

Case Study.
Dairy Cooperative.
United States.
Agriculture, Food & Beverage.

Achieving outstanding productivity improvements and cost savings through leadership development

Challenge

Our client is a leading global dairy cooperative of local, family farmers from across the United States that markets raw milk and sells milk and derivative products.

To support the industry's continued growth in the Midwest, the dairy cooperative was looking for ways to improve productivity across all departments — Production, Maintenance, Warehouse, Quality, Wastewater, Safety, and HR.

Solution

Our client worked with our dss+ Humex experts to develop leadership team skills, implement behavioural changes, and establish a performance-based communication structure with UTrakk Daily Management System (DMS):

- Development of the skills of 28 leaders through workshops and one-on-one coaching sessions
- Training of 8 internal coaches to perpetuate the coaching and performance culture
- Definition of Leader Standard Work for several positions including Production and Maintenance supervisors, MRO clerk, and Food Safety specialist
- Implementation of a communication structure promoting goals and performance
- Execution of regular management rituals and active supervision tours
- Action tracking and review processes to facilitate problem resolution



Operational results

- \$2.5M annual savings due to reduced downtime
- \$546K annual savings due to a 7-hour improvement in dryer wash times



Strategic results

- Increased efficiency within the management team
- Quicker problem resolution leading to continuous improvement
- Improved communication between teams
- Clearer leadership roles and responsibilities

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