

HERO SPAIN IMPROVES QUALITY AND REGULATION MANAGEMENT OF ITS AUTOMATION ASSETS THROUGH THE ROCKWELL AUTOMATION CHANGE MANAGEMENT SOLUTION

FOOD COMPANY IMPROVES QUALITY AND REDUCES COSTS

Solutions

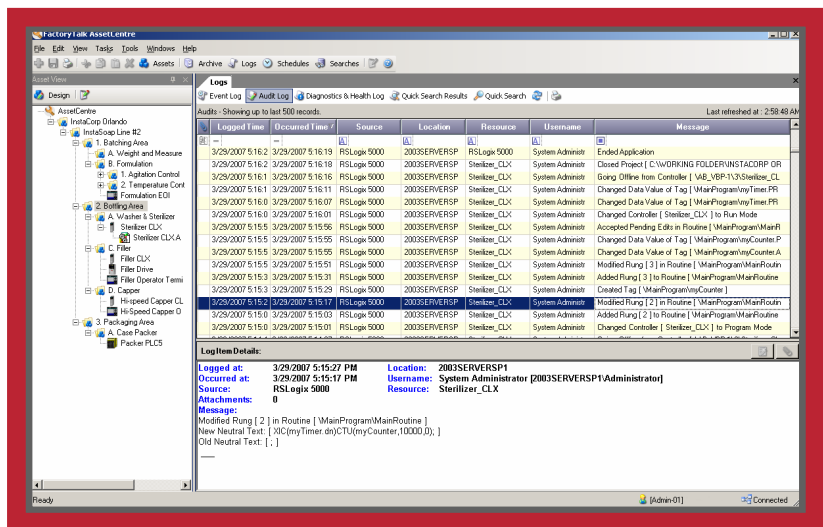
The Rockwell Automation Change Management solution allows Hero to:

- Regulate access to the automation devices according to knowledge and responsibilities
- Produce auditing reports to record changes in programming and parameters: documenting who did what, when, where and why
- Create disaster recovery plans for automation devices and document archives

Results

By using the Rockwell Automation Change Management solution, the production team saved time and improved accuracy auditing to internal regulations. In addition, It allowed workers to immediately check the impact on the food process when a change was made or recognized.

The Rockwell Automation Change Management solution manages files' revision numbers and designates one file as the Master file (or Qualified file). In the event of a problem, the system provides the correct file to the frontline workers to enable them to recover the asset quickly, saving time and money and improving the overall quality.

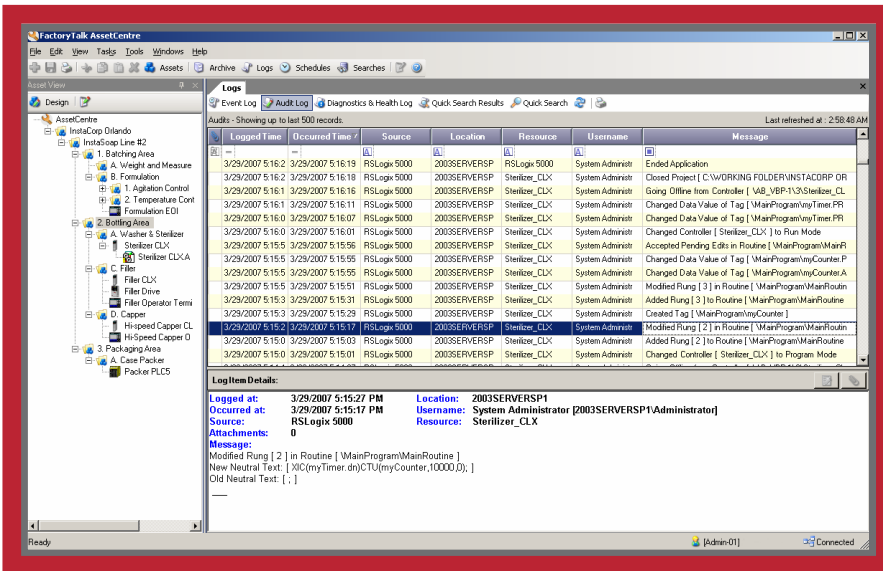


An important milestone took place when Hero implemented Rockwell Automation's Change Management solution

Background

From the day Hero opened its first factory in 1922, the food multi-national has become an established and trusted name with Spanish families. Today, Hero Spain is one of the largest food production companies in the country, with distribution to more than 100 countries with over 400 products.

