

CUSTOMER CASE - CAMPBELL FOODS BELGIUM



Rimses has been on the menu for many years at Campbell Foods Belgium

A production company as Campbell Foods Belgium strongly depends on its stock management. When Luc Bulckmans was reappointed head of the technical purchase department in 1996 - after some years spent on the sideline, the warehouse was in a total disorder. "Inefficient stock management leads to an incorrectly or strongly slowed-down production. As I was quite an expert as far as purchase matters are concerned, I could have brought the situation back to normal, but I wanted above all to find a structural solution to the problem." Rimses offered an effective solution. Shortly after, the entire technical department was using the software package.

The American Campbell Soup Company is a world-wide key player in the food industry. The Belgian subsidiary Campbell Foods Belgium in Puurs, also houses the group's European Headquarters.

Liquid and solid food production

Campbell Foods Belgium employs 280 people: the European management and its administration, R&D for Belgian receipts, marketing and sales people and the employees of the production plant. The core products of the liquid food production are the sauces of Devos Lemmens. Vinegar from The Blauwe Hand and the fonds of Lacroix also belong to that segment.



Baking powders from Impérial constitute the top product of the solid food production. But, solid or liquid, the production of food stuff always implies important engineering, maintenance and safety matters. All these functions, including the environment, building and technical purchase department come within the responsibilities of the technical department.

8000 Stock articles

Peter Van Steen, Technical & Engineering Manager is in charge of the technical department. "Rimses was introduced at Campbell's about a year before I started my career at the company. The technical environment needed a huge reorganisation and the department was subjected to an important investigation." New procedures had to be implemented, the archives needed more structure and planning, follow-up and notification needed to be organised more efficiently.

Peter Van Steen remembers: "RealDolmen had supervised the reorganisation trajectory and proposed Rimses as a solution for a more efficient purchase- and warehouse management and a thorough work order management. The purchase and warehouse model was a great success from the beginning, but the maintenance module encountered some more difficulties." Luc Bulckmans, Technical Purchaser, explains his part of the story: "As I was initially the only main user of the Rimses purchase module, I could bend the module to my will. I was the one who asked to implement a software package which could support the warehouse management and I have no regrets. Rimses made my life much easier. Before, you almost did not find anything you were looking for, or it took a long time. Now, everything has been computerized, allowing us to gain a clear overview of the situation."

And the amount of data which have been computerized is huge. The technical purchase service has a permanent stock of about 8000 articles, from batteries to expensive machine components. "It took almost ten years before all articles were entered into the system", says Luc Bulckmans. "And it is a never ending story, because, each time a new machine is purchased, new parts also have to be available."

For about five years, the warehouse has been totally computerized and we practice the "open door" principle. Technicians come to the warehouse to retrieve the material they need. They read in the bar codes which are linked to their name, but also the cost centre where the part will be used as well as the article in itself. They enter the quantity they need and take it along. That's it! Warehouse management is totally performed in Rimses."

Besides stock material, the technical purchase department also creates purchase order forms for other technical material and services. Direct



materials for single use and for which no stock is created or tasks that have to be performed by external people. The Technical Purchaser receives requests, orally or by email, and enters them manually in Rimses. "Thus, Rimses generates 3 types of purchase order forms, all in the same way. " About 10 forms a day for about 30 articles", adds Luc Bulckmans proudly.

Pragmatic work order management

As Rimses seemed to be the ideal solution for our technical purchase department, Campbell Foods Belgium determined to introduce the package to the entire technical department. Peter Van Steen: "One of my first tasks at the end of 1998, was to bring new life into the Rimses maintenance module, which was not functioning well at the time. And I succeeded.



Peter Van Steen

Today, Rimses is used within the company at four levels. I am in charge of the maintenance of the package and can count on the support of the ICT department. Then we have the work planner: production supervisors and employees of the technical service who have almost as many rights in the system as I have. Technicians come third. They can create work orders by themselves when needed - the so-called TPM WO - and can execute these immediately. Finally we have the requesters. With requesters we refer to all internal customers with a Rimses ID. They are spread all over the company and can create work requests for the production or security department, but most requests are meant for the technical department."

Work requests are sent to the work planner who accepts them or not, and creates a work order. Material can, if needed, be ordered and the work will be put on the planning. As soon as the work order is assigned to a technician, execution can occur.

Peter Van Steen prefers a pragmatic approach of the Rimses story. "I am all for a personal approach. As we work in a relatively small organisation where everybody knows everybody, and as we are lucky to work with experienced

technicians, we sometimes skip steps. Urgent request occur verbally, face to face. Thus, priority is given to these requests, which is more efficient. But Rimses stays important. We will always enter a work order into the system, if necessary afterwards, so we can keep everything under control.

Modern index file

After ten years of use, Peter van Steen concludes: "Rimses replaces the traditional index file. Previously anyone was working in his own way and thorough follow-up was quite difficult. The introduction of the control- and management system encountered fierce opposition, but gradually I succeeded in convincing the users of the advantages of the system.

Now, the complete work flow the technical department is following can be found in Rimses. The preventive maintenance is also monitored in Rimses. Thus, problems can be discovered easier and a potential impact on the production is reduced significantly. Rimses has become a crucial application to our company. If the application breaks down, our data, work distribution, etc, are unavailable. In that case, we can neither place any orders, which makes our work, to put it mildly, a lot more difficult.

Rimses, in one word user-friendly

"RealDolmen did a good job by introducing Rimses to Campbells", concludes Peter Van Steen. "As the main administrator of the package, I am really satisfied about it. As well about the use as about the planning, follow-up and notification functionalities."

Luc Bulckmans even goes further saying: "I cannot work without Rimses any more". And I do not regret that, as it is a really user-friendly tool. The windows are convenient and there are no superfluous steps to be taken. Anyone can work with Rimses, and that is important for the continuity of the department'. I am extremely satisfied.

