

# Implementing systems

**Research shows that the biggest concern a food company faces when purchasing a new IT system is the effect the implementation process will have on its business.**

The flexible approach of Sanderson during the implementation stage has proven a success in helping customers to overcome these concerns. With a team of project leaders who are food specialists and who have extensive experience implementing systems in food companies, Sanderson brings "best advice" on how to successfully install systems with knowledge gained from other food companies. In a fast moving industry the client's business priorities remain paramount. The Sanderson implementation plan is

developed alongside the client, allowing maximum flexibility and taking into account factors such as busiest periods.

Similarly, many clients voice concern about the quality of software support from IT suppliers who are not food specialists but "generalist" suppliers. The central Sanderson Help Desk directs clients to its own trained team of staff who support all our food industry clients. They are aware of the need for a fast response and the impact that support issues can have on business.

Many existing Sanderson SBS clients have reaped the rewards of moving their business to a company who specialise in the food industry; implementation and support are just two of the reasons why this can make a difference to a business.

## Sample Implementation Table:

• Contracts Exchanged	Week 1
• Initial Project Meeting	Week 2
• Create Initial Project Plan	Week 3
• Hardware and software Installation	Week 4
• Software Configuration	Week 5
• Application Training	Week 6 onwards
• Acceptance Testing	Week 9
• Go Live on initial modules	Week 10

## Allergens & Labelling

**Food allergens affect 4% of the adult population and 8% of children. As a consequence of such findings, the traceability of allergens through the supply chain has become a major concern for food manufacturers.**

In the UK and Europe the labelling of food allergens is now mandatory under EU Directive 2003/89 EC. A further regulation on the traceability of these allergens is governed by EU Directive 178/2002 which came into effect in November 2005.

The Allergens module within the Sanderson solution assists food manufacturers in identifying and monitoring allergens found in raw materials and products. The module is made up of a number of key features and upgrades which ensure conformity to the new legislation.

In the system, each of the allergens covered by the new legislation is defined by code and description, label text and letter reference. Once allergens have been labelled through this code maintenance facility, they can be securely monitored throughout the factory.

A list of allergen codes present in raw materials can be defined through the raw material maintenance facility, which compares the list of allergens against all recipes and products using the material. Whenever a recipe is amended, this will be updated on the system to provide food manufacturers with the traceability demanded by large retail organisations.

The presence of allergens within the supply chain and finished products for onward sales is visible via an instant link on the enquiry screen. In addition, appropriate modifications to production documentation and sales delivery notes are made. A labelling facility uses information held within the central database to produce labels for the finished product, alleviating the need to maintain a separate sub system.



John Butcher, Factory Manager at Witwood Food Products, who recently implemented the Allergens module, explains:

"The control of substances that cause allergic reactions is vital within the modern food manufacturing supply chain. The software provided by Sanderson gives us full visibility throughout the manufacturing process whether on the factory floor or in the office. It allows us to control the necessary processes painlessly and with minimal input".

Sanderson is one of the largest and most experienced publicly owned UK software providers, supporting businesses across a range of vertical markets

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# enterprise **SBS**

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## Small Business Solution

**Regardless of size, all companies operating within the food and drink industry are feeling the effect of more and more external demands. Most companies will encounter EU legislation and regulations from governing bodies and retailers which impact their business.**

Access to accurate supply chain information on areas such as genetic modification, compound ingredients, 'natural' or organic ingredients, allergens and country of origin are all part of the challenge that food manufacturers face today.

To help growing companies meet these new demands, Sanderson has launched its Small Business Solution (SBS). Modelled on the highly successful IT solution for larger companies, Formul8, SBS comprises a core set of modules specifically designed to meet the requirements of smaller businesses. SBS will revolutionise the operation of growing organisations within the food and processing industries.

Sanderson SBS is already proving a popular replacement for companies discovering that their existing systems no longer support increasing business needs. The introduction of SBS ensures that companies are able to meet industry regulations both now and in the future.

The entry level system provides a comprehensive platform for businesses to integrate production, commercial and administrative processes. The software successfully manages supply chain, traceability, inventory and warehousing.

