

# Berry Llantrisant removes silos, paper and manual processes with a Connected Worker Platform

## About Berry

Berry Llantrisant, part of the wider Berry Global Group, creates plastics and packaging for brands across the world for sectors including food & beverage, healthcare, beauty and personal care, hygiene and many more. With sustainability, innovation, diversity and inclusion at the heart of the organisation, Berry Global has over 300 facilities across the globe.

At Berry Llantrisant, multiple production lines are active and running simultaneously, and each operator supervises many pieces of equipment. Each shift works with a variety of challenges such as product changeovers, operators with different experience and other day-to-day operations, and therefore handovers are complex.

Berry Llantrisant were experiencing pains of manual processes, a lack of traceability and silos of information and communication between departments.



## The Challenge

Rob Jones, Plant Manager at Berry Llantrisant explains:

“The main issue we were experiencing was that direct lines of communication and actions were usually driven through email chases, which was inefficient. This meant that we weren’t closing actions down or were even aware of their existence, other than a chase, really.”

We also spoke with Production Manager, Paul Howells who said: “Before Zaptic, we had different paper formats for highlighting maintenance requests. You had to fill these in – just technical people filled them in, put them in the office and there they got lost or thrown in the bin. So there was no traceability whatsoever.”

It was clear that Berry Llantrisant needed to [digitalise daily manufacturing processes](#) in order to [improve hazard closure rate](#), [increase efficiency](#) and communication on the shop floor whilst [empowering and enabling operators](#).





## The Solution

Zaptic worked with Berry to implement our Connected Worker platform through key initial use cases to make a big impact, quickly.

“The use case we rolled out initially was the work request and hazard report. That grew organically into tying together engineering work requests, hazard reporting, safety reports, and quality reports. That grew organically and connected the different departments, and removed that silo mentality.” Rob Jones said.

Paul Howells commented: “Every employee on the shifts knows that they can go on the Zaptic system, report any hazard, any issues they have that’s to do with maintenance and quality. All the managers, whether this be myself, the quality manager, health and safety manager, senior management team, we all get to see that the following day – it’ll be discussed in the morning meeting because the system’s up and we all see it, which is great.”

Responsible for Environmental, Health and Safety at Berry Llantrisant Andrew Stewart highlights: “By using the Zaptic platform, we can have safe systems of work, which are accessible to all staff. So if they’re working on a machine or a project, they can go into the Zaptic process, have a look at the safe system of work, and apply that to what they’re doing.

It’s much easier than what they were doing in the past, where they were just going through paperwork, and trying to learn off other people.”

Andrew continues: “The main benefit of having this digitised was, it was centralised, it was accessible to everyone on site. And if there are issues within a certain department then, with the process or anything, everybody can see it and give their feedback.”

## Results



Berry Llantrisant experienced quick results by implementing Zaptic and working with our Customer Success team.



Plant Manager, Rob Jones explains: "Within the **first six months** of introducing Zaptic we saw **plant performance uplift**, we saw a **reduction in downtime**, and an **improvement in quality**."



He continues: "In terms of performance, we've got a safer plant. Previously, prior to digitalization, we were raising on average 15 hazard reports per month with a closure rate of 40%. Now we're raising over 100 hazard reports per month with a **closure rate of over 95%**."

First **6**  Months

Plant **Performance Uplift**  
**Reduction in Downtime**  
Improvement in **Quality**

