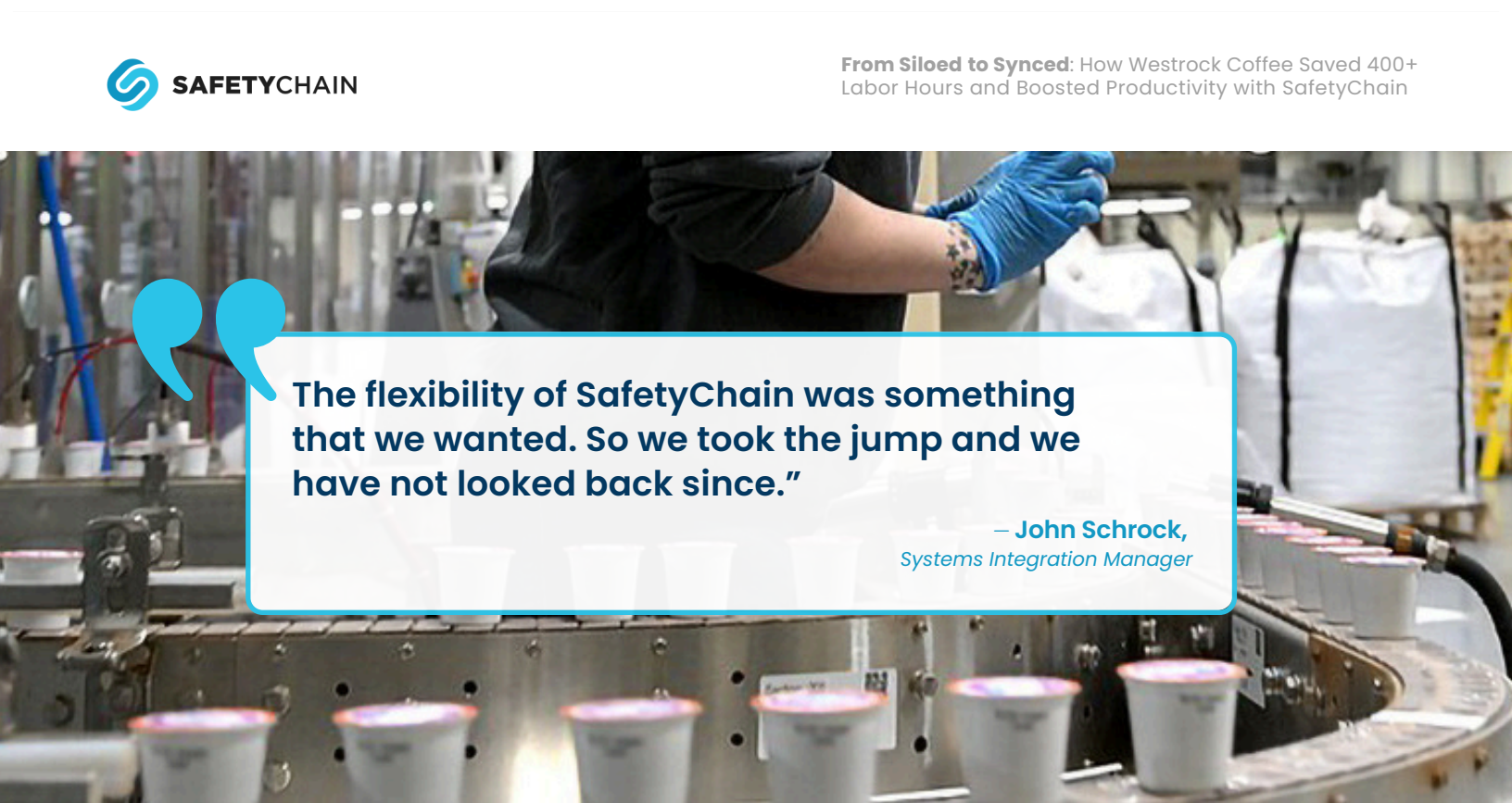


From Siloed to Synced:

How Westrock Coffee Saved 400+ Labor Hours and Boosted Productivity with SafetyChain





The flexibility of SafetyChain was something that we wanted. So we took the jump and we have not looked back since.”

— **John Schrock,**
Systems Integration Manager

When Westrock Coffee set out to unify its scattered operations—from legacy plants to new facilities—it faced a familiar problem: too much data, too many silos, and not enough visibility.

That changed with SafetyChain.

What started as a digital transformation in quality soon blossomed into a plant-wide culture shift resulting in fewer errors, stronger reporting, and smarter decisions at every level.

Creating clarity by sharing the value of data

Westrock needed a platform that could:

- Capture real-time data across departments
- Break down communication barriers
- Empower frontline operators and executives alike

SafetyChain delivered all of that and more.

Leaders invited operators to play an active role in the transition to SafetyChain. They sought to better understand operator challenges and opportunities for improvement, as well as their needs and wants from a documentation standpoint. The goal was to put an end to paper-chasing while simultaneously enhancing visibility, communication, and efficiency.

With every step spelled out clearly in the process form, operators no longer had to hunt down supervisors every time they encountered an issue. Everyone began exercising autonomy, and working more independently, knowing that the system would guide them to correct any issues that arose.

This new approach quickly delivered results including labor savings, productivity boosts, and error-free reporting.

Transformation in Action



From Siloed to Synced Across the Facility

Westrock now uses SafetyChain's facility data and reporting features across departments:

Food Safety

Dashboards fuel discussion around Good Manufacturing Practices (GMP) and other key topics.

Quality

Early detection of microbiological risks reinforces the company's commitment to delivering safe, high quality products.

Operations

Downtime trends related to sanitation and other safety issues are now visible and actionable.

Warehousing

Product status monitoring, along with improved inventory and disposition management, speed decision making and reduce financial loss.

Compliance


Live monitoring of environmental conditions ensures compliance to product and workforce safety requirements.

Sanitation

ATP trend analysis improves cleaning standard adherence and effectiveness.

Maintenance

Monitoring of chemical usage uncovers cost-saving opportunities.



SafetyChain has been a transformative force in our facility, addressing critical challenges such as real-time data capture, data-driven decision making, efficiency gains, continuous food safety monitoring, instant access to traceability, and document review and control."

— John Schrock,
Systems Integration Manager

Synchronized Metrics Replace Executive Guesswork

Westrock has leveraged SafetyChain to create monthly reports that enable their executive teams to focus on key metrics that impact their business the most.

Westrock's leadership now tracks:

- GMP trends
- Deviations and their resolutions
- Customer complaints and holds
- Cost-of-quality metrics
- Site-specific issues and trends

All in real time. All in one platform.

With these detailed insights, Westrock executives have the information they need to make decisions confidently.



With data comes information. It's what we do with the information that we're collecting that will drive success – whether it's saving in terms of labor, streamlining processes, or cutting out bad suppliers"

– John Schrock,
Systems Integration Manager



What's Next for Westrock?

As Westrock continues to leverage SafetyChain to streamline their processes, they'll prioritize customer audits and reporting, and plan to drill down into more detailed information, such as cost of quality insights. They also plan to pursue more API integrations from production, using real-time data to identify bottlenecks.

Westrock's ultimate goal is full cross-facility standardization—so that any team, anywhere, can make better decisions, faster.

Are You Ready to Achieve Similar Results?

Trusted by over 2,500 food and beverage manufacturing facilities, SafetyChain unifies production and quality teams with real-time insights that drive performance and eliminate paper and point solutions.

Schedule a demo and see firsthand how SafetyChain can eliminate manual quality and compliance processes and give you real-time visibility across facilities.

[Schedule a Demo](#)