Keeping Success Flowing
Unifying Real-time Visibility Across 26 Factories

Nestlé Waters meets consumer needs by keeping its wide variety of products flowing through strong distribution channels. The company has emerged as a substantial player in the bottled water market. That leadership position is strengthened by the company’s continuous improvement efforts—starting with a major initiative to improve quality and operational visibility across its production facilities.

Company Profile

Nestlé Waters, the world’s leading bottled water company, has built a solid reputation on the quality and purity of its products.

- Established in more than 100 countries
- Portfolio of 48 brands
- 87 manufacturing sites operating in 30 countries
- Annual revenue over $8 billion
- Market share of 11%

Results

- Central Statistical Process Control (SPC) solution enables visibility of production processes across multiple facilities.
- Real-time visibility tools enable more effective decision-making.
- Computerized data output eliminates need for manual documentation.
- Reduction in manual documentation increases overall efficiency.
- Real-time alarms with assignable cause and corrective action entries streamline quality control process.
Nestlé Waters had been using a cumbersome paper-based system to collect and analyze data. When issues arose that required immediate attention, the company's quality engineers had to disrupt operators on the production line to retrieve the necessary data.

Nestlé Waters’ goal was to implement a system that would allow them to easily monitor, review, and trend real-time quality data. In addition, they wanted to standardize on one solution across all their facilities to complement their existing IT infrastructure.
InfinityQS Professional Services & Software 
Facilitate Workflow

After a thorough needs-analysis evaluation, Nestlé Waters determined that InfinityQS® solutions best satisfied their criteria for quality documentation and analysis. To accelerate and streamline the software implementation, the Nestlé Waters IT team leveraged InfinityQS Professional Services. These expert services are provided by teams of skilled, certified quality engineers, industrial statisticians, and Six Sigma Black Belts, all with extensive manufacturing experience.

The teams worked closely during all stages of the implementation, including planning, implementation design, and project management. From an IT standpoint, the implementation focused on two separate manufacturing units: Retail Manufacturing and Home and Office Manufacturing. They spread the implementation across 16 Retail sites, as well as eight Home and Office sites, and integrated them with corporate headquarters.

Nestlé Waters Retail objectives were to:

• Upgrade all factories to the latest InfinityQS software release
• Organize the purchase of PCs required for workstations
• Image new PCs to the Nestlé Waters standard and install InfinityQS
• Ensure that the project leader had all necessary rights and permissions to access the servers

Nestlé Waters Home and Office objectives were to:

• Format existing servers
• Install SQL databases and InfinityQS on the servers
• Purchase new PCs, image, put users in the user group, and grant necessary permissions and access

Takeaway:

InfinityQS solutions provide a high level of built-in configurability. If you are also looking for this level of flexibility, our Professional Services teams can help you configure your Quality Intelligence solution so that it works the way you do.
Track Trends to Make More Accurate & Timely Decisions

With InfinityQS solutions in place, Nestlé Waters now has real-time visibility over production processes—both within individual sites and at the corporate level across dozens of factories. By tracking trends in quality data, they are able to make more accurate and timely decisions about process improvements.

Nestlé Waters is using InfinityQS SPC software to review sampling frequency optimization and inline monitoring, as well as to track quality improvement projects such as:

- **Cap torque and application analysis**, supporting retail factories in comparing different cap vendors

- **Lightweight bottle initiative**, enabling process optimization to ultimately reduce unnecessary full bottle testing

- **Air-consumption process data capture automation**, using analysis functions to optimize production processes
Other improvements have come at a practical level. “You can read the data rather than having to decipher the writing of 150 different people. The data is at your fingertips,” said Julie Chapman, Quality Systems Manager at Nestlé Waters.

Nestlé Waters is also taking full advantage of InfinityQS’ real-time alarms. Any events that occur require assignable cause and corrective action entries. Plant floor operators review, evaluate, and respond to any events that occur before they cause quality issues.

“It is ultimately easier for the operator. Even with the minimal computer skills many of the operators had in the beginning, the overwhelming consensus is that they prefer using InfinityQS over a paper system.”

**Julie Chapman**
Quality Systems Manager, Nestlé Waters
About InfinityQS

InfinityQS is the leading provider of Statistical Process Control (SPC) software and services to manufacturers worldwide. Our solutions automate data collection and analysis during the manufacturing process, so you can make real-time process improvement decisions and prevent defects before they occur. Developed by industrial statisticians using proven methodologies for quality analysis and control, InfinityQS solutions are saving leading manufacturers millions of dollars each year.

For more information, visit www.infinityqs.com.