



## Unilever

Epicor Informance EMI captures accurate downtime and accelerates TPM initiative

### Company Facts

- Location: Englewood Cliffs, New Jersey
- Industry: Global Manufacturer of Food, Home, and Personal Care Products
- Web site: [www.unilever.com](http://www.unilever.com)

“Using the Epicor Informance information into a CapDO (Check, Analyze, Plan, Do) process helps plant personnel to focus on priority issues that deliver bottom line results.”

Terry Herber, Manager of Industrial Engineering | Unilever

### Success Highlights

#### Challenges

- Utilizing manually collected data to support their Total Productive Maintenance (TPM) initiative
- Collecting accurate data on minor stops
- Compiling usable reports for data analysis

#### Solution

- Epicor Informance enterprise manufacturing intelligence (EMI) system

#### Benefits

- Ability to collect and compare data from all machines and all plants 'one way, same way'
- Clear view of opportunities for manufacturing improvements
- Ability to leverage manufacturing information gathered into a focused improvement process (CapDO - Check, Analyze, Plan, Do)
- Consistent reporting format to help drive training & improvement in the pillars of TPM
- Ability to track overall equipment effectiveness (OEE)

### Unilever TPM

For more than two years, Unilever has been implementing total productive maintenance (TPM) but found manually collected data was hard to utilize.

Implementing the Epicor Informance EMI system enables the manufacturing plants to target and prioritize opportunities for productivity improvement. Epicor Informance has been rolled out division-wide in more than 15 plants to date.

### Productivity Challenges

Unilever relies on overall equipment effectiveness (OEE) to judge the success of its TPM initiative. According to Tony Lippert, plant manager at the Elgin, Illinois facility where Epicor Informance was initially piloted, OEE is by far the best indication of line performance. The corporate standard is to measure OEE at the filler. At the plant-level, operational effectiveness (OE) and cost per ton are additional key metrics.

Data collection, especially related to minor stops, posed a challenge for the plants to effectively implement TPM. The manual data collection logs were seen as cumbersome.

Terry Herber, manager of industrial engineering, who participates on a team with corporate oversight of the TPM program, says that even when the company's "patchwork of data collection techniques" produced accurate data, the reports were not user friendly to the shop floor.

## Solution

Epicor Informance allows quick and easy identification of factors causing manufacturing downtime. In addition, the system's enterprise reporting application allows manufacturers to simultaneously monitor and analyze data from multiple lines and multiple stations in real-time. The system uses a unique software and hardware combination allowing the user to begin pulling real-time data off the line in a matter of hours. Companies utilizing this information can make comparisons across plants and lines to aid in their continuous improvement (CI) efforts.

After a site visit by Epicor, the system's plant reporting applications were used to automatically populate the plant's internal database. Impressed, word spread about Epicor Informance through the company's CI meetings and a corporate pilot effort began.

Unilever has varying plant sizes, ages, and machine vintages, and Epicor Informance accommodates them all to address the corporate tenet of "one way, same way." The target facility was tasked with pushing the limits of the system to evaluate it for other plants. As a result, Unilever decided to install the Epicor Informance solution in all of the TPM plant locations.

## Implementation

The pilot plant, located in Elgin, Illinois, produces margarine and implemented a networking, real-time plant reporting system. The initial implementation was an easy process, lasting two-and-a-half hours for three machines. Three soft lines (that fill tubs) were monitored with two units per line, six units total. One unit is used to capture general downtime and measure OEE at the filler. A second unit is placed at the case packer as it has historically been the biggest contributor of downtime.

The plant learned that the vast majority of downtime was instances of five minutes or less. This information provides specific support for TPM including consistent reporting format organized to help managers drive training and improvement in the pillars of TPM, and ability for plant management to track OEE in a consistent manner.

## Impact on the Company

The relationship between Unilever and Epicor has progressed from product testing to a full-scale implementation across the division. Unilever experienced clearer focus as a result of using Epicor Informance.

As Herber explains, "No one can blame the system for lack of productivity or challenge the facts now that they have the system up and running in their plant."

