

McCain DDH

TRIBAL⁷
SCALE

Global frozen food leader partners with TribalScale to transform their digital operations

McCain Foods Limited, the world's largest manufacturer of frozen potato products with 1 in 4 french fries globally being a McCain fry, partners with TribalScale to modernize their digital operations. With over 47 production facilities across six continents, 20,000 employees worldwide, and annual revenue of \$14 billion CAD (2023), McCain serves markets globally through their extensive manufacturing and distribution network.



Challenge

In McCain's packaging and processing lines, the organization faced critical inefficiencies in defect handling. The production facility lacked a system for users to create and assign defects within these manufacturing areas. There was no mechanism to ensure defect identification through work order notification in the production lines, nor a process to kick defects back to Operators, raise Work Order notifications from the Defect Log, or notify Operators of defect status.

The goals for the project were:

- + Ensuring swift identification, assignment, and resolution of issues across packaging and processing lines for efficient defect management.
- + Establishing clear accountability for work items within the production facility.
- + Providing status transparency to gain insights into defects across manufacturing operations.
- + Implementing resolution tracking to identify patterns and areas for improvement in production lines.
- + Enabling a cycle of continuous improvement by automatically revisiting unresolved defects in the manufacturing process.

KEY RESULTS



Defects submissions decreased by 70%



Improved Performance, Stability, and Scalability



Comprehensive testing



Increased Client Confidence

Solution

Our solution, Digital Defect Handling (DDH), was driven by a singular imperative: speed. Tailored workflows and layouts unique to each user's role at McCain ensure that users only encounter defects pertinent to their department, maximizing the application's effectiveness. Functioning akin to a project-management tool, DDH facilitates intuitive ticket creation for day-to-day interruptions such as wet floors or machinery defects. It also enables seamless communication through real-time updates and notifications as defects are resolved.

- + **PROCESS:** To discover the solution, we conducted intensive Domain Driven Design and Event Storming sessions spanning two days. Our objective was to establish a common language with McCain stakeholders and comprehensively understand the business problem. Led by a Solution Architect and Anchor Engineer, these sessions aimed to identify the AS-IS process and devise a TO-BE solution that addresses the pain points of end users, ensuring clarity for stakeholders with varying levels of technical expertise.
- + **IMPLEMENTATION:** The initial DDH development phase focused on integrating with SAP, essential for efficient data access. The architecture prioritized SAP Data Synchronization and Power Platform Data Exchange. SAP Data Sync ensures real-time alignment for defect tracking, while Power Platform Exchange enables bidirectional data flow. These components form DDH's backbone, integrating with SAP and leveraging Power Platform's capabilities. We evaluated two strategies for SAP Data Sync: middleware or Power Platform's SAP custom connector with Synapse. Power Platform Exchange uses post and get requests managed by Azure API Management (APIM).

TECHNOLOGIES

- + Azure
- + Microsoft Power Apps

Outcome

The Digital Defect Handling project exemplifies the transformative impact of digitalization in manufacturing. Through the utilization of cutting-edge technologies and a user-centered approach to solution development, we implemented a system that not only enhances defect management efficiency but also cultivates a culture of ongoing improvement and operational excellence.

“ TribalScale’s expertise with Agile development has been key in this project, which is ultimately a great learning opportunity for McCain as we are focused on building a capability to build digital tools.



CAROLINE MORISSETTE
VP of Digital & Data at McCain Foods



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TribalScale is a global innovation firm that helps enterprises adapt and thrive in the digital era. We have years of experience in digital strategy, design, and multi-platform engineering and through agile practices, we transform teams, build best-in-class digital products, and create disruptive startups.

Whether we're righting the ship for another company or creating a fresh end-to-end solution, we innovate for a better tomorrow.

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