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Qlip and Exact

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Exact is a significant part of our dairy farm assessment system."

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# EXACT SYNERGY LOCATES ALL ASSESSMENTS IN AN INTEGRATED PLANNING PROGRAMME FOR US



Qlip, located in Leusden and Zutphen in the Netherlands, is Europe's largest milk and dairy lab. The company processes in excess of 15 million milk samples and carries out approximately 500,000 analyses of cheese, butter, milk powder and infant formula, among other things, every year. They analyse properties such as composition, quality and food safety. Qlip also carries out more than 13,000 audits and assessments throughout the entire dairy chain, from dairy farmers, transport and dairy processing right through to the store shelf. Qlip is an acronym for the activities it carries out, explains director Jan Bobbink: "Q is for quality, L for lab, I for inspection and P for process certification."

## More work, higher quality

Jan Bobbink has been Qlip's director since 2012. He's witnessed the significant growth of the international dairy sector and seen it become more dynamic in recent years. That's why Qlip has encountered more demand. But this growth in activity couldn't be achieved at the expense of accuracy, so Qlip had to work in a smarter way to maintain quality despite the increased workload.

Bobbink realised that considerable improvement was possible in planning and information processing. A significant chunk of the incoming data was entered manually, which was very time-consuming. This resulted in the search for good software.

## Effective exchange of result files

Qlip uses Exact with the modules for workflow management, CRM and document management. Thanks to Exact, Qlip can effectively exchange files with dairy companies. Jan Bobbink: "This enables us to save time and the relevant parties have access to reliable and up-to-date information."

Qlip also uses Exact to organise assessments in dairy farming quality systems. Qlip carries these assessments out on the farm for dairy companies. A livestock farmer is assessed at least once every two years to see if they meet the stipulated standards, and sometimes more frequently. If farmers consistently fall short of standards, Qlip is commissioned



by the dairy industry to carry out an expedited unannounced assessment.

Assessors use tablets on the farm, of course. Exact makes the daily planning available for assessors including assessments to be carried out. The results of the assessment are immediately entered and processed in Exact. On the basis of the results, follow-up steps are automatically generated and if necessary, reassessments can automatically be scheduled.

#### **Just like shopping online**

Exact is also the package behind the interactive customer portal to register samples for laboratory examination and to request specific analyses. The customer logs in and requests a particular sample to be analysed for various parameters. The customer then sticks a barcode label to the sample.

Bobbink: "This is how they can create an order form themselves. Actually, it's the same as you would do at home when shopping online, but then for the desired analyses. We receive the sample in the lab the next day. The barcode is scanned, which informs our staff which analyses need to be carried out. The customer can follow the status of the sample and the

requested analyses online. The results are also reported to the customer via this portal. The customer can therefore access their results 24/7."

When the analyses and reports are completed, an invoicing line is automatically sent to Exact's financial package, which Qlip has also linked, so that the invoice can be sent immediately. In addition, Qlip also uses Exact's project module, for research & development and to gain subsidies or tax facilities.

#### **Market leader, but still ambitious**

The advent of automation and robotization have brought changes to the Dutch Dairy sector. Entering and processing analysis results and returning them to the customer was a manual process which took a great deal of time. These days, it's all processed automatically.

Qlip changes together with the dairy sector. The opening of the new dairy lab in January 2017 opens up many opportunities. Bobbink: "As a dairy country, we're already forerunners, but there's still a whole new world to conquer. Exact's software will help a quality control company such as Qlip to maintain this leading position even more effectively."

#### **THE PROBLEM**

Qlip processes millions of milk samples and carries out thousands of quality checks on various dairy products every year. Processing this manually used to be extremely time-consuming.

#### **THE SOLUTION**

Qlip decided to implement Exact Synergy, including modules for workflow management, CRM, document management and the interactive customer portal. They implemented Exact Globe for the invoicing process.

## IMPROVEMENTS

- Huge time savings thanks to automation
- Straight-forward data exchange via portal
- Automatic and rapid invoicing.
- Problem-free planning and processing of farm assessments

### QLIP

Jan Bobbink, Director



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Qlip focuses significantly on innovation and business development to stay in pole position. The goal is to use new technologies and insights in our processes and create added value for our customers. To do this, we collaborate with customers and leading knowledge partners.

Exact's project module is used to allow these projects to run smoothly both internally and externally. Where we have a well-organised project administration, we may also be eligible for subsidies or tax facilities.