

25 years delivering dependable, global QAD Data Collection

## THE COMPANY

Aunt Bessie's is synonymous with the traditional taste and values of home-cooked food and is now regularly consumed by over half of all UK households.

As well as Yorkshire puddings, the Aunt Bessie's portfolio includes many traditional favourites including a wide range of potato products, meal accompaniments, ready meals, vegetables and desserts.

Aunt Bessie's has enjoyed a decade of rapid and substantial growth since 1995 when its pioneering frozen Yorkshire puddings first entered the retail trade. It is now one of the fastest growing frozen food brands in the UK grocery channel.

The first frozen Yorkshire pudding was originally created by Aunt Bessie's for Butlin's Holiday Camps in 1974. Having been enjoyed by millions of holiday-makers, Aunt Bessie's is now the worlds largest brand of frozen baked and ready to bake Yorkshire puddings. With factories in Hull, the business employs over 350 staff and produces more than 20 million puddings a week.

## THE CHALLENGE

Aunt Bessie's supply a very high and rapidly increasing volume of frozen foods including Yorkshire Puddings to the customer via a national distribution centre. The production receipt of these items and the shipment to the distribution centre has to be recorded real time.

The pallets of finished items must be correctly labelled according to GS1 standards and appropriate ASN information sent at the time of shipments. Failure to produce any of these can stop the distribution of the finished item.

Due to the perishable nature of the raw materials and the desire to implement a lean environment with associated low inventory levels, goods receipt and monitoring of issues to production is critical. Failure to maintain this information accurately

implementations of QAD much of the lot information was kept within third party systems and not within the main ERP system. As part of the upgrade it was highly desirable to remove these systems and fully integrate into QAD without increasing the overhead on the warehouse and production staff.

Steve Davison continued "The aspiration to move from MFG/PRO 8.5e in a non lot serial control environment, to QAD Enterprise Applications 2008 SE with full lot serial control mandated we adopt a data capture system and



and in real-time could lead to the closure of a production line.

This was summarised by Steve Davison, MIS Manager at Aunt Bessie's "Historically Aunt Bessie's captured data manually at points of data entry and exit from the factory; usually leading to subsequent mis-keying and issues in relation to reconciliation."

With Aunt Bessie's focusing on consistently providing a quality product to the end customer, traceability is a key point. In earlier

abandon manual data recording, further assisting in traceability and data recording efficiencies."

**|| We are keen to develop the working relationship we have with Eagle...**

**The Eagle solution has first consideration. ||**



## HOW EAGLE MET THE CHALLENGE

Today Aunt Bessie's use RF Express™ for QAD Enterprise Applications to record all receipts and movements of raw material inventory recording both pallet and lot information.

Finished goods receipts are quickly recorded by pallet using RF Express KanBan backflush. This allows the receipt, backflush, label production and palletisation to be completed in three scans. Finished goods movements and picking are also recorded real-time after production. Both a shipping manifest and ASN information is created by RF Express as part of the shipment process.

Aunt Bessie's designed several scanning station sheets as shown above to make the recording by the shop floor and warehouse as simple as possible. This has helped gain a rapid acceptance by the users.

Steve Davison commented on the implementation "Initially Eagle

analysed the issues and provided a functional design to facilitate the transactional data recording gaps. They also analysed the physical environment allowing them to provide a data capture infrastructure across both production zones. Additionally they provided hard wearing and robust equipment up to the task of facilitating data capture".

Steve Davison continued "Eagle provided a software solution which partnered QAD. Working in conjunction with QAD as part of the upgrade was important and in so doing the IT team were not reliant on forms of transactional integration – it is live and real time. Finally Eagle provided a period of transition and

work force assistance to ensure personnel using the solution were absolutely on board to develop and adopt the solution on go live".

## THE RESULTS

Steve Davison summarised the project: "The results following the go live August 2010, are self explanatory. We have a fully integrated system which performs data capture with QAD at the levels of booking in raw materials, as well as completing the despatch of finished goods pallets."

## THE FUTURE

Steve Davison finished with "We're keen to continue to develop the working relationship we have with Eagle. At every opportunity for data capture within our manufacturing environments, we positively engage with Eagle to determine potential solutions. The Eagle solution has first consideration."

**“ We have a fully integrated system which performs Data Capture with QAD. ”**



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