



Customer:	Problem:	Solution:	Benefits:
First Milk Ltd	Complex procedures for managing material in the manufacturing Shop Order processes	Simple and user-friendly Windows Application	Reduced required staff input by 87%.
Location: UK	Existing data entry processes are prone to keying errors which are time consuming to rectify	Fully integrated into IFS system	Eradicated Keying Errors
Industry: Dairy Products		Minimal input required by users	Simpler user interface
Website: www.firstmilk.co.uk		All input and actions are validated in advance of commit transaction	A controlled and linear process – no more jumping around screens

About First Milk

First Milk is the largest dairy farmer-owned business in the UK handling over 1.7 billion litres of milk every year. They are the UK's Cheddar specialists and supply a range of customers, including the major retailers and milk processors such as Robert Wiseman Dairies and Dairy Crest, with innovative dairy ingredients.

The Problem

There are many procedures frequently performed by Warehouse and Finance Operators within IFS (Citrix), particularly when issuing or un-issuing product to and from Shop Orders and when managing the un-receiving and dispatch transactions.

- Very time consuming process for Users who are required to navigate through many screens within IFS to enter the required information.
- Due to this complex data entry process, keying errors were becoming more of an issue because of the time it was taking to complete the required corrective action to make the data right.
- Users are sometimes not warned if they are about to perform an invalid action.
- Scanners had been purchased to support the data entry process, but a complex and expensive modification was required to allow the use of this hardware.

The Solution

- Created simple and user-friendly Windows applications, which was seamlessly integrated into IFS via a Custom Menu.
- The data entry screens have been designed to follow the logical flow of the business process and eradicate keying errors by using a:
 - Wizard based data entry which follows the logical business process.
 - Reducing the number of data entry fields.
 - Using Dropdown lists and automatically populated fields.

- Users are warned if they are about to perform a potentially erroneous action – eliminating the need for time-consuming retrospective corrective action.
- Adding a pallet scanning function so that Users can scan in SSCC labels, saving a huge amount of time.
- Providing help & tip text messaging, to provide an on-line guide to Users, using localised terms.

The Result and Benefits

- 75 % reduction in time taken to perform each of these procedures.
- Eliminating keying errors saving the time it took to fix these problems previously, a major win.
- Users are now taken through a short linear process and are provided feedback at each step, simplifying training of new Users.
- Actions performed whilst un-receiving Shop Order material have been reduced by up to 87% for Warehouse Operators and up to 81% for Finance Operators by removing the need to individually un-issue each part.
- Actions performed whilst issuing products to a Shop Order reduced by a quarter.
- The Cooper Software solution provided seamlessly launches from IFS screens, and has been developed specifically to reduce unnecessary data entry.
- The software provides loading screens to keep the User informed while it's performing long background tasks.

Comments

"Cooper Software provided us with a simple and effective solution which will save our workers a significant amount of time each week. They helped us define our requirements and provided friendly support throughout the process. The solution was delivered smoothly and quickly"

Mike Davies – ERP Operations Support Manager