

## LAA LTD – NATIONAL FOODS AUGUST 7 2008 SITE VISIT

*Report by LAA Committee member, Tim Knox*

The LAA were hosted by National Foods at their milk and juice manufacturing site in Bentley (Perth, WA) on the 7th August 2008.

Eleven members of the LAA in Perth were given a presentation by an Executive of National Foods outlining the Company's commitment to its safety value, the Company's size and scale as well as its passion for its brand portfolio in milk, juice, fresh dairy and cheese and gourmet foods.

The site Operations Manager, Brendon Hurst, shared with the group the history of the Bentley site and the dairy industry in Western Australia. We were shown the developments the site had made from an all inclusive dairy manufacturing site making ice cream, yoghurt and producing milk to a solely milk site to a site that now produces milk and juice simultaneously – a great example of continuous improvement and innovation in manufacturing.

The State Logistics Manager, Bob Schyver, shared with us the complex and integrated logistics management operation that the site manages as he controls inbound milk collection from the farms, outbound delivery to retail DCs and National Foods own Distributor depot network as well as managing 3rd party Logistics providers for ambient juice and cheese.

The presentation was followed by a site tour taking in all aspects of juice and milk manufacturing, cool room picking and very clearly some great demonstrations of the safety culture at National Foods.

Finally on returning to the conference room one of our party was given the opportunity of questioning the State sales manager about her favourite Kids milk and how to get it locally – she was promised a field sales manager would ensure supply was continuous in her local supermarket! How's that for customer service!!

The LAA would like to express its thanks to National Foods, Bentley, for hosting such an excellent visit. The LAA is looking forward to welcoming more members at its activities in the coming months!



*Brendon Hurst, Operations Manager,  
National Foods, was thanked by LAA  
Committee member, Tim Knox*