For Hero's management team, the challenge is to maintain and improve the company's status as the market leader for quality food products. This attention to detail at the company's main factory in Alcantarilla, in southern Spain, led to its association with Rockwell Automation to deliver secure and profitable manufacturing production solutions.



The Rockwell Automation Change Management solution allowed workers to immediately check the impact on the food process when a change was made or recognized

The collaboration between Rockwell Automation and Hero Spain has allowed the food manufacturer to adapt its production systems to the latest modern technologies, uniting its control platforms with its supervision and control systems. An important milestone in this collaboration took place when Hero implemented the Rockwell Automation Change Management solution, which allows the company to:

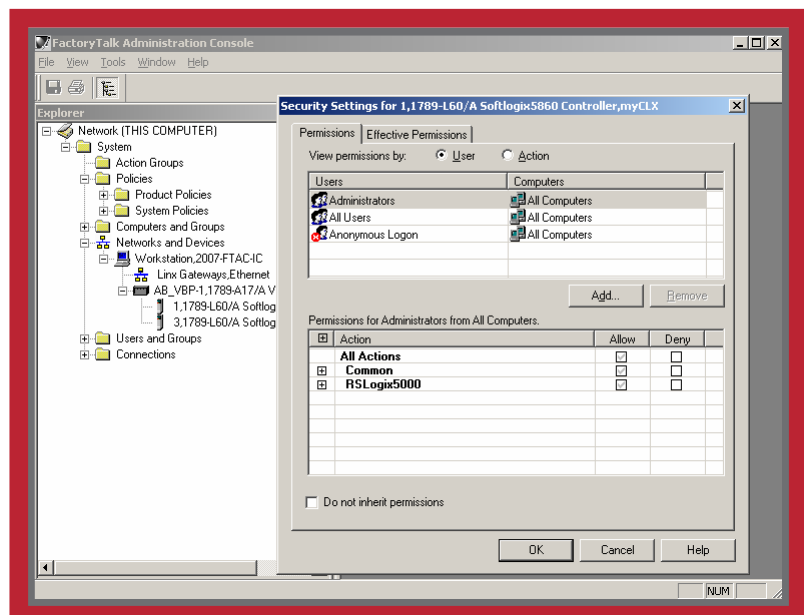
1. Regulate access to the automation devices according to knowledge and responsibilities.
2. Produce auditing reports to record changes in programming and parameters — documenting who did what, when, where and why?
3. Create disaster recovery plans for automation devices and document archives.

Challenge

Quality and Regulation: The food industry is closely self-regulated and with the production of products such as baby food, it is critical that production managers can control and record all actions performed in the production process. Auditable records must be available to track the quality of the manufacturing process and to record any control changes.

If the product fails to meet internal quality standards, then it has to be disposed of, with huge time and financial implications.

For Hero's Peter Beuth, chief of the electrical department, the issue was very clear. "I needed to be able to control all actions performed on assets producing baby foods," he said. "It was essential that we could prove at any time that either no changes had affected the quality of the product or that when a change had taken place, we were totally in control of the changes."



Benefits

By using the Rockwell Automation Change Management solution, the production team saved time and improved accuracy auditing to internal regulations. In addition, the solutions allowed workers to check immediately the impact on the food process when a change was made or recognized. This insight allowed Hero to easily identify which batch had been affected, improving quality and saving time and money.

