

## IT helps deliver over a million sandwiches per week

The fast moving industry of fresh food delivery demands a dynamic business management system that can reduce costs, ensure maximum flexibility and reduce the risk of errors. Using the Sanderson food manufacturing and supply chain solution to manage production and delivery, sandwich maker Food Partners is now able to fulfil over 4,000 customer orders per day. Centralising operations allows the orders, which by their very nature have to be freshly made, to be taken on a next-day delivery basis.

### Background

Formed in 2001 following the merger of four small independent companies, Food Partners is now one of the UK's largest suppliers of sandwiches to clients in the food service, travel and coffee markets. Customers include airlines, high street coffee houses and organisers of sporting events. The sandwiches are delivered from the company's three manufacturing sites, in Kilmarnock and South East England, via a UK wide, six site distribution network. Together, the sites generate a £55 million turnover and account for the employment of over 1,000 staff.

### Control & visibility

Neil Robertson, Food Partners' Financial Director explains: "To achieve a 24 hour turnaround in production, we needed a system that would enable us to control the entire supply chain and give visibility across our six sites. We looked closely at other industry specific solutions before deciding that the Sanderson system was the one for us. The longstanding experience of Sanderson staff, together with this proven solution, has allowed us to quickly centralise operations by replacing a mix of legacy systems acquired through the mergers, and to accommodate our ambitious growth plans."

The Sanderson manufacturing and supply chain system is a holistic enterprise solution designed specifically for food and processing operations. The solution integrates production, commercial and administrative processes to assist firms in managing supply chain, traceability, new product development, shop floor data collection and automation, inventory and warehouse processes. The system's flexible open architecture means operations can be integrated from the start or added incrementally as new processes develop or established operations are adapted to meet new business requirements.

### 24 hour production and improved credit control

Customers place telephone orders up to 2pm for next day delivery between 6am and 10am. The orders are entered directly onto the Sanderson system, which produces manufacturing lists ready for production. Using system generated data, Food Partners allocate production to the most appropriate site based on set criteria, including site location and delivery address, type of sandwich filling ordered and order quantity. This approach allows Food Partners to fully optimise resources so that it can achieve large scale order fulfilment within the short lead times required.

## Solution Summary



### Customer Profile

- Sandwich maker supplying the food service, travel and sporting event sectors

### Challenge

- Provide full control of the supply chain and link manufacturing and distribution sites to create transparency and visibility across the company

### Solution

- Centralise operations using the Sanderson food manufacturing and supply chain solution

### Benefits

- 4,000 orders fulfilled each day for next day delivery
- System integration and linking of sites enables manufacturing resources to be used more effectively
- Availability of real time information facilitates more efficient delivery planning and improved credit control and cash flow
- Accurate management information allows faster decision making across the business

To streamline processes even further, Food Partners is planning to move its customers towards placing orders electronically. This will provide convenience for both the customer and for Food Partners, who will be able to reduce expensive manual inputs and the opportunity for errors that this presents, as well as offering a transparent audit trail of transactions.

As always, ensuring the right products are delivered to the right destinations is crucial to delivering customer service excellence and increasing profitability. Food Partners utilises route planning software which is based on data held within the Sanderson system.

Once the morning deliveries are completed, all delivery notes are collected and scanned into the system to record accurate delivery details. The system automatically calculates invoices, which can be sent electronically to the customer, for faster, more accurate credit control.

### Clear management information facilitating better business decision making

Having visibility across the supply chain, with instant access to live data, means better informed business decisions can be made. For example, Food Partners uses system data to calculate material costs and variances against standards to tightly manage stock control, making significant improvements to bottom line profits. Analysis of material usage against set standards enables Food Partners to view the impact on sales and margins across the business.

Commenting on the results so far, Neil Robertson stated: "The system implementation has undoubtedly been a success so far. Our current operations are running more efficiently, in both monetary and manpower terms. We are now ideally placed to begin executing our ambitious growth plans safe in the knowledge that our IT infrastructure will support these plans for many years to come."



*Telephone orders are entered directly onto the system for next day deliveries*



*Delivery notes can be scanned into the system and accurate invoices for delivered goods are calculated*



*System data can be used to manage material costs and stock control*

For further information please contact the marketing department on

**024 7655 5466**

or email [info@sanderson.com](mailto:info@sanderson.com)  
[www.sanderson.com](http://www.sanderson.com)