

Tracking quality with a meaty solution - Dec 2011

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- *Manager Jack Wood Junior*

Customer fact file:

J.L. Wood & Son Ltd are based on the Failsworth Industrial Estate, Failsworth near Oldham. They are a family business, established 31 years ago. A discerning supplier of high quality meats and ancillary products to top restaurants and hotels in the North West, the business has rapidly gained a market presence and reputation in this specific field. The business is run by husband and wife team Jack and Linda Wood and their son, who is also called Jack.

What our customer needed:

J.L. Wood & Son Ltd were considering the future growth of their business.

To support their continued growth and gain the all important accreditations and seals of approval by the foods industry standards agencies, the Woods knew they had to implement the best tracking solution for all their products.

High on their specification was their need for stringent ‘traceability’ requirements.

While the business met all the required high level of legal requirements demanded by the food industry, as a growing player in the market, they decided to go the extra mile and build on their existing quality system to achieve further top grade standards to meet customers’ demands and peace of mind.

The British Retail Consortium quality standard examines in detail all requirements to prevent cross contamination and food poisoning covering the whole supply chain including such things as original sources, storage, packaging and delivery.

Over a period of time the business investigated a number of software solutions that were available and, more importantly, suitable to their specific needs.

But it was their then new Failsworth industrial Estate neighbours, Worldwide Catering, an established wholesaler of fresh produce, who recommended they talk to Logma.

Worldwide Catering have been using Logma software for more than 15 years and had no hesitation in advising the Woods to get in touch.

At the time Logma was officially launching the new OneFit solution at the Reebok Stadium in Bolton and father and son attended.

They were able to see for themselves examples of OneFit in use and how it could be applied to their business. They were also able to view case study videos capturing how the solution had supported other similar businesses in their growth plans.

More importantly, they were able to speak to other Logma clients and hear first hand about the features and benefits of OneFit.

Why our customer chose Logma

The Woods felt assured that they were on the right path as Logma had been providing traceability systems to the food industry for more than two decades.

“They came recommended,” explains Jack Wood Junior, “and that’s how we do business so that was important to us. But from the start they had the right approach. Ron and Audrey came in to see us personally and spent a lot of time with us listening and gathering every detail. They then came back to us with a proposal that reflected virtually everything we needed. The design then just needed some fine tweaking to fit our system.”

Pricing was important and Logma’s OneFit solution came in substantially less than other companies bidding for the work – in some cases nearly £70,000 less.

“That told us a lot about the people we were dealing with here – good honest people who didn’t pile on the pounds,” adds Jack. “The service was there, the price was right and it worked. What’s more they actually tested the software first of all to see if it worked within our building – the whole package. “

What Logma provided

Logma put forward a proposal that included scales linked to touch screens for dispatching and handheld units for stock selection by barcode to achieve traceability at the same time as improving efficiency and reducing costs.

The principles of OneFit address the need for control of purchase orders at the earliest point and the control of sales orders throughout the operation, which not only provide smart traceability but speed up the throughput of orders with minimal effort.

Logma’s OneFit Software solution, renowned for product strength, flexibility and scalability, was then chosen and implemented.

The Woods have been able to retain the central Sage 50 financials, with which they and their accountants are familiar, as the OneFit order processing and traceability system creates invoice records which are directly posted into Sage 50.

The Benefits

- The deep and seamless integration removed the need for file transfers or synchronisation, greatly reducing many of the tedious, time-consuming and precarious exercises usually required by ‘bolt-on’ products.
- The business has since passed British Retail Consortium quality standard audits with flying colours, achieving ‘A’ grades on each occasion. The new system contributed greatly towards that success by providing the finite levels of detail demanded by the audit.

- The sensible pricing structure of the OneFit system has resulted in significant cost savings and paid for itself in less than six months.
- The easy-to-use system has meant that checks can be run simply and easily by virtually all team members rather than waiting for or relying on specialists in certain areas.

“Everything just works better and faster providing some real measurable added value, improved efficiency and performance and has enabled costs to be cut,” says Jack.

What our client says about Logma

“We cannot speak highly enough of Logma,” Jack concludes. “We always get immediate customer service and have seen some real value for money.

“Logma run a family business just like we do so they are hands-on which makes a difference.

“They are a very professional organisation and our business is safe in their hands. They know we cannot afford any downtime in our operation.

“They have been excellent and we can always pick up the phone and they will sort things quickly. We cannot fault them.

“We have also recommended them to other people in our industry and would be happy to do so again.

“They are brilliant.”

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