



400 Million Reasons Why DIEDRICH Coffee Brewed Up a New Scheduling System

Americans love their coffee. All four hundred million cups. That's how much is consumed daily by roughly half of the nation. Women drink it to relax; men drink it to get the job done. No wonder the world sees America as a country in a rush. The United States leads the world in coffee consumption and Diedrich Coffee is at the center of the action.

Due to the rapid growth of Diedrich's newer brands, Gloria Jean's and Coffee People, more and more demand for factory output poured on production planners, already pressed by America's seemingly bottomless cup. Dana King, Diedrich's VP Information Services & Customer Fulfillment, along with production planner Joyce Parra, decided to solve what they knew to be a major efficiency gap in production scheduling caused by dependence on bulky Excel spreadsheets.

"Excel spreadsheets contain lots of impractical formulas. They're a lot of work, very fragile, easy to break, they wouldn't update, and everything had to be inputted manually," Dana points out. The two set out to find a new, automated approach that could deliver the flexibility needed to keep pace with company growth. As important, the solution had to fit with Diedrich's accounting system, Sage MAS 500. Their ERP provider recommended the Advanced Planning and Scheduling (APS) software platform from PlanetTogether, called Galaxy APS. "We sent a consultant to the software maker's headquarters in San Diego to do an in-depth analysis and, on functionality alone, it was a hands-down decision to move forward. "

Implementation ran smoothly, and Diedrich began to register results quickly. "With Galaxy APS, you input what you need, and it immediately displays in detail with no toggling back and forth for individual items. Flexibility is outstanding," cites Joyce. "When I do my batch ticket scheduling, I see actual, accurate accounts down to the pound of what I need. Also, Planet's support team helped me set up product categories to customize the MRP."

Time is Money

Historically, it required up to 10 hours to produce a schedule. Now Diedrich finishes in half the time. "Galaxy frees Joyce from all the mechanics. We run more efficiently, with more money to the bottom line. From an executive point of view, that's one result that gives me a chance to relax and enjoy another cup of coffee," smiles Dana.

"Our scheduling efficiency is up by 50%."

About Diedrich Coffee

Coffee connoisseur Carl Diedrich founded Diedrich Coffee, Inc. in 1972, after developing a passion for the taste of beans from Yemen. Today, Diedrich is a specialty coffee roaster, wholesaler, and retailer of the beloved brew, importing beans from Indonesia, Africa, South America, and Central America. The company retails its extensive product line, including brewed, espresso-based and blended beverages, through 110 corporate and franchised locations in 25 states.

About PlanetTogether

PlanetTogether is known for stellar performance in production scheduling for multi-plant manufacturers. Founded in 2004 by Cornell University engineers, this San Diego-based software developer thrives on the challenge of algorithms to drive manufacturing efficiency. Planet's showcase product is the ***Galaxy* APS production scheduling platform**, whose muscular functionality cuts inventory and labor costs in half, boosts productivity by double digits, and connects multi-plant operations with precision. Fully customizable, *Galaxy* integrates to virtually all ERP systems, typically in four months, and pays for itself in six.