

Why ahead of the curve: DairyChem reduces labeling errors by 96% with BarTender®



CRITICAL CHALLENGES:

- ▶ Siloed database required large amount of memory recall for label data entry
- ▶ Manual inputs and processes caused in data mismatch and labeling errors
- ▶ New customer order intake process and new label template workflow was cumbersome
- ▶ Product-specific GHS regulation label compliance

BARTENDER BENEFITS:

- ▶ Reduced total labeling errors by 96% saving human capital and increasing overall productivity
- ▶ Label printing in 2 clicks by integrating BarTender with Blend ERP and Netsuite
- ▶ All labels could be printed remotely to other locations anytime.
- ▶ GHS compliant dynamically printed label content for every product

BarTender integrates with Blend ERP and Netsuite to simplify label printing across all product lines to any manufacturing site.

Founded in 1993 and based in Fisher, Indiana, DairyChem excels as an innovative leader in the natural dairy flavor market. Specializing in custom solutions, the company caters to a broad spectrum of food products, from traditional dairy to diverse applications in sauces, soups, and snacks. Dairy flavoring is used to restore flavor that is typically lost in reduced fat foods. In addition to adding flavoring, the flavoring offers a cost-reductive alternative to dairy products while increasing mouth feel. DairyChem's commitment to quality, customer-centric product development, and efficient service has established them as a trusted partner in the food and beverage industry.

Challenge: Labeling errors and manual processes affect the bottom line

With 21 years at DairyChem, Kyle Hunt leads the company as Vice President of Operations. His top challenge and responsibility revolve around production scheduling and ensuring accurate labeling on all products. A substantial portion of his role involved handling manual processes with the former Label Matrix labeling system, which often required extensive manual data entry and even memory recall for customer numbers, product codes, expiration dates, and lot codes. The manual system contributed to about 5-6 labeling errors per week or 286 labeling errors per year, causing significant disruptions in shipping and forcing product relabeling. Each mislabel led to resource-intensive rework of 400-500 pails of product a week. The adoption of GHS standardization in 2012 further complicated these tasks, which required detailed pictograms and warning labels on products. This shift in industry compliance and product labeling requirements demanded updates to DairyChem's internal processes, safety data sheets, and all labels.

