



## IMPROVING RELIABILITY AND COST CONTROL FOR A CONFECTIONERY MANUFACTURER

### BACKGROUND

A large industrial manufacturer in the confectionery sector produces a wide range of desserts, icings, and fillings for commercial food brands. Cream cheese is a critical ingredient in many of its formulations, particularly for fillings and icings used in high-volume production environments.

Ingredients like cream cheese represent more than a commodity purchase. Supplier performance directly affects production continuity, cost management, and operational efficiency. When ingredient supply becomes unreliable or pricing becomes unpredictable, it can disrupt plant schedules and ultimately impact customer delivery commitments.

This manufacturer needed a supplier capable of delivering consistent product quality, dependable service, and competitive pricing, all while supporting the operational demands of large-scale confectionery production.

## The Situation

The manufacturer had historically sourced cream cheese from a well-known supplier but had grown increasingly dissatisfied with the relationship. Two key issues were creating operational and financial pressure:

- **Declining service levels:** Case fill rates had dropped, making it difficult for the manufacturer to maintain steady production schedules.
- **Rising costs:** At the same time, service reliability was declining, and prices were increasing, putting additional strain on budgets.

These challenges created a difficult environment for ensuring reliable supply while controlling ingredient costs. Production planners were forced to manage around inconsistent deliveries, and the manufacturer began exploring alternative suppliers who could provide both operational reliability and value.

The manufacturer ultimately sought a supplier that could deliver three critical advantages:

- **Competitive and predictable pricing**
- **High service reliability and supply continuity**
- **A product formulation compatible with their production processes**

# The Solution

Schreiber Foods worked closely with the manufacturer to develop a solution that addressed their pricing, reliability, and formulation needs.

The customer ultimately selected a one-gum blend of standard-of-identity cream cheese, which proved well suited for their confectionery applications. This formulation offered a softer texture, making the cream cheese easier to process and more machinable in their production environment. As a result, the manufacturer experienced shorter mixing times and improved processing efficiency during production.

The onboarding process required approximately six months from the initial conversation to pricing agreement, with shipments beginning roughly a month later. During this time, Schreiber worked with the customer to qualify the product for their operations while the existing supplier contract remained in place.

## Two key factors ultimately differentiated Schreiber from other suppliers:

- **Competitive Pricing:** Schreiber was able to offer a lower price than the incumbent supplier, immediately addressing one of the manufacturer's key procurement concerns.
- **Operational Resilience:** With four strategically located production facilities across the United States, Schreiber offered built-in contingency planning and supply flexibility, ensuring consistent availability of a critical ingredient.



# The Results

After transitioning to Schreiber as their cream cheese supplier, the manufacturer quickly saw measurable improvements in both supply reliability and cost performance.



## Reliable On-Time Order Fulfillment

Schreiber's consistent delivery performance restored confidence in the supply chain and allowed the manufacturer to maintain steady production schedules across their plants, improving planning efficiency and reducing operational disruptions.

## Annual Cost Savings

The new partnership also delivered tangible financial benefits. By switching suppliers, the manufacturer achieved cost savings on cream cheese purchases, helping procurement meet cost management targets without compromising quality or reliability.

## Increased Volume and Expanded Partnership

The success of the initial product transition strengthened the relationship. Since implementation, order volumes have grown, reflecting the manufacturer's continued confidence in Schreiber's ability to support its operations.



## A Reliable Ingredient Partner

This partnership demonstrates how the right supplier relationship can deliver value across multiple dimensions. By combining competitive pricing, the right product formulations, and a resilient manufacturing network, Schreiber Foods helped the manufacturer stabilize its ingredient supply while improving overall production performance. The result was a stronger, more dependable procurement strategy for a key ingredient in their confectionery products.