



# How Cott Beverages Used STARLIMS to Improve Product Quality and Customer Satisfaction

“A mistake in a production lot can result in the loss of millions of dollars. With STARLIMS, there are checks and balances that help safeguard against mistakes—assuring safety and product quality.”

*Sam Khoury, Director, Corporate Quality*

“The data collection and reporting efficiencies of STARLIMS help us meet our customer needs. From the customer perspective the STARLIMS system adds a level of professionalism to the lab. STARLIMS helps us deal with the pace of our business and allows us to be efficient.”

*Toby Polhamus, Senior Director, Manufacturing*



## Streamlined and Optimized Processes

Eliminated 5 steps of multiple entries and checking of data.

Reduced sample life cycle process time by over 50 percent.

Increased productivity and reporting by 10-15% requiring no additional headcount.

Decreased work and waiting times by days by providing worldwide production facilities web access to remotely login samples, print labels, and track the progress of the samples and testing at the Corporate labs.

## Better Communication and Decision Making

Generated and communicated important results in 1 to 2 days instead of three to four weeks. Results were actionable.

Dashboards displayed key performance metrics for quick decision making and issue identification.

## Safeguarding Safety

Avoided missed quality checks which can result in a 10-fold increase in cost.

Ensured costly production lot mistakes are avoided.

### Cott's Challenges

- Software running at full capacity and unsupported
- Manual processes for logging samples, managing data, and generating reports
- Email communication for product quality issues
- Report generation and trending analysis - resource intensive and cumbersome
- Audit trails difficult to maintain

### STARLIMS Impact

- Web based solution based on .NET and fully supported
- Remote login
- Automate data entry via instrument interfacing
- Real time access to data and notification configurations
- Multiple query and reporting tools utilizing wizards
- Management dashboards
- Digital record to changes made, date, time, reviewer

### Cott's Results

- Scalable platform
- Reliable infrastructure
- Standard Microsoft technologies
- Fewer input errors
- Increase in productivity
- More effective and timely communication
- Better management decision making
- Enhanced audit compliance

**To streamline your laboratory, please contact STARLIMS at [optimizyourlab@starlims.com](mailto:optimizyourlab@starlims.com) or (954) 416 1693.**

Corporate Snapshot: Cott Corporation is a global leader in the food and beverage industry, the largest retail brand beverage and juice company in the world.