



FLAVOR INN CORPORATION

FLAVOR INN CREATES THE PERFECT RECIPE FOR SUCCESS WITH ROSS ERP

CASE STUDY

INDUSTRY

Food and Beverage

APTEAN SOLUTION

Ross ERP

APTEAN ROSS PARTNER



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CUSTOMER DETAILS

Flavor Inn is a creator and producer of flavors for the food industry and is head quartered in Malaysia. Flavor Inn Corporation was founded in 1996 with a promise of commitment, focus and service in creating and producing flavors for the food industry that was then lacking in the South East Asian region. Flavor Inn specializes in creating unique flavor products-liquid, encapsulated powder, dry mix powder and emulsion flavors- that may go into beverages, confectionery, dairy, tobacco or other manufactured foods and applications. In addition to flavor development, Flavor Inn services also include quality assurance, marketing & distribution of flavor products.

CHALLENGES

- Absence of product regulatory data in the system
- Unavailability of quality control results for the staff to view
- Lack of traceability
- System instabilities

BENEFITS

- Ability to maintain details of regulatory compliance in the system
- Ability to maintain and view all test results for both raw material and finished goods
- Ability to trace raw material supplied from start to finish
- Lot tracking for expiry date, best before and manufacturing dates
- Stable and reliable system

CHALLENGES

LACK OF INFORMATION

Flavor Inn diligently observes Food Regulations and local laws applicable to the countries to which they export; imposition of these regulations set the standards and methodologies for the processes and the operations within the organization. But absence of product regulatory data in the system resulted in challenges in adhering to these specifications relevant to their business.

Additionally, the prevalent system did not serve as a convincing tool for leveraging quality control data. Flavor Inn believes quality is vital to survive the competition in the food industry and foster growth in the long term. In order to ensure they deliver superior quality products always, Flavor Inn depends on the extensive quality tests they conduct on their flavors for performance in final products before they are sent out to customers. These test results provide critical information about product quality and production processes and also testify their products' compliance with regulation standards. But the results received with existing system varied and therefore were inaccurate and unreliable. Further, the staff could not leverage the quality control information and test results due to the lack of one central information repository.

TRACEABILITY ISSUES

Flavour Inn offers facilities suited for both minimal order as well as large order quantities that may run beyond 5 tons. This level of substantial production requires adequate visibility and traceability of manufacturing processes to ensure error-free and on-time delivery. But the current system in place provided limited visibility into their processes making it difficult to track and trace raw materials, ingredients and packaged products through all stages of flavor production, processing, marketing and distribution placing their quality standards in jeopardy.

SOLUTION

To effectively address the problems with system control and visibility, Flavor Inn decided to replace their existing enterprise software. They evaluated leading enterprise resource planning (ERP) vendors and selected Ross Systems for its advanced capabilities in process manufacturing and focus on food and beverage industry. Ross ERP served as an agile system that provided them absolute control of their manufacturing processes and helped track sample requests, visit reports, simulate recipes and prices.

RESULTS

After implementing Ross ERP solution, Flavor Inn gained 100% visibility into their manufacturing pipeline- they are now able to efficiently and flawlessly manage the complete product lifecycle from raw materials to finished goods. Ross ERP also provided them with tighter controls over quality testing. This further enabled them to lot track products for expiry date, best before and manufacturing dates and ensure their products met their quality standards and complied with the regulations.

Most importantly, Ross ERP provided them with a centralized information repository that gave their staff access to all the key information on regulatory compliance, recipe simulation, price simulation, quality controls and traceability helping them plan and make better informed decisions.

“We were able to have all information in a single system and all staff are looking at the same set of data.”

Soo

General Manager, Flavor Inn Corporation

In addition to addressing the problems, Ross ERP solution significantly increased Flavor Inn's profit margin while helping them deliver better quality products to their customers at a much lower cost!

ABOUT ROSS ENTERPRISE

Ross Enterprise is an innovative suite of software solutions that helps manufacturers worldwide fulfill their business growth objectives through increased operational efficiencies, improved profitability, strengthened customer relationships and streamlined regulatory compliance. Ross Enterprise offers industry-specific functionality for a variety of industries including food and beverage, chemicals, life sciences, metals, natural products, and business services. The comprehensive suite of solutions include functionality in Enterprise Resource Planning (ERP), Supply Chain Management (SCM), Customer Relationship Management (CRM), Real-Time Performance Management, Order Management and Warehouse Management System (WMS), Human Resource Planning, Performance Management and Business Analytics.

Interested in learning more about Aptean's Ross ERP? Please contact us at 1.855.411.2793 or email us at info@aptean.com



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