

Keurig Dr Pepper: Swiftly quenching thirst with Infor PLM for Process



Overview

Keurig Dr Pepper speeds product launch and go-to-market time with Infor

Keurig Dr Pepper (KDP) is a leading beverage producer whose wide range of more than 125 hot and cold beverages are designed to satisfy any consumer need, any time. KDP holds leadership positions in soft drinks, specialty coffee and tea, water, juice and juice drinks, and mixers,

and markets the #1 single-serve coffee brewing system in the U.S. and Canada. Since 2011, KDP has used Infor® PLM for Process to quickly develop new products, produce them using the best possible formulas, and maintain full compliance with regulatory requirements.

Challenge



KDP sought to speed up product development and navigate new FDA nutrition labeling regulations.

Infor Solution



Infor PLM for Process unified data and workflows needed for the development of safe and compliant products.

Outcome



KDP successfully met new FDA labeling requirements, streamlined data management, and improved product lead-times.

Challenge**Developing high-quality, safe, and compliant products in record time**

KDP realized the need to streamline product development, compliance, and cross-functional workflows to remain agile in the competitive food and beverage industry.

Product development at KDP is a thorough and complex process involving multiple possible formulas with different ingredients that must be consumer tested, meet minimum quality standards, and be legally approved for sale in all regions. The nutritional contents of all KDP products must also be correctly labelled in compliance with new FDA regulations on nutrition labelling in the US. While these are industry practices and requirements that KDP executes with diligence, they are nonetheless time-consuming and impact lead-time for product launches, limiting the company's ability to meet new consumer trends and remain ahead of competitors.

**Infor Solution****Infor PLM for Process keeps KDP efficient and competitive**

KDP tracks the formulation of new products, nutrition labeling, and information management on Infor PLM for Process.



KDP decided to upgrade their Infor PLM for Process solution – rather than adopt an alternative – to meet emerging consumer expectation and regulations with agility. Infor PLM for Process helps KDP ensure that all formulas that are piloted in a plant meet minimum quality standards and manages the process that determines which formula will be selected to progress further into the development process.



Once the formula is in the right stage, PLM for Process alerts the regulatory department, which checks the formula to ensure that ingredients and ingredient proportions are legal to use in the region where the product will be sold.



PLM for Process also ensures that information about the nutritional contents of KDP products are both correct and available to the business when needed, reducing the need to rework nutrition labels caused by manual data entry by 88%, making it faster and easier for KDP to go to market with new products.

Infor PLM for Process ensures that the nutrition label on each of our products is correct. It helps us provide information to consumers about which ingredients were used, if the ingredients that were used are organic or not, which allergens may be present in the product, and a number of similar qualities that are important to our customers.

- BOB WIMPFHEIMER, SENIOR MANAGER, R&D KNOWLEDGE MANAGEMENT, KEURIG DR PEPPER

Outcome**KDP remains a step head of competitors with Infor PLM for Process**

Infor PLM for Process continues to empower KDP to rapidly adapt to ever-changing consumer tastes and ever-tightening food regulations.

**Reduced lead-times for product development**

By actively managing its formulas and ingredients within Infor PLM for Process, KDP only required 6 months to go-live with stage 2 of its project 'revolution' for label content and ingredient statement modules.

**50% reduction in creation time and 88% less rework for nutrition labels**

KDP was able to significantly reduce the time to create a nutrition label for a product, and any need for reworks associated with facts on the nutrition label.

**Streamlined workflows between departments**

Leveraging Infor PLM for Process for information and data management allowed KDP to eliminate 5 lengthy data entry processes between internal departments, reducing time required to finalize nutrition labels.

The upgrade to the latest version of Infor PLM for Process was a huge positive step for us. We re-engineered a lot of the way we do business. We now have a user-friendly solution with a web interface that's very easy-to-use. Our data is organized in a way that makes sense to our users, and we have processes in place that align with what we're actually doing with the business. We have reports that serve the business well and have realized strong business value.

- BOB WIMPFHEIMER, SENIOR MANAGER, R&D KNOWLEDGE MANAGEMENT, KEURIG DR PEPPER

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 organizations worldwide rely on Infor to help overcome market disruptions and achieve business-wide digital transformation.

**Learn how Infor can bring
your innovative concepts
to life with efficiency and
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