Traditionally such systems have been targeted at larger customers; Sanderson has recognised the need to give smaller companies the functionality that they

require without the associated high costs. SBS enables a small business to measure performance, identify business opportunities and highlight potential problems. Its modular design allows further functionality to be added at any time in the future, as business needs dictate.

Presenting a host of benefits, Sanderson SBS offers rapid, low risk implementation, improved efficiency, productivity and accuracy along with an automated knowledgebase. In a system that will grow with the company, businesses will not be constrained by



the IT software, but empowered, giving them rapid return on investment (ROI).

## Leading bakery selects Sanderson SBS

**With increasing commercial demands, one company which has recognised a need for greater control over business processes is leading cake manufacturer Devonvale Bakery Ltd. This family run bakery hand make flapjacks, fruit crumbles and shortbreads.**

Following a comprehensive evaluation, Devonvale concluded that Sanderson SBS was the only fully integrated specialist food solution that could meet its current requirements whilst supporting future growth.

Inefficiencies within current working practices have been driven out as SBS automates processes throughout the organisation. Devonvale benefits from dedicated support, by an experienced team with extensive knowledge of food manufacturing processes and operations.

Trudy Upham, Director of Devonvale Ltd explains; "Sanderson SBS is the only market solution that will address all areas of our operation as standard. Automatic generation of production and despatch paperwork reduces manual processes, providing both time and cost savings. SBS provides quick two-way traceability which is key to maintaining customer confidence."

Roger Stares, General Manager of Food & Process Industries at Sanderson concluded; "We are delighted to supply SBS to Devonvale. As a food manufacturer with ambitious growth plans, SBS is the ideal IT solution to help streamline processes by fully integrating bakery operations. SBS has multi site capability which Devonvale expect to exploit in the future".



# Understanding Radio Frequency Identification (RFID)

**'RFID' has become a buzz term in recent years, receiving wide coverage within the market. The retail sector has so far been leading the way with major organisations like Wal-Mart integrating RFID into their supply chain. The question is whether or not all companies really understand the true concept of RFID.**

RFID is a proven wireless technology that uses radio waves to identify individual items. RFID stores large quantities of information within tags, which can then be read easily and quickly using a radio frequency reader.

The RFID tags can be embedded in containers, pallets and individual items without the need for the 'line of sight' required by bar codes.

Benefits of RF technology

- enables all partners in the supply chain to track and trace products in real-time and therefore manage stock more efficiently
- reduces wastage and goods lost in transit
- generates goods inward and despatch efficiencies

- improves stock availability and demand planning
- provides instant supply chain visibility with real-time information
- streamlines and speeds up operations, increasing accuracy and optimising productivity
- enhances customer service
- reduces theft related losses and inventory levels
- automates business and reporting processes

According to industry analysts, RFID is positioned for the same growth that bar codes had in the 1980s. In the coming years, more and more manufacturers and suppliers will use RFID tags on pallets and cases destined for stores and customers.



Sanderson and business partner Belgravium supply Atlanta hand-held devices with RFID reading capabilities that integrate with the Sanderson system. The hand-held terminal combines high frequency RFID tag and bar code reading within the same unit, facilitating high speed RF communications.

**For further information on how the Sanderson software and Atlanta device can meet your RFID requirements, please contact the marketing team on 024 7655 5466 or email [info@sanderson.com](mailto:info@sanderson.com)**

## New Product Development (NPD)

**Product innovation is key to the success of many food manufacturing companies and is a major yardstick by which they are measured by their customers.**

However many manufacturers, especially those operating in smaller businesses, are still handling their key New Product Development (NPD) processes with manual paper based systems.

The recently enhanced NPD module from Sanderson provides an environment for the technical department to record the progress and development of new products. It incorporates project management facilities against activity templates to facilitate the smooth handling of product development.

Throughout the process, the comprehensive

Sanderson database provides immediate access to live raw materials, recipes and customer details – avoiding time consuming data entry and duplication. Powerful search facilities allow historical products and projects to be resurrected easily and quickly. When the new product is accepted by the customer, it is released to the live database ready for manufacture – providing both time and cost savings.

