

Food and Beverage

Taylors of Harrogate strengthens their blending and packing processes with Infor MES

Optimised operations and data visibility make growth easier for Taylors of Harrogate



About Taylors of Harrogate

Since 1886, tea and coffee expert Taylors of Harrogate has treated each step of the beverage experience as an art form. From the quality of the farms it sources its tea and coffee from, to the attention to detail it brings to each blend and roast.

With sustained global growth on the horizon, Taylors needed to look inward to identify systems to support the evolution of the business. Did a company that prides itself on crafting outstanding tea and coffee have the digital tools and infrastructure in place to make the company more efficient than ever? By using Infor MES, they did that and more.

“In a few months, Infor MES has fundamentally changed the way we work.”

- LEE STEPHENSON,
OPERATIONAL EXCELLENCE LEAD,
TAYLORS OF HARROGATE



Headquarters
Harrogate, England

Industry
Food & Beverage

Product offering
Tea and coffee

Infor product/solutions
Infor MES

Website
www.taylorsofharrogate.com

The Opportunity

Operational efficiency is a must for Taylors to keep up with demand and growth. In fact, “process” – one defined by Swiss precision and rooted in relentless operational excellence – is one of the “Six Ps” that serve as Taylors’ core values.

With just one production site housing 16 tea-packaging machines, Taylors produces up to 2,000 tea bags per machine per minute.

But their previous method of accessing and tracking data behind overall operational performance needed an update.

“We didn’t capture every single stop. We only captured the big chunky issues (like long stoppages),” said Stephenson. “[And] sometimes the smallest stops are more impactful than the biggest ones.” To be truly efficient, Stephenson knew Taylors needed an all-encompassing software platform that would automate data collection and digitise manufacturing operations.

“I want to know what’s happening every second of every minute so I can make a decision swiftly within a minute, and then within an hour, theoretically, you’ve then got a corrective action in place,” said Stephenson.

What Taylors really needed was an **MES (Manufacturing Execution System)**, a specialised software solution for manufacturing operations. Taylors embarked on a lengthy procurement process. They were looking for a solution that had ease of creating personalised reports and templates, the simplicity of the touchscreen format, and the strength of the relationship the vendor would develop over the course of the partnership.

Ultimately, Taylors chose Infor due to the strength of the MES offering as well as the fit and trust that was built between Taylors and Infor throughout the bidding process.

Infor MES provides manufacturers like Taylors of Harrogate with effective synchronisation of factory operations and real-time visibility, from the shop floor to the top floor. The breadth of functionality and ease of configuration of Infor MES also offers a flexible approach to digital transformation and smart manufacturing.

Business challenges

- Taylors would operate from one production site and would use a manual approach to tracking operational performance.
- As a result, it would take significantly longer for Taylors to become aware of a potential issue in the manufacturing line, and even longer still to fix it.
- This would often result in inefficiencies in the production process.



The Solution

Working with the Infor MES team, Taylors formed an implementation team to build customisable dashboards and reports, ultimately providing a rich reporting library that displays live information in an accessible and helpful way.

Taylors could instantly identify where performance gains could be made. For instance, Taylors could locate machines running below optimal speeds and immediately make the required adjustments to improve performance. They could also pinpoint

quality issues before they occurred, reducing waste and associated costs. Above all, Infor MES provided Taylors with a customisable and self-sufficient system that allowed them to build their own dashboards suited to their processes. They could now monitor product, inventory and quality operations at a more granular level.

The results were near instant with Taylors making a return on investment within the span of a year once all cells were live.

Business results

- With Infor MES, Taylors was able to automate the data collection that was previously manual, ensuring helpful production information was available in real-time.
- Infor MES helped Taylors evaluate production lines and product quality, identifying issues almost instantly and remedying them soon after.
- This change ultimately improved the organisation's efficiency by up to 14%.



“User adoption has been seamless and with real data, we are already making improvements that are positively impacting our business.”

- LEE STEPHENSON, OPERATIONAL EXCELLENCE LEAD

Recap

Integrating Infor MES is helping Taylors achieve its goal of developing best-in-class operations, modernising its production capabilities, and becoming an altogether more efficient manufacturer. The result: A renowned company that continues to improve its operations and assure customers that their next pot of coffee and their next sip of tea are indeed works of art.

About Infor

Infor is a global leader in business cloud software products for companies in industry specific markets. Infor builds complete industry suites in the cloud and efficiently deploys technology that puts the user experience first, leverages data science, and integrates easily into existing systems. Over 67,000 organisations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

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