For the plant, Lippert says, "Epicor Informance has given us a clear perspective on where the opportunities are for improvement and a way of prioritizing them." Lippert and his team make further use of this information by effectively communicating it to all levels of the plant. Because he uses the data on a daily basis, and talks about it frequently, operators can clearly see the role they play in productivity and how the results are demonstrated in the data that Epicor Informance collects.

The integration of Epicor Informance into existing systems also made the implementation of TPM easier by focusing Unilever's CI effort and allowing for fact-based decision making. According to Herber, "Epicor Informance helps us stratify the data." He explains that everyone has his or her part to play in the TPM initiative and Epicor Informance is used to empower and enforce accountability in this respect.

In terms of return on investment, Herber explains that they calculate that based on purchase price, installation cost, and ongoing maintenance, versus the "ability to extract ongoing, value-added reports." He sees the analytical and reporting capability of Epicor Informance as key to their investment. "Epicor Informance gives short-term bang for the buck with room to grow." Furthermore, he says each percent improvement in OEE will represent millions in savings.

**"Epicor Informance has given us a clear perspective on where the opportunities are for improvement and a way of prioritizing them."**

Tony Lippert, Plant Manager

## Conclusion

Herber sees Epicor Informance as a system for “shop floor individuals to get information they need to empower change.” And, by delivering “reports to directly support our TPM initiative,” Epicor Informance fits the environment and speaks the TPM language. Thus, for Unilever, he considers the system a “simple and easy to deploy way of approaching the TPM data collection problem. Just bolt it on, turn it on and go.”

## About Epicor

Epicor Software Corporation is a global leader delivering business software solutions to the manufacturing, distribution, retail, and service industries. With more than 40 years of experience, Epicor has more than 20,000 customers in over 150 countries. Epicor solutions enable companies to drive increased efficiency and improve profitability. With a history of innovation, industry expertise, and passion for excellence, Epicor inspires customers to build lasting competitive advantage. Epicor provides the single point of accountability that local, regional, and global businesses demand. For more information, visit [www.epicor.com](http://www.epicor.com).

# EPICOR®

Contact us for more information on Epicor Products and Services

 +1.800.999.6995  [info@epicor.com](mailto:info@epicor.com)  [www.epicor.com](http://www.epicor.com)

Corporate Office  
804 Las Cimas Parkway  
Austin, TX 78746  
USA  
Toll Free: +1.888.448.2636  
Direct: +1.512.328.2300  
Fax: +1.512.278.5590

Latin America and Caribbean  
Blvd. Antonio L. Rodriguez #1882 Int. 104  
Plaza Central, Col. Santa Maria  
Monterrey, Nuevo Leon, CP 64650  
Mexico  
Phone: +52.81.1551.7100  
Fax: +52.81.1551.7117

Europe, Middle East and Africa  
No. 1 The Arena  
Downshire Way  
Bracknell, Berkshire RG12 1PU  
United Kingdom  
Phone: +44.1344.468468  
Fax: +44.1344.468010

Asia  
238A Thomson Road #23-06  
Novena Square Tower A  
Singapore 307684  
Singapore  
Phone: +65.6333.8121  
Fax: +65.6333.8131

Australia and New Zealand  
Suite 2 Level 8,  
100 Pacific Highway  
North Sydney, NSW 2060  
Australia  
Phone: +61.2.9927.6200  
Fax: +61.2.9927.6298

The contents of this document are for informational purposes only and are subject to change without notice. Epicor Software Corporation makes no guarantee, representations or warranties with regard to the enclosed information and specifically disclaims, to the full extent of the law, any applicable implied warranties, such as fitness for a particular purpose, merchantability, satisfactory quality or reasonable skill and care. This document and its contents, including the viewpoints, dates and functional content expressed herein are believed to be accurate as of its date of publication, August 2014. The usage of any Epicor software shall be pursuant to the applicable end user license agreement and the performance of any consulting services by Epicor personnel shall be pursuant to applicable standard services terms and conditions. Usage of the solution(s) described in this document with other Epicor software or third party products may require the purchase of licenses for such other products. Epicor, Business Inspired, the Epicor logo, and Epicor Informance are trademarks or registered trademarks of Epicor Software Corporation or its affiliated companies, registered in the United States and certain other countries. All other trademarks mentioned are the property of their respective owners. Copyright © 2014 Epicor Software Corporation. All rights reserved.