



CASE STUDY



COMPANY

Burra Foods

INDUSTRY

Food and beverage manufacturing

LOCATION

Australia

PARTNER

Element3

Burra Foods streamlines processes, improves incident reporting with M-Files

Burra Foods is an Australian dairy ingredient processor, which produces and markets value-added dairy products to the global food manufacturing market. With a worldwide reputation for quality, sustainability practices, and production ingenuity, Burra Foods is a leader in Australia's dairy ingredient production and innovation. The team, based in Gippsland and Melbourne, is renowned as a preferred supplier to manufacturers of all sizes and produces various products including frozen milk products, infant formulas, specialty powders, and bulk liquid ingredients.

HIGHLIGHTS



50% time savings for document management




Full compliance with incident management



Transparent collaboration





“Burra Foods sees potential for this partnership to continue to grow over the coming years into a fully-fledged business management system. Our dream would be for team members to make BurraLink the first application they open when logging on for the day.”

Ian Hammam
Quality Lead
Burra Foods

KEY CHALLENGES BEFORE M-FILES

After experiencing strong growth, Burra Foods recognized it needed improved systems that would position the organization for further sustainable growth. Existing systems were not compatible with SAP and left the business lagging behind. It needed to shift from relying on individuals to run processes to creating digital workflows that would save time by streamlining the process, hence improving productivity. Manual processes that required physical signatures were holding up operations and making incident reporting difficult.

Ian Hammam, Quality Lead, Burra Foods, said, “Burra Foods’ existing processes were very manual with a full-time staff member responsible for document signing and manually tracking changes. This process was creating more work for team members whose time could be better spent elsewhere.”

Dan Cullen, General Manager Quality, Burra Foods, said, “Incident reporting was critical for Burra Foods because of the importance of quality. An incident could be as simple as a silo of milk being one degree warmer than it should be, or a metal detector going off at the end of a run. These aren’t necessarily significant problems; however, they need to be recorded to understand why the incident happened and how to avoid it in future, as well as what to do with any impacted product that is in the warehouse.

“Previously these issues are managed independently, linking the entire chain of reporting was important to ensure accurate and timely resolution. Failing to do so over time creates issues for the business as things fall through the cracks. This is especially important with demanding customers and exporting to countries like Japan and China.”

THE M-FILES SOLUTION

Burra Foods required a solution that could help the business control documents and build customized workflows. The business conducted a 12-month due diligence process and determined that M-Files, along with its partner Element3, was the ideal solution. A key reason for choosing the M-Files metadata-driven document management platform was that it struck a perfect balance between features that were available out of the box along with the ability to add some customization.

Ian Hamman said, “Despite deploying the program during the height of the Victorian lockdowns and not being able to hash out the program in person, it was clear to Burra Foods there was massive potential for M-Files within the business. The first step was creating a document and quality management system, with the intentions of developing a broader business management system down the line.”

The implementation of M-Files meant that Burra Foods could bridge the gaps in existing document management processes, including integration with SAP, and create a path for future development.

Dan Cullen said, "The breadth of application of M-Files was key in choosing the solution because we know it will create a lot of opportunity throughout the business. The team sees M-Files as a business management system, which can extend beyond the quality function it was initially deployed for. Phase two will include elements such as internal and supplier audits, contract management, and information regarding food safety requirements and legislative expectations."

Burra Foods named its M-Files system BurraLink and added its own logo, which made it easy for users to accept the new solution. The ultimate vision is for every Burra Foods employee to start their day by opening BurraLink. Currently, the system has 170 users, which is almost everyone in the business.

THE RESULTS


Element3 and M-Files worked closely with Burra Foods to get phase one of the project implemented on time and within budget.

Since implementing M-Files, Burra Foods has seen a 50 percent decrease in the amount of time it takes people to manually manage and control documents. The system has also delivered unprecedented visibility into issues and incidents, helping Burra Foods address these sooner and in a more comprehensive way.

Dan Cullen said, "Burra Foods anticipates significant gains and transparency in communication. As people get more comfortable with the system and it builds within the business, we anticipate being able to do comprehensive reporting and trends analysis.

"The increased visibility is exceptional. For example, if someone wanted to know which member of the engineering team was the last to make changes to an engineering procedure, previously they would have to ask the document control person to check. Using M-Files, the person can get that information instantly, leading to improved productivity across the business."

While the business did have visibility into incidents before implementing M-Files, understanding how incidents had been resolved was more challenging. M-Files has increased visibility into incident resolution as well as saving time for the business, delivering a double benefit.



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General Manager Quality
Burra Foods



Dan Cullen said, "Incidents are no longer simply managed by email and excel. Now, there's an incident number, a list of actions and the people they're assigned to, and information on how long the resolution is taking. Burra Foods now has a central repository for the entire issue from start to finish, and incidents are therefore finalized more reliably."

Burra Foods anticipates expanding its use of M-Files significantly over the coming years and agrees that the applications are only limited by what the business wants.

Ian Hammam said, "Burra Foods sees potential for this partnership to continue to grow over the coming years into a fully-fledged business management system. Our dream would be for team members to make BurraLink the first application they open when logging on for the day."

The bottom line

- Increased document management and workflow efficiency leading to better incident management and productivity.
- Enabled business growth by streamlining and linking previously separate processes.
- Delivered a modern, powerful, futureproof solution.

PARTNER

Element3

Element3 offers independent solution creation, delivery, & support. With 30 years of experience delivering document & content management, document generation, & customized business solutions, Element3 is headquartered in Melbourne & provides solutions globally.

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WHY M-FILES?

M-Files is a global leader in information management. The M-Files metadata-driven document management platform enables knowledge workers to instantly find the right information in any context, automate business processes, and enforce information control. This provides businesses with a competitive advantage and substantial ROI as they deliver better customer experiences and higher-quality work with lower risk.

For more information, visit m-files.com.

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