Oceania Dairy Achieves Daily Workflow Excellence with LLumin CMMS+ Software

Business Challenges

- Oceania Dairy sought an easy-to-use CMMS solution that would connect with its SCADA system

- Oceania Dairy requires seamless access from individual workstation HMIs.

LLumin CMMS+ Key Features

- Integrated safety & compliance functionality

- Configurable, yet and easy-to-use

- Automated workflow that triggers actions and notifications

The Results

- LLumin enhances maintenance efficiency with streamlined communication and faster work completion times that reduce equipment downtimes and cut labor costs

- Oceania Dairy enjoys up-to-date reporting that ensures accurate audits and enables ongoing FSSC 22000 compliances

- LLumin promotes powerful planning with custom integrations for Oceania Dairy's workforce and offers exceptional inventory oversight

About the Customer

Oceania Dairy is a state-of-the-art dairy manufacturing plant based in Glenavy, New Zealand, that boasts "great people, in a great place, making great products." A wholly owned subsidiary of Yili Group, Oceania Dairy produces internationally respected, premium dairy products that feed and nourish people, enabling healthier lives.

Oceania Dairy is poised to meet the rapidly growing global demand for milk products with low environmental impact. Local suppliers benefit from the long-term support of an international dairy company, with Oceania Dairy investing $650 million to date in the Glenavy community and establishing itself as the region's employer of choice.

And that's the great thing about LLumin: It's quite user friendly. All of the team knows how to use it and it gives us confidence that the product we're making is absolutely top notch.

Challenge: An Easy to Use, Integrated Solution, Accessible from HMIs

Ian Laing serves as Oceania Dairy's Capital Projects, Maintenance and Services Manager, overseeing equipment purchasing, integration, and maintenance while leading the company's utilities and water treatment managers, maintenance leads, electrical lead, and building manager.

"Oceania Dairy's first team members had worked with other CMMS systems in the past, and they knew that a poor CMMS created all kinds of headaches," explains Laing. At Oceania Dairy, day-to-day operations involve organizing maintenance requests, controlling the company's spare parts inventory, purchasing, and regulatory reporting.

Early Oceania Dairy leadership knew the right CMMS solution would need to meet three key criteria:
- Easy usability for operators and maintenance teams

- Streamlined connectivity to Oceania Dairy's supervisory control and data acquisition (SCADA) system

- Direct accessibility from individual workstation human-machine interfaces (HMIs)

Solution: LLumin's CMMS+ Makes Audits a Breeze

After extensive research, Oceania Dairy's leadership team identified LLumin as the ideal CMMS solution. Since Oceania Dairy's launch in 2014, the company has relied on LLumin's CMMS+ software, with 50% of its 400-member permanent staff accessing LLumin daily. LLumin's CMMS+ system delivers workflow excellence throughout Oceania Dairy's organization, with benefits that include paperless, audit-friendly reporting, and powerful integrations.

Solution: An Entirley Paperless Solution

Unlike many CMMS options, which still require extensive manual work that inhibits usability, LLumin's CMMS+ system is entirely paperless.

- **LLumin is easy to learn and use**. Not all CMMS platforms are easy to use, but Oceania Dairy team members find LLumin's CMMS+ intuitive and simple. Laing shares, "LLumin makes it easy for people to add and receive work requests, so our team uses the platform quite well. It also streamlines our inventory process, so we always know what's in stock and what we need to order."

- **LLumin is 100% digital.** The data collected by LLumin won't go missing like pieces of paper so often do, and the paperless system eliminates the inefficiencies associated with paper-centric maintenance management, purchasing, and reporting.

- **LLumin drives staffing decisions.** Manually managed maintenance systems obscure staffing trends, whereas LLumin clearly reveals the time required for each job and the number of staff available for the upcoming workload. This visibility allows leaders to make key staffing decisions before problems arise.

Solution: Audit Friendly Reporting

Manual documentation poses tremendous challenges during an audit—both for the company under audit and the auditors themselves. "Auditors love LLumin," says Laing. "As a central repository, LLumin stores our calibration data, which proves that all of our critical instruments are reading properly and recording guideline-appropriate numbers. It also stores our total work history, which is important if ever we need to clarify details, such as the last time a specific valve was viewed."

Because auditors commonly are forced to tolerate slow reporting processes, they immediately love LLumin's speed and efficiency. For internal, customer, and regulatory audits, "LLumin makes us look really organized," says Laing. "Instead of wasting the auditor's time, we have all the information they need at hand, within a couple of mouse clicks, in only a few seconds."

Not only does LLumin keep auditors happy, but it also aids Oceania Dairy in meeting FSSC 22000 requirements on time, every time.

Solution: Powerful Integrations

Oceania Dairy knew a fully integrated maintenance management scheme was necessary for ensuring consistent work efficiency, project planning, and preventative maintenance.

- **One-click work requests**. LLumin worked closely with Oceania Dairy to integrate its CMMS+ with Oceania's SCADA and PLC systems, enabling employees to submit work requests directly from individual workstations on the automation layer. "They simply select the HMI MIMIC on their screen, select the part or system that isn't working, then click to submit an instant work request."

- **Data-driven automation.** LLumin's SCADA integration enables data-informed planning and automated work order triggers. Laing explains, "We can establish a rule that, for example, 2,000 actuations on a certain valve will trigger a work request." Automations of this nature allow Oceania Dairy to make purchasing decisions and workload preparations based on facts, not feelings.

The thing with LLumin is that we almost take it for granted," admits Laing. "It just sits in the background, chugging away, doing all the good stuff!

Results: A Great Choice For Oceania Dairy

With LLumin's CMMS+ solution in place, Oceania Dairy benefits from:

- **Enhanced efficiency.** LLumin's 100% digital interface enables Oceania Dairy to manage maintenance needs efficiently and rapidly with streamlined communication and faster work completion times, reducing equipment downtimes and cutting labor costs.

- **Rapid reporting.** LLumin's reliably up-to-date reporting ensures smooth and accurate audits, enabling Oceania Dairy to serve its global market with FSSC 22000 compliance.

    Powerful planning. LLumin's custom integrations support Oceania Dairy's workforce with one-click work requests and easy automation that provides exceptional oversight of inventory needs and upcoming maintenance tasks.

One of our sister companies uses a different CMMS, and they're always struggling to export crucial information. They describe their system as 'clunky.' We don't have those headaches with LLumin.

– Ian Laing, Capital Projects, Maintenance and Services Manager, Oceania Dairy

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