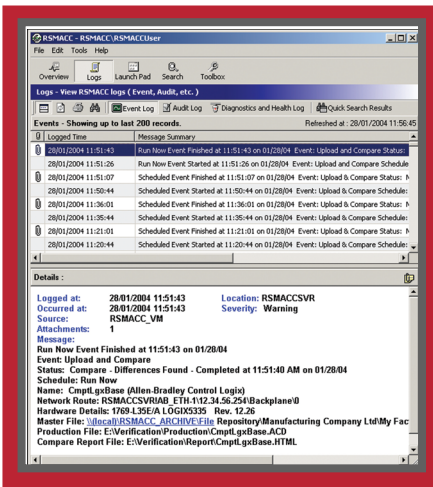
Challenge

Recovering Assets After a Disaster:

When problems occur on the production line, it can be costly for food manufacturers to identify the issue and correct the problem. Prior to investing in the Rockwell Automation Change Management solution, Jose Domingo Aranda Peñaranda, Hero's Automation Group Manager, explained that the production team would need to identify the problem and search for the asset's correct PLC code or parameters file manually before then correcting the fault. "This manual approach took time and money and under pressure it was possible for staff to make mistakes and not take the correct PLC programming file or drive parameters file," he said. "The consequences would have an impact on quality, regulation and productivity."

Benefits

The Rockwell Automation Change Management solution manages files' revision numbers and designates one file as the Master file (or Qualified file). In the event of a problem, the system provides the correct file to the frontline workers to enable them to recover the asset quickly, saving time and money and improving the overall quality.



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Next Steps

Improving Productivity of Indirect Labor: As with any large production facility, the skills and experience of the production and maintenance staff vary. With ten electricians and three control engineers spread across different shifts and production lines, Peter Beuth said it was often difficult to ensure the right expertise was on hand at the right time. "Some staff might be less familiar on some PLCs and avoid using them or others may be too

The results mentioned above are specific to Hero Spain's use of Rockwell Automation products in conjunction with other products. Specific results may vary for other customers.

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confident and make mistakes; either can impact productivity and quality," he explained. Moving forward, Hero plans to use the Rockwell Automation Change Management solution to match the capabilities of its staff with individual electronic access control.

Matching the electronic access control to internal RSLogix™ functions, assets and files will ensure that staff can work within their own comfort zones and minimize the opportunity for mistakes to be made.

Demonstrating benefits: At first, Hero's management team noticed a reticence from staff to work with the new solutions. "I think many of the staff originally saw it as a Big Brother approach — a way for management to watch what staff were doing," said Jose Domingo Aranda Peñaranda. "But they quickly began to embrace the technology when we demonstrated the reports and information the system could provide to make their jobs easier."

Control Infrastructure

The Hero solution involved the following infrastructure:

- 1 PLC5®
- 25 ControlLogix®
- 40 SLC™500
- PLCs use Ethernet and DH+™
- 10 PCs have access to Controllers (5 laptops and 5 desktops)
- 1 Microsoft® Windows 2000™ domain Controller

Implemented functions – Access control: Provided by the change management solution, this allows Hero to

provide its control engineers and contractors access to assets (mainly PLCs) as well as files stored in a central repository system (part of the Rockwell Automation Change Management solution) and to RSLogix functions such as Edit, Modify, Force, Create and GoOnLine. Each user is identified and allowed access rights, which can be changed anytime.

The audit trail automatically tracks who made changes using RSLogix, what changes were made, when they were made, where they were made and why they were made. Control engineers can check what their colleagues did during previous shifts and the maintenance and engineering manager can track changes made to specific PLCs as well as tracking nondurable changes – quickly fixing technical problems. The archive, a central repository function, is based on a SQL database and can store multiple files and multiple file formats (PLC program, Word™, Excel™, PDF, CAD, etc.) as well as managing program and file versions. Hero provides contractors with access only to files that directly concern them and for a set duration.

An automatic back-up and disaster recovery plan regularly backs up PLC and PanelView files and stores them in the Archive. It verifies if the current file is the same as the qualified file (stored into the archive), provides reports when there are differences and restores files after a breakdown or disaster. This function is used both for automatic and regular auditing and for the Disaster Recovery Plan for the factory's assets (PLCs and HMIs).

Within the organization, individuals can check specific reports that track changes that impact the objectives of different Control Engineers and Managers.