

## The Importance of Real-Time Track and Trace Solutions

### What is Traceability?

ISO 8402 defines Traceability as:

*“the ability to trace the history, application or location of an entity by means of recorded identifications.”*

Depending on the vertical in which you operate, Traceability will hold different meanings and implications. For example, in discrete manufacturing, Traceability is the ability to track and trace each component that comprises your product – from suppliers and manufacturers through assembly all the way to final delivery to customers.

In food and other process manufacturing, it means the ability to trace each individual ingredient of a product from “farm to fork” through the creation of a batch genealogy and being able to maintain visibility of each final product an ingredient ends up in should a recall be necessary.

Needless to say, it is a huge task. And one that should not be taken lightly. **The implications of correct traceability have been tested time and time again over the last few years.** There have been numerous high-profile recalls including the 2013 horsemeat scandal, the PIP implant recall

and, most recently in 2015, a gluten-free recall from major supermarkets and a multi-million global recall of Fiat Chrysler, Honda and BMW models with defective airbags.

Completely negating, or being able to minimise the impact of recalls, is critical to maintaining customer and distribution channel loyalty and minimising costs. Therefore **ensuring you have the right traceability resources in place is essential.**

### The Real Costs of Recalls

The costs of recalls can be great – not just in terms of monetary value but losses of trust and brand reputation. Here is just a snapshot of what is involved in a product recall:

DIRECT COSTS	INDIRECT COSTS
Cost to remove product from the market	Damage to reputation and brand image
Media costs i.e. contacting customers	Long-term losses to a product category
Cost to recover and destroy product	Increased regulatory and testing costs
Cost of product replacement or customer credit	Additional marketing costs to help recover market share/improve brand image
Legal costs	Increased product liability insurance costs
Regulatory compliance costs (fees, additional testing and inspection)	Cost for adding employees in technical and sales divisions

**The costs of not making Traceability within your supply chain are too high.** With this in mind many manufacturers are turning to Traceability solutions to help close some of the information gaps that exist in their supply chains, track warranty data and meet customer safety and demand requirements.

The costs of proactive protection your organisation are far less than those involved in a reactive campaign.

## Finding a Solution

Incorporating 'Track and Trace' of critical production components into your manufacturing process starts with initiating process and technological changes within your organisation.

In order for Traceability to be effective it is vital for your business to shift from error-prone, manual processes to automated ones which allow the capture, storage and managing of information automatically, and in real-time.

**There is a vast selection of software and tools that can be incorporated into your manufacturing process to achieve superior traceability.** This could include serialised container and individual parts tracking, built-in barcode printing and scanning, RFID or direct part marking to mention a few. The table below details a more comprehensive view of the traceability tools available:

Component	In addition to MES, ERP and Consultancy Services
<b>Data Capture &amp; Mobility Hardware</b>	<ul style="list-style-type: none"> <li>• Mobile computers, barcode scanners, RFID tags &amp; readers and industrial wireless local area network (WLAN)</li> <li>• Devices to capture all traceability methods, including:               <ul style="list-style-type: none"> <li>- 1D &amp; 2D barcodes</li> <li>- RFID</li> <li>- Direct part marking: laser etch, chemical edge, stamped</li> </ul> </li> </ul>
<b>Additional Software Systems</b>	<ul style="list-style-type: none"> <li>• Applications that create mobile &amp; fixed reader front-end interfaces to MES and ERP systems</li> <li>• Quality and lab systems</li> <li>• Management software to:               <ul style="list-style-type: none"> <li>- Manage, maintain and monitor mobile devices</li> <li>- Manage, monitor and ensure security and compliance within wireless networks</li> </ul> </li> </ul>

## Achieving Real-Time

**Having access to real-time data is hugely important when considering Traceability.** It allows for complete visibility across the supply chain, enables better inventory management and limits the scope and impact of any potential recalls.

By implementing a reliable and secure wireless local area network (WLAN) within your production facility, your business can collect and correlate generated data in real-time as it moves to, from and throughout your facility.



## The Benefits

We've seen that Traceability technologies and processes ensure product quality standards are met and allow for real time information about production and equipment. But what else do they allow?

### 1. Increase Customer Satisfaction and Safety

Should a recall become necessary, manufacturers are able to minimise the impact by being able to only recall the defective products through serial number tracking – **thus significantly reducing expenses and customer impact.**

### 2. Meet Compliance Standards

Ease the burden and decrease the likelihood of incurring fines or penalties for noncompliance.

### 3. Improve Data Accuracy

**Reduction of human errors with the use of mobile computers, barcode scanners, RFID and wireless technology.** Allowing product, ingredient, part, employee number and supplier information to be captured and stored automatically.

### 4. Protect your Bottom Line and Brand

**You could save millions in lost revenue, recall costs, damage control campaigns, litigation and fines.** Mobile track and trace solutions also aid in the prevention of quality issues before they occur, or, in the event of a recall, allow manufacturers to act

swiftly and narrow the scope of the recall. Therefore minimising damage to brand image and reputation.

### 5. Reduced warranty claim costs

**Traceability enables manufacturers to pin point the root cause of a recall,** allowing them to recover costs from liable product suppliers.

### 6. Focus on Generating Revenue

Valuable man hours spent collecting data manually, then re-entering onto a computer system can be re-located to **focus on revenue-generating activities instead.**

## The Good News

The good news is that whilst it may seem like a lot of information to take on board, and a lot of changes to make within your organisation, Glantus, and our partner company Eagle, are experts in getting traceability right.

We have worked with some of the biggest names in manufacturing, and across all verticals, so we know the importance of ensuring accurate Traceability.

**Request a call back from one of our consultants to find out how we can help transform your manufacturing processes.**

**Email [info@glantus.com](mailto:info@glantus.com) or call +44 (0)1242 211211.**



## About Us

Glantus is a leading supplier of IT and software solutions to Manufacturers.

We understand the nature of the business, the procedures and governance that surround the industry, and we're experts in the implementation and maintenance of the systems that support Manufacturing processes.

We work closely with our clients to recognise their challenges and to focus on meaningful solutions for each individual situation, regardless of the manufacturing specialism they operate within. Our skilled consultants have a vast amount of experience working in both Domestic and International Manufacturing sectors with a portfolio that spans all verticals including Life Sciences, Automotive, Food & Beverage, Electronics and Consumer Goods.

## Software Applications that Transform your Manufacturing Processes

Our core focus is on manufacturing software solutions and their associated support systems. We have over 20 years industry experience working with ERP systems including Document Management, Data Collection, Scheduling, EDI and Business Intelligence to name a few.

Our goal is to deliver exceptional solutions and support which transform our clients manufacturing processes and ensure they get the maximum return from their investment – delivering measurable transformation of the business in weeks, not years.



EXPERTISE  
KNOWLEDGE DELIVERY PROCESS  
MANUFACTURING FULFIL  
FOCUS LEAN  
SOLUTIONS UNIQUE  
INNOVATE  
SUPPORT BESPOKE  
RESOURCE INTEGRATE  
DEVELOPMENT  
EXPERIENCE  
CONSULTING