

# How One Company Saved \$1.3M in Only 3 Months



For over six decades, Milk Specialties Global has been a pioneer in developing top quality science-based nutrition products.

## Executive Summary

MSG needed a better way to manage their continuous improvement and operations. In using EON, they saved over \$1.3M in just the last quarter by improving against standards across multiple locations.

"I consider the EON Client Success Team an extension of our team at MSG, ready to help us with whatever we need, as we need it."



Brian Lundquist, COO  
Milk Specialties Company

## Boosting the bottom line, faster.

Milk Specialties Global (MSG) required more immediate insight into both the continuous improvement and daily operations sides of their operational excellence strategy.

## Simplifying improvement and increasing visibility

Ultimately, MSG needed to craft a tool set for accountability, prioritization, and defining standards, across all locations.

Traditionally, this involves multiple programs and data sets, including everything from sticky notes to spreadsheets. Additionally, many organizations solicit short-term guidance, rather than investing in a more sustainable and cost-effective solution.

The biggest challenge for MSG while juggling all of these different components was getting a quick snapshot of their improvement work and which items needed to be prioritized.

"I'm big on being able to define whether you're winning or losing in under 30 seconds. Visibility on a high level is critical, but we also needed to be able to drill-down into any areas that were falling behind and address them immediately," said Brian Lundquist, COO at MSG.

# Leveraging technology for sustainable results

“We had a tall order. We needed a solution to ensure visibility that was also flexible, customizable, and affordable. It had to be able to support continuous improvement, project management, and facilitate prioritization,” Lundquist explained. “EON was the only solution that met all of our needs.”

From the outset, MSG wanted to focus on their Quality Management System (QMS). “The EON Client Success team worked closely with us to build our ‘Heatmap’ framework of 28 quality standards and deploy them company-wide in less than 30 days,” said Lundquist.

Once the QMS Heatmap was built, all MSG locations were able to quickly learn the 28 quality standards and assess their performance against them to identify the specific areas to improve.

Additionally, using EON’s built-in prioritization matrix, MSG could identify their largest improvement opportunities based cost, complexity, and ROI. “Having the cost to complexity comparison let us take the guesswork out of prioritization,” Lundquist added.

## Results, ROI, and future plans

Since building their improvement standards in EON, MSG was able to prioritize their efforts in a way that increased their First-Pass Quality (FPQ) from 97% to 99% in under 60 days.

“Through our EON Heatmap assessment, we determined our starting cost of non-conformance was \$152,000/week. Since we began using EON to drive standardization, we’ve reduced that cost by over 73%, to a total of \$41,000/week. EON served as the catalyst for this improvement by driving accountability, leading us to save over \$1.3 M in only 3 months,” Lundquist explained.

Since their successful deployment of the QMS Heatmap, MSG has begun building content for an Environmental, Health & Safety (EHS) Heatmap for future deployment across all locations.

### STEP 1: BUILD

**28 STANDARDS**  
in under **30 DAYS**



MSG was able to create a Heatmap of 28 standards by which to measure all of their locations in less than 30 days using EON.

### STEP 2: DEPLOY

**9 LOCATIONS**  
in under **2 WEEKS**



Once their Heatmap was complete, MSG was able to deploy their standards to nine different locations simultaneously over 2 weeks.

### STEP 3: ASSESS

**252 STANDARDS**  
in under **2 WEEKS**



MSG was able to assess 252 improvement standards across their nine locations in under 2 weeks, providing a meaningful maturity baseline.

### STEP 4: IMPROVE

**\$1.3M SAVED**  
in only **3 MONTHS**



After assessing their data, MSG was able to prioritize, manage, and execute their improvement work using EON, resulting in a cost savings of over \$1.3M.

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