Cake Factory in Ghislenghien in 2007, Rimses was introduced to the company. Shortly before, Continental Bakeries lost its branch in Oostmalle in a fire, and the same year, the entire production of that site was transferred to Ghislenghien. As in Oostmalle, they used Rimses for maintenance management of the machinery, this method was maintained in Ghislenghien. Koen Van der Linden, Maintenance Coordinator at Continental Bakeries Belgium understands why they decided to maintain it. "Rimses allows a measurable efficiency amelioration which has a favourable influence on the costs. This method was welcomed with open arms here at Ghislenghien."

Continental Bakeries is a European bakery group focused on the production and selling of bread replacements such as toast, shortbreads, gingerbread and wafers. The Belgian site of Ghislenghien is purely a production and packing plant, counting about 110 employees. Sales, marketing, ICT, logistics and other services are coordinated from the headquarters in the Netherlands.

THREE MILLION WAFFLES A DAY

Continental Bakeries Belgium produces a diverse assortment of rice wafers. Natural rice wafers, rice wafers with sea salt, rice wafers with a flavour or a coating (chocolate, yoghurt or apple/cinnamon) and biological rice wafers. Generic brands are Brink, Haust, Pirou and Gille, but Continental Bakeries Belgium also produces and packs rice wafers for many other brands. The most important markets are those of West European origin, especially in the retail sector.



Wafer production occurs via a relatively simple and completely automated process. Take one ingredient - rice - process it under extreme heat and pressure, and each 6.5 seconds, a wafer rolls out of the machine. This means 57 packings a minute with an average of 17 wafers or 3 million wafers a day. How impressive the production capacity may seem, it is to the packing that most attention has to be paid.

Koen Van der Linden: "Our packaging machines are very complex from a mechanical point of view. They require intensive and careful maintenance which can only be performed by technicians with sufficient specialised experience. In Belgian, industry is less focused on mass production, but much more on specialisation, mostly of the ultra technological kind. In

such environments, bespoke tailoring is essential. Even for IT support. Rimses perfectly anticipates these needs."

SUPPLY AND DEMAND

"Rimses is clearly a real-life case", says Ronny Truyens, Assistant Maintenance Coordinator and main Rimses administrator. He has been working for Continental Bakeries Belgium for many years and likes to take up the story: "The major advantage

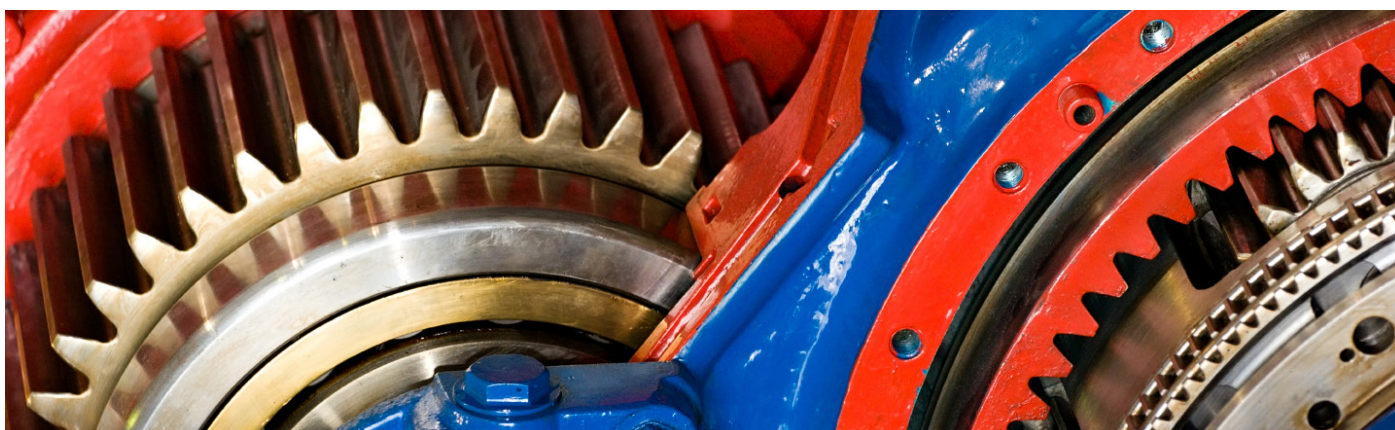


Koen (left) and Ronny

of Rimses is that it is a tailor-made system. The user is not stuck to existing modules. It is obvious that RealDolmen does want to offer a tailor-made application. They are really following the supply and demand principle." Koen Van der Linden confirms this observation: "I know by experience that other applications are developed in a too generic way. Rimses is much more to the point, less complex and very user-friendly. Even for non IT'ers. It is an ideal application for medium-sized industrial sites like ours."

INCREASINGLY SEVERE STANDARDS

The food industry is typically affected by standards which are becoming increasingly severe. Ronny Truyens: "Traceability is becoming increasingly important". At all times, we have to be able to guarantee that no damaging object gets into the packing. No matter how negligible this danger may be. Rimses keeps up the total maintenance history of the machinery. Thus, we can keep an eye on the situation and find back what we are looking for, even to the smallest piece. At least four times a year, a large audit is held and from time to time our important customers also organise an audit. In such cases, Rimses is a great help as it allows us to retrieve the maintenance history of our machinery."



SUREYABLE WORK ORDER MANAGEMENT

Not only the history, but also the work planning for all maintenance actions is performed with the software application as proposed by RealDolmen. "I create work orders which I assign to technicians", explains Ronny Truyens.



"When they have executed a task, they terminate it directly in Rimses, after which I can approve the work order. In case something special catches their eye, they can create a follow-up task. That is a new work order, which I assign again to a technician, etc. A very convenient tool."

Ronny even goes further by saying: "I also use Rimses to measure my people's efficiency and to provide support where needed. The Rimses maintenance module makes my work easier."

There are three types of maintenance at Continental Bakeries Belgium. Preventive maintenance, which is planned long in advance and which occurs, according to the need, on a weekly basis, or less frequently but still on a regular basis. If an unexpected problem arises, a proactive maintenance is planned to prevent worse. In case of a break down, we talk about curative maintenance. This is extremely urgent and has to occur immediately.

Koen Van der Linden explains: "Today, 60% of the maintenance we carry through is from the preventive or proactive kind. That is not a bad score, but of course, we want situations in which curative maintenance can be avoided as much as possible."

BETTER INTERNAL COMMUNICATION THANKS TO RIMSSES

Koen Van der Linden continues: "For the moment, we do not have a purchase and warehouse management module, but if it is up to me, we will get one soon. I also would like to integrate Rimses totally into our production, to end up with a Total Productive Maintenance (TPM) environment. A better cooperation and a smooth communication between the production and maintenance department could allow us to perform much more preventive maintenance and thus reduce the percentage of curative maintenance significantly." If a production responsible has a maintenance-related question, he now enters this in an Excel file. Keeping up a maintenance history in such a way is quite laborious.

Koen Van der Linden looks to the future as follows: "When people of the production unit would be able to enter a work request in Rimses and follow it up in the application, they would become much more involved in the maintenance process and would certainly become more motivated to maintain the machines. Currently we are using Rimses 5.3. We could purchase extra licences for production, but an upgrade to a later version would be much more interesting. RealDolmen showed us the possibilities of Rimses 5.5 and 5.6, and it seems that these versions are even more flexible than the previous. I cannot wait until we can use the new version."

Ronny Truyens concludes by saying: "With Rimses, RealDolmen has launched a real good product on the market. From the beginning, we are satisfied about it. It is an ergonomic tool, which allows us to gain much time. I am not the one to complain!"