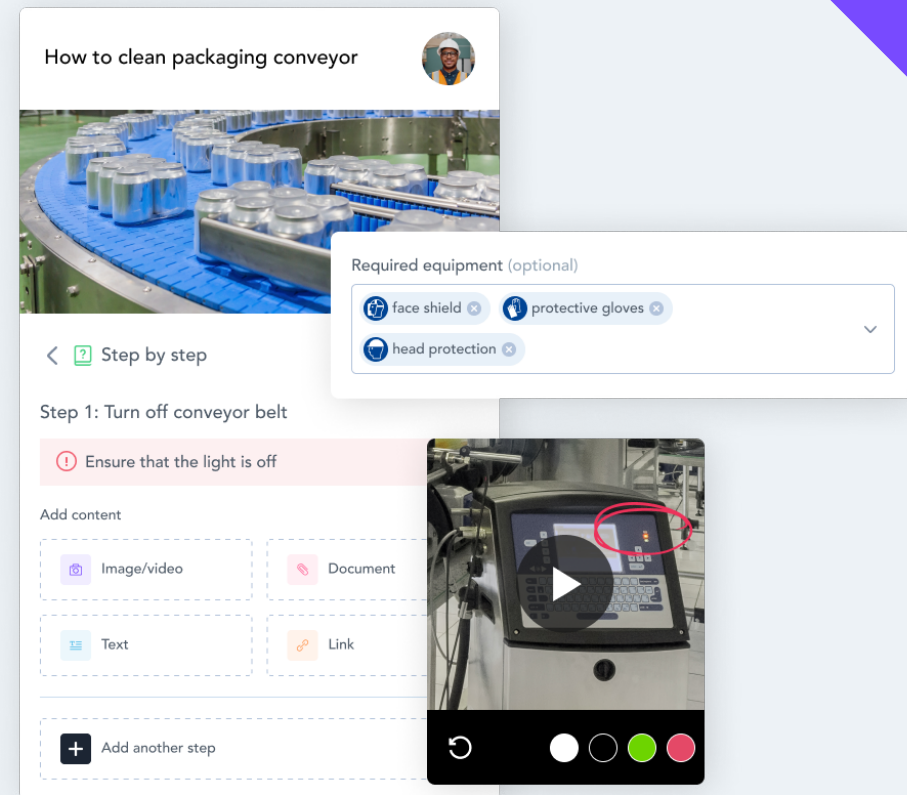
**50%** + Increase  
In Hazard Closures 

## Why Zaptic?

With many solutions and softwares available, Berry Llantrisant chose Zaptic after looking to solve a specific problem, related to different departments working in a very siloed environment. Rob invited the Zaptic Team onsite to experience the challenges he was looking to solve. At Zaptic we strive to bring flexibility and agility to our customers so that they can respond to the ever changing consumer demands and market instability.

Rob explains: "It was very apparent that the team understood and recognised the issues we were facing." He continues: "What appealed most to us about the product was the **no-code approach** to building these processes."

Andrew highlights: "We believe that Zaptic was the solution for us because of the **flexibility** within the platform and the support that we got from Zaptic to adapt the workflows and everything that we wanted, and in the way that we wanted, which was fantastic. By using the no-code element, we can actually create our own workflows. And we get support if we're unsure of how we should configure some things."



The screenshot displays a Zaptic workflow titled "How to clean packaging conveyor". It includes a profile picture of a person in a hard hat. Below the title is an image of a conveyor belt with blue cans. A "Required equipment (optional)" dropdown menu is open, showing "face shield", "protective gloves", and "head protection". The main workflow area shows "Step 1: Turn off conveyor belt" with a red warning icon and the instruction "Ensure that the light is off". Below this is an "Add content" section with options for "Image/video", "Document", "Text", and "Link", and a button to "Add another step". A video player is visible on the right side of the interface, showing a close-up of a control panel with a red circle highlighting a specific button.



## Digitalisation

Berry Llantrisant recognises the importance of digitalisation and strives to eliminate paper from their site.

Rob Jones says: “What digitization brings to the operation is the [elimination of paperwork](#). Paperwork can be open to interpretation, it can be open to scribbles, to being lost.

When you look at our operation, we’ve got 38 manufacturing processes. That’s 38 pieces of paper that have been handed back to a shift manager who’s then expected to pick up a small cross or a ‘Not OK’ condition on those pieces of paper, and the likelihood is that they’re going to get missed. With the digital escalation, it’s there immediately, so we can again discuss in the operations meeting and address in a timely manner.”

From a compliance point of view, EHS Manager, Andrew Stewart explains: “Being able to access things and check things from a digital point of view is much easier than going through 50 pieces of paper and looking at things and we are an ISO 14001 certified site, so [carbon footprint](#) is an important issue for us as well.”

Andrew continues: “By doing the audit on line with Zaptic, it reduces paper, it reduces the time that it takes to raise the hazard or issue and the action time then from, for example, the engineering department to fix the problem is minimised.”

Rob Jones continues: “In terms of compliance, because of the no-code approach to setting up these processes, we can actually replicate an audit. So that could be BRC, it could be an internal audit, a safety audit, and we are actually using the system now to [present evidence of conformance](#), of audit adherence, of condition monitoring. So we use Zaptic, and it is accepted as evidence.”

As well as compliance, Zaptic has helped Production Manager Paul Howell improve the plant’s sustainability, which is a core focus for them: “When we analysed the data we had gathered in Zaptic, we realised that four of our machines were leaking air continuously. We stopped them and fixed them and now air consumption has gone down and power has gone down. That feeds into our [sustainability focus](#).”



## The Future Landscape

Rob looks forward to implementing new use cases and exciting product functionality that Zaptic is rolling out.

He explains: “The functionality which we’re going to move forward with now is the one point lessons. We think that’s a really powerful tool in terms of not only training, but also refresher training.

So if somebody is going through a process which is digitised, the ability to link to training documentation, safe systems of work, and these single point lessons, that’s really invaluable. We’re embarking on adult apprenticeships to retrain some of our staff, because technical recruitment is very difficult at the moment. And again, to get all of that training literature, literally, at the touch of a button in the process – that’s huge.”

And finally, with the advancement of Artificial Intelligence and the capabilities it could bring to an industry such as manufacturing, Rob explains how Zaptic is demonstrating the value of data it gathers.

“We’ve had the AI capabilities – that’s quite exciting. We’ve already seen data from the Zaptic team in terms of ‘Does this make sense to you – this quality issue related to these pieces of equipment?’ That’s only as good as the data that we put in, so again, it’s about tightening that up now to make sure that we put in good data to get that suggestion back in terms of root cause and corrective action.”

## Why Connected Workers?

Rob Jones believes in empowering and engaging front line workers in daily work instruction in order to improve business results, productivity and efficiency: “The importance of operator engagement is those direct lines of communication, empowering them to raise issues as they see them. Our team now knows that when they escalate an issue that it’s discussed at the next operations meeting, and nothing engages people more than getting those issues resolved.”

Rob continues: “We’re actually getting suggestions from users on the shop floor to say, ‘Maybe Zaptic could be used for this?’ – we’ve got a continuous improvement mentality, really.”



[www.zaptic.com](http://www.zaptic.com)