

# DPSI Customer Success Story: S & D Coffee & Tea

## Overview:

After utilizing PMC for several years, successful coffee manufacturer S & D Coffee upgraded to iMaint to handle maintenance and asset management for their growing operations.

## Market:

Food & Beverage

## Product:



Java. Joe. Brew. Cuppa. Morning Jolt. Whatever you call it, coffee is the beverage that can wake you up and get you going. Among coffee drinkers, the average consumption in the US is over 3 cups a day, making coffee a billion dollar industry.

S & D Coffee, headquartered in North Carolina, has been a part of this industry since 1927. In 2006 they expanded their facility in order to move into custom tea blends and emerging beverages. As their market has grown to cover the 48 contiguous states, they have continued to increase their manufacturing capacity.

## The Challenge: Maintenance Needs Grow as the Company Grows

In 2001, S & D Coffee purchased PMC to handle their maintenance needs. This maintenance work is scheduled around the processing work: the roasting, grinding, and packaging that releases aromatic coffee scents throughout the building. Tea is processed at a separate facility and goes through similar steps to become a consumer product. Processing tea and coffee and creating various blends requires a wide variety of complex equipment that needs constant maintenance in order to keep to the production schedule.

As their business grew, their maintenance needs grew also. In 2013, they chose to upgrade to iMaint to better manage their burgeoning business. Zack Bogart, Maintenance Planner/Scheduler works with iMaint and about 45 maintenance employees. "We run 8-hour shifts and 12-hour shifts and they are intertwined. When the work orders are generated, they are given to the maintenance shift supervisors who in turn assign them to their mechanics based on skill set and required labor," he explained. "We have an average of 200 work orders a week. Of course, not everything can be planned, so we also use the Quick Work Order to document unscheduled work, but not to check out or assign parts."

Maintenance inventory is managed through iMaint. “We have three manufacturing facilities in Concord, NC and two warehouses for each facility. We use iMaint to track approximately 9,000 parts distributed throughout our six sub-warehouse facilities. Each warehouse’s inventory is specific to the equipment it supports. Expensive and delicate electrical parts are stored in one location and large motors and gear boxes are located in another,” Bogart explained. “We rely heavily on the part lookup feature. When a part is entered into the system, it is assigned to specific equipment, has the manufacturer, description, iMaint part number, manufacturer part number and any keywords to help identify the part. These detailed descriptions make it easy for the mechanics to locate the needed parts efficiently. The maintenance shop at each facility is centrally located. In the last five years, maintenance has increased in efficiency with our upgrade to iMaint and other management changes.”



*"We use iMaint to track approximately 9,000 parts distributed throughout our six sub-warehouse facilities," says Bogart.*

## Scheduling Keeps Maintenance on Track

Bogart uses the Export Utility to generate daily, weekly, and periodic maintenance schedules. “We export the PM work orders into a spreadsheet, meet with the team, make any changes and then publish the schedules as an Excel spreadsheet.”

The maintenance department also handles interval-based schedules, such as regulatory inspections, using reminder work order types. The reminder appears 30 days before the due date of a state inspection in order to schedule the inspection and downtime. “Using iMaint scheduling, I would say our unplanned downtime has fallen to 5% or less,” Bogart added.



As a food-processing facility, sanitation is high priority, and is the responsibility of all employees. While the maintenance department does not perform regular sanitation tasks and schedules, anytime a food contact surface is affected by maintenance activities a standard sanitation practice is followed.

“I would say we use 70-80% of iMaint capability within the various modules. We have created several different work types and five unique statuses for maintenance so that we are clear on what is being done,” Bogart explained, but continued to define how each iMaint module contributes to the whole maintenance plan. “We really rely on the whole suite of modules. Of course, scheduling and work orders are critical to maintenance on a day-to-day basis. We track various inventory in six different warehouses. We use purchasing to manage vendors and suppliers with all maintenance purchase orders going through iMaint.”

"Another way we stay on top of maintenance is with the web work requester. This is available to anyone in the company. The work request goes to the scheduler, who processes the request, orders parts, and schedules labor to complete the repair after review. We use iMaint all day every day!" concluded Bogart.

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## About S & D Coffee & Tea

S&D Coffee & Tea partners with more than 110,000 customers, delivering beverage solutions to some of the world's best-known foodservice operators. With nearly 100 years of history, they are now driving the beverage menu of the future. As a subsidiary of Cott Corporation, they have their sights boldly set on becoming the world's leading beverage innovator, dedicated to a sustainable portfolio of coffee, tea and botanical ingredients.



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