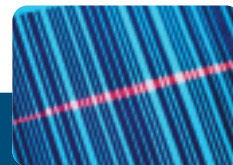
The latest system enhancements now allow samples to be recorded and quotations to be produced. In addition, costing routines are available to facilitate full multi level costing structures, ensuring the product is commercially and technically viable. This minimizes the opportunity for costly errors, which could potentially prove disastrous for small companies.

## Customer confidence

**Flavour & colour manufacturer Claremont Ingredients recently implemented Sanderson SBS. Martin Pinfold, Managing Director explains:**

"Having formulated our growth plans for the next five years we needed a system that could handle this in a controlled way and grow with us. Our previous systems would not have been able to support our strategic growth plans. The Sanderson Small Business Solution has facilitated the speed and accuracy of management reporting throughout the organisation."





# Food manufacture and the law

**In an increasingly regulated environment, food manufacturers are often faced with a maze of legislation which must be adhered to. The need to function appropriately is essential if a business is to remain legally compliant and commercially competitive.**

EU Directive 852/2004, which became UK law in January 2006, requires businesses involved in the manufacture of food products to implement a 'Food Safety Management System'. This directive seeks to improve the traceability of items through the supply chain in all food producing operations.

Traceability is not a new concept for small businesses within food manufacturing. Most companies have operated the 'one up, one down'

notion of traceability since 1990 when the Food Safety Act outlined the need in the preparation of food. The latest legislation takes this further by enforcing the implementation of a traceability system.

Along with larger companies, small businesses face legal responsibility and pressure from key customers to identify ingredients in a minimum amount of time. Where manufacturers are unable to carry out a full traceability

scan of items throughout their supply chain, valuable business will be lost.

The need to swiftly identify contaminants in products has proven a particular issue for smaller food manufacturers. Many still operate manual paper based systems, which may satisfy statutory obligations, but cannot provide the speed of response offered by companies with automated traceability systems. Commercial pressure along with increasing legal and food industry regulation is causing many organisations to adopt an integrated IT system in order to stay ahead.

## A changing regulatory environment

**In 1998, the British Retail Consortium (BRC) developed the Technical Standard for companies supplying Retailer Branded Food Products which rapidly spread to other sectors of the food industry. The standard is reviewed and revised regularly by the BRC, the latest 'The BRC Global Standard – Food' was issued in January 2005.**

The BRC standard was developed to cover the safety and legality of a product shared between supplier and retailer. There are now three main requirements covering areas of quality, hygiene and product safety, which address part of the requirements of the food manufacturer, supplier, packer and Retailer.

Overall, the principles of BRC Global Standard – Food are to minimise duplication, encourage 'local' evaluation, ensure openness, transparency and compliance with fair trading legislation. Part of the technical advisory committee's role is to continuously review these standards to promote best practice.

Food manufacturers, whether large or small, are committed to the growth, development and improvement of their businesses. Whilst it is currently not essential to have the accredited standard in place it is almost inevitable that at

some point in the development of a food business a particular customer will demand compliance with the BRC standard.

The implications of implementing the standard will vary according to the complexity of the operation concerned. When taking into consideration the accommodation of records of hygiene checks, plant usage, analysis, complaint handling and other local needs, it becomes practically impossible for food manufacturers to operate successfully without the support of an efficient software solution.

**These articles are extracts from a series of White Papers by Dr Philip Ashurst, a food industry consultant.**

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## The launch of SBS in Australia



Mark Lofthouse, Product Manager, Sanderson, Australia

**Following the success of SBS in the UK, Sanderson has launched its entry level system to the Australian market. Building on its UK popularity with companies who have outgrown previous systems, SBS is positioned to repeat success within the Australian food and processing industries.**

Mark Lofthouse, Product Manager, Australia, commented: "Already a proven success in the UK, Sanderson SBS is now set to provide small businesses operating in Australia with the opportunity to integrate their operations with this entry level system. This is great news for Australian food and drink manufacturers".