



## Miller Milling Reduces Invoicing Time by 97% With LLumin CMMS+ Software

### Business Challenges

- Consolidating work order management and purchasing in one integrated application
- The need to improve efficiency & productivity

### LLumin CMMS+ Key Features

- Feature rich & cost effective
- Configurable, yet and easy-to-use
- Automated workflow that triggers actions and notifications

### The Results

- LLumin connects teams, tasks, and inventory across 5 mills and HQ
- Optimized inventory tracking
- Aligns with Miller Milling's value

### About the Customer

"Producing flour on a large scale is one thing. Doing it sustainably? That's another story."

That powerful statement welcomes visitors to Miller Milling's website, a bold yet inviting online space highlighting the flour brand's people-centric values and Earth-friendly practices.

From state-of-the-art facilities, Miller Milling produces flour to each customer's exacting specifications, supporting a wide variety of food service companies with flour for pastries, bread, pizza doughs, pasta, tortillas, and more.

Mission-driven since 1985 to provide customers with safe, high-quality, grain-based products, Miller Milling is one of the top four milling operations in the US. Miller Milling's solar network is unparalleled among industry peers, and the company is constantly updating its technological capabilities to evolve with consumer, environmental, and regulatory demands.

Along with earning and maintaining a reputation for exceptional service, Miller Milling is committed to ensuring that we all have a safe, healthy world to live in—a pledge that "isn't just good business. It's the right thing to do."

*The maintenance department loves LLumin because they can see everything in one place. They print out work orders that show which parts are needed. They see what's in stock and what needs to be ordered, and they can see any planned no-production days and determine which work orders should be completed during that window.*



## Challenges: Consolidating Work Order Management & Purchasing

Working from Miller Milling's Fresno, CA, plant, Alisha Ruiz handles the Fresno mill's HR and invoicing. She is also the company's LLumin specialist, fielding daily technical questions from Miller Milling's corporate office in Minneapolis, Minnesota, and the plants in Winchester, Virginia; Saginaw, Texas; and Oakland and Los Angeles, California.

Five years ago, Miller Milling used two different CMMS-style systems: one for purchasing and one for work orders—but neither platform was adequate for the company's needs.

"We stopped using the work orders system because it wasn't staying up-to-date with our huge parts inventory," explains Ruiz. "The program was very outdated. We were never sure which tools or parts we had in our inventory. We wound up either making costly purchases that weren't actually necessary or discovering too late that we didn't have a part we needed."



*It's a big deal when a machine goes down, and we have to stop production while we wait for a part that should have been in our inventory.*

After scrapping the unsatisfactory work orders system, Miller Milling attempted to track inventory manually—a time-consuming, paper-heavy process that rarely served its purpose. Equally frustrating was the company's purchasing system, which still required extensive paperwork. "We had to keep paper invoices for managers to physically approve and sign, which took a lot of time. Then we had to send the paper invoices to corporate via UPS for payment," Ruiz describes.

Her extensive experience with Miller Milling's internal processes made Ruiz the perfect candidate for evaluating possible replacements for the company's flawed platforms.

It didn't take long for the Miller Milling team to choose LLumin.

## Solution: LLumin's CMMS+ Meets Short and Long Term Objectives

"LLumin demonstrated that it could shape its CMMS to our needs," says Ruiz. "I remember how exciting it was, seeing what LLumin could offer us. It was easy to work in—really user-friendly. And I could tell it would make all of our processes more efficient."

### Purchase Orders

Miller Milling immediately leveraged LLumin's all-digital CMMS+ platform to replace its tedious invoicing system. Now, the company's paper authorizations have been replaced by one-click approvals, and payments are immediately issued to the appropriate vendor.

*We used to spend up to two entire days on invoicing," shares Ruiz. "With LLumin, invoicing takes only 30 minutes. It's such a huge difference!*

And since team members can log in and approve payments from anywhere in the world, Miller Milling no longer worries about limited bandwidth resulting in past-due bills, which could hinder production.

“We don't have to stay so late to finish. No more having to wait. If somebody's on vacation, we would have to wait sometimes a week to get payments approved, but now they can approve payments while they're away through their email.” says Ruiz. “We even pay our electric bill through LLumin. Almost every purchase order goes through the CMMS. It's so much better than anything we ever used before.”

## Work Orders

LLumin has also changed how Miller Milling manages work orders; the CMMS+ platform keeps track of repairs and maintenance.

“If someone notices that a machine isn't working properly, they put a work order into LLumin that outlines the problem. The maintenance manager reviews the work order, assigns it, and marks it complete—all in LLumin,” Ruiz tells us. “LLumin tracks the worker's hours; it tracks the number of times we've repaired each machine. With LLumin, we can identify replacement needs well before a machine fails, just by looking at the equipment's maintenance history.”

## Inventory

With over 2,000 unique parts in Miller Milling's inventory, accurate inventory tracking is imperative. Now, not only can the Fresno plant's team see their own inventory, but they can also see the inventory at every other Miller Milling facility. If the Fresno mill needs a part and the Oakland mill has multiples of that part, Oakland can send a part to Fresno, saving the company money and preventing it from accumulating an overabundance of any individual part. Ruiz explains, “The maintenance department loves LLumin because they can see everything in one place. They print out work orders that show which parts are needed. They see what's in stock and what needs to be ordered, and they can see any planned no-production days and determine which work orders should be completed during that window.”



## Tech Support

Like any technology, LLumin can't be perfect 100% of the time—but in Ruiz's eyes, the CMMS+ platform comes close! “If anything goes wrong, LLumin fixes it very quickly,” she says. “Problems aren't even around long enough to become a nuisance. I have no complaints. I can't think of any downfalls.”

## People-Centric

The most critical issue LLumin has resolved for Miller Milling concerns the flour producer's people and values. “We start with doing what's right. Consider this our moral compass,” reads Miller Milling's website. Four guiding principles speak directly to the company's commitment to people, from customers to team members to the community. Safety. Accountability. Collaboration. Service. Each value keyword is simply defined and unquestionably clear: Miller Milling wants good things for people. Nothing has furthered that cause quite like LLumin.

“LLumin is a time saver. It helps me save time. I rarely have to stay after-hours now, and that's huge,” reveals Ruiz. “The pandemic showed a lot of people how much we all crave more time at home with our loved ones. It's something we all talk about openly now. And



LLumin has really made that possible. LLumin means I'm getting home 25 to 30 minutes sooner than I used to—sometimes more, depending on the workload. And that makes a big difference in workforce morale.”

Ruiz also sees LLumin’s long-term potential. “LLumin has helped me understand a lot about what’s possible with the right technology—the potential for new ways to use it in the future.”

## Results: LLumin Connects Teams, Tasks, and Inventory Across Five Mills and HQ

### Streamlines Repairs and Purchases

- LLumin’s CMMS+ shortens repair and maintenance times by simplifying the work order process from start to completion, and the platform’s easy bill-pay solutions have slashed the Fresno team’s invoicing hours by nearly 97%.

### Optimizes Inventory Tracking

- LLumin’s CMMS+ works across all Miller Milling teams at every location, allowing always-accurate inventory tracking and parts sharing to ensure time and cost efficiency.

### Aligns with Miller Milling’s Values

- LLumin saves people time, and the Miller Milling workforce is happier than ever—an unexpected result with a powerful impact.

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– Alisha Ruiz, Miller Milling



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