MIURA

ORGANIC MEADOW
CASE STUDY

Industry:

Food & Beverage

Unexpected Boiler Breakdown Halts Operations at Organic Dairy Farm

Abstract:
This case study explores the challenges faced by one of Organic Meadow's facility in Guelph. Organic Meadow's boiler started leaking, leading to a complete halt in operations. This case study highlights Miura's Quick Ship Express Program, a solution that worked well for Organic Meadow. Miura was able to provide a brand new, more efficient boiler within three days. The quick solution not only saved Organic Meadow from significant losses but also enabled them to resume operations quicker with enhanced productivity and more savings on operational costs.

Introduction:
Organic Meadow is a farmer owned cooperative that produces one of Canada's leading Organic Dairy products. Their production line heavily relies on their boiler system for high-quality manufacturing processes. However, a sudden breakdown of their boiler disrupted the entire production schedule, causing a lot of stress, an unexpected downtime and potential customer dissatisfaction.

Miura Canada's Involvement:
Organic Meadow reached out to Miura's Service Team. Their previous boiler was a used Miura boiler, it has exceeded their expectations and worked 6 years past it's life expectancy. The service technician realizes the urgency and importance of resolving the issue as quickly as possible.

LOCATION:
Guelph, Ontario

COMPANY PROFILE:
Organic Meadows is a farmer owned cooperative that produces one of Canada's leading Organic Dairy products.

CHALLENGE:
The boiler was responsible for a crucial step in the production process. With the boiler being down, the production line has to stop, resulting delay to meet Organic Meadow's production targets. There was an immediate need for a replacement boiler so they can resume operations with minimal impact to production.

Assessment and Recommendation:
Miura's team of experts assessed the situation and identify the most suitable solution for Organic Meadow. After thoroughly evaluating the requirements and specifications, they recommended Miura's Quick Ship Program. This solution would not only get the production back up faster but also offer additional benefits such as improved efficiency and productivity. To add protection from the hard water in Guelph, Miura also recommended our water treatment program.

Boiler Acquisition and Delivery:
Miura worked closely with our logistics team and installers to expedite the acquisition of the replacement boiler. Within a short span of three days, the old boiler was out and the brand new boiler was delivered, installed and commissioned. Organic Meadow resumed normal operations after 3 days of the boiler going down.

Customer Satisfaction and Cost Efficiency:
By resuming operations, Organic Meadow was able to meet its production targets and fulfill customer orders on time. This prevented potential loss of customers and preserved their reputation. Additionally, the more efficient machine provided a competitive advantage by reducing operational costs compared to a temporary solution of renting a boiler.

Conclusion:
The collaboration between Organic Meadow and Miura exemplifies the importance of timely and reliable machinery support. Miura's ability to identify, acquire, and deliver a new machine within three days saved Organic Meadow from significant losses and ensured uninterrupted operations. This case study demonstrates the value of responsive partnerships in overcoming unexpected challenges and driving business success.

POSSIBLE SOLUTIONS:

Miura's Quick Ship Express which ended up to be a faster service than renting a boiler which would have taken at least two weeks to be up and running.

CONCLUSION

Miura recognized the importance of timely and reliable boiler support. The Team identified, acquired, and delivered a new boiler within three days with the QSX program. This solution has saved Organic Meadows from significant losses and minimal impact on operations.

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