mlean MAHOU SANMIGUEL

*Success story*

# Connecting plants and improving standards: Mahou San Miguel & the mPS

Found in bars, cafés, supermarkets, and fridges all over Spain and Europe, Mahou San Miguel's beers are Spanish icons.

Its Burgos plant is one of eight in Spain. For a company with such a demand for its product, it's essential that their operation is efficient and cost-effective.

So, despite their market position and success, what challenges were they experiencing?

# Building better communication

The chief problems facing Mahou San Miguel's plants were **working in silos and under-digitisation.**

As a multi-plant factory company, it makes perfect sense for Mahou San Miguel to share standards, processes, and data across sites. However, they lacked the means to do this effectively.

'The main challenge we were facing was the lack of communication between plants. We knew it was going to be hard because there were several plants and we were losing all the information on the best practices each plant had, we couldn't share and learn from each other'

Gonzalo Gómez-Galarza

Industrial Organisation Technician @ Mahou San Miguel Burgos

So, to unite the plants in their company, and provide a means of sharing best practices, they looked for a software solution; one that could not only unite factories with a shared knowledge resource but offer ideas for improving processes.

That solution was the mlean Production System (mPS).

# What is the mPS?

The mPs is a comprehensive, modular solution for lean manufacturing and continuous improvement. Its suite of tools allows factories to digitise every part of their production process, from start of production to maintenance.

It's helped companies across every industrial sector, from automotive to food and beverage, streamline their processes and embrace digital transformation.

For Mahou San Miguel Burgos and its factory company, **the mPS would prove invaluable as a single source of truth.**

Through tools such as Visual Standard, Improvement Ideas, and Action Plans, **the mPS helped Mahou San Miguel factories work smarter together.**

# Setting new standards

Through its Visual Standard tool, the mPS allowed for factory company standards.

Visual Standard is one of the Standard Work tools available with the mPS, allowing factories to set, maintain, and share new work instructions and best practices in a variety of media formats.

Of particular importance for Mahou San Miguel was the ability to set video standards.

---

‘The mPS helped us communicate with the other plants and create video standards, which was a big jump in terms of quality. People learn much faster through video instructions.’

Gonzalo Gómez-Galarza

Industrial Organisation Technician @ Mahou San Miguel Burgos

Visual Standards in video format allowed the company to adapt procedures based on what worked for them as a group.

This also helped create a **greater level of transparency** for plant directors and other stakeholders.

‘About transparency, the fact that if you have a problem in this plant in Burgos **you can have it 100% outlined, detailed, with supporting photos**, etc also allows other plants to look at it and see how you’ve solved your issue if they have a similar occurrence in their plant.’

Rather than relying on a manual, labour-intensive process for gathering and analysing plant information, anyone wanting a birds-eye view of processes could have it within a few seconds.

In essence, **the mPS became a ‘knowledge centre’**; a reliable source of truth across multiple plants with differing needs. And this had organisational implications, too.

# A new culture of excellence

By allowing every plant to see information and best practices relevant to them from other locations, Mahou San Miguel was able to develop ‘learning centres’ to benefit the whole factory group.

These learning centres are data stores where individual plants can access critical information for problem solving and improvement ideas.

They are a vital part of the culture of excellence Mahou San Miguel is investing in. **And would be impossible without the help of the mPS.**

‘If we didn’t have mlean we wouldn’t be able to do this, as we wouldn’t be able to access everybody’s data. Before mlean, maybe we were able to share a few improvement ideas, but thanks to the software and how it’s connected our plants, we can now share as many as we want in real-time and in as much detail as we want.’

Gonzalo Gómez-Galarza

Industrial Organisation Technician @ Mahou San Miguel Burgos

Being able to share data easily had effects beyond quality improvements, too.

For auditors visiting Mahou San Miguel plant, suddenly there was a way to give all the context and data needed to make their job easier, and to keep the wheels turning.

# At the ground level

As Mahou San Miguel Burgos knew from experience, it's one thing to have software that can theoretically solve problems, and another to have something that people will readily use.

After all, if your staff aren't behind a solution, it's unlikely to be a success.

They didn't have this problem with the mPS. In fact, bedding their new software into their processes was easy.

> 'At the end of the day, adopting new software is a process where people need to be heavily involved. Our employees like working with mlean, they like the interface and the tablet, so everybody was quite receptive to the change. The other tools we were using weren't as user-friendly as mlean. So when it came time to adopt your tool, everybody was on board with the idea.'

Gonzalo Gómez-Galarza

Industrial Organisation Technician @ Mahou San Miguel Burgos

A user-friendly tool with a clear purpose and value can be elusive. So it was a relief for Mahou San Miguel to find this in the mPS.

Since its launch, it's become a central part of operations at Mahou San Miguel. Thanks to the mPS, the factory group has registered over 700 improvement ideas, shared across multiple plants.

The next step is ensuring that each factory has access to the same mPS modules. This will allow them to align across even more processes and variables.

Overall, the mPS has become essential to how the Mahou San Miguel factory company operates.

'Without the mPS, we'd be lost. Even by just stopping using the action management tool everything would be paralysed.'

Gonzalo Gómez-Galarza

Industrial Organisation Technician @ Mahou San Miguel Burgos

## See the mPS for yourself

Mahou San Miguel used the mPS to make their factory group run more smoothly and create a shared source of truth.

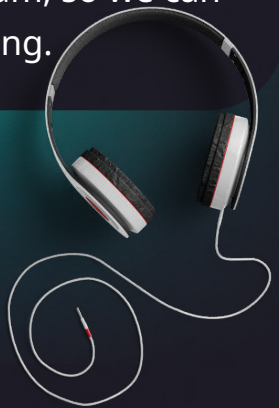
Through the Visual Standard, Improvement Ideas, and Action Plan modules, it's become a key part of daily life at Mahou San Miguel factories.

This shows only one use case of the mPS. As a comprehensive modular software, it can fit all kinds of industrial needs and adapts to the circumstances of your factory, or group of factories.

From Standardisation to Audits, Maintenance, Shop Floor Management, and more, the mPS has a full suite of tools ready to smooth those blockers towards operational excellence.

To learn more, book an introductory call with our sales team, so we can understand what challenges your factory is facing.

Book a call



Mobile Lean, S.L.
Duque de la Victoria, 5-5
Valladolid (Spain)

Mahou S.A.
Titán ,15
Madrid (Spain)