

Case Study 34

Flavorings & Sweeteners

Background

A contract manufacturer in the food and beverage industry reached out to Northeast Filter via online inquiry for a price quote on liquid filter cartridges. After providing the requested quote, Northeast Filter followed up to learn more about the company's application for these filters. It was through this conversation that the company highlighted their strategic objective to reduce annual operating expense on this particular filtration process by 15%. In a competitive marketplace, price concessions alone cannot always help companies meet their cost savings objectives.

Solution

Northeast Filter offered a lunch and learn presentation to the company as a Value-Added Service (VAS). The contract manufacturer was able to learn more about industry specific filtration technologies and see the differences in function and costs associated with each. After demonstrating different filtration concepts and technologies, the company asked Northeast to help them evaluate their current system set up and make recommendations on how it can be improved.

For most food and beverage applications, validation of alternative products, methods, or technologies can be a difficult task. During the site walk through, Northeast Filter was able to identify process improvements, and work within company guidelines to provide cost saving measures in process that far surpassed the customers strategic objective of a 15% annual savings.

As a sign of a partnership, the customer then asked Northeast to provide sample filters for pilot evaluation and validation. Once they were proven to work without any disruption to product quality, the customer decided to switch to a brand with a proven track record in the industry. The customer has now asked Northeast to partner with them to evaluate other filtration processes throughout the company.

