



Onsite Insights

Best Practice
Visits

2024

VISIT INFORMATION PACK



Onsite Insights

Delivered by S A Partners

General Information

Visit to: Greggs

Contact: Thomas Williamson

Location: 75 Westburn Drive
Cambuslang
Glasgow

Postcode: G72 7NA

Train: Cambuslang (5 mins taxi)

Website: www.greggs.co.uk

Email: info@onsiteinsights.co.uk

Tel: 07771 853 610 – Jim Brydon

Accommodation

- Holiday Inn Glasgow, Stewartfield Way
0333 320 9328
- Premier Inn Glasgow, Cambuslang
0333 777 7284

**Please wear flat enclosed footwear.
All PPE will be provided**

Agenda

- 10.00** Refreshments & Introductions
- 10.30** Continuous Improvement
- 10.50** Engagement
- 11.10** Radial Distribution
- 11.30** Site Tour
- 12.30** Lunch
- 13:00** Q&A and Feedback
- 13.45** Close



More info...



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About Greggs

Ian Gregg purchased a business in Rutherglen known as Price's in 1972. Then in 1989 purchased Flour Power, a small bakery in Edinburgh. Shop growth continued at pace and the new bakery in Edinburgh opened in 1998. Volume outgrew the Rutherglen site and we moved to Clydesmill in 2007. The site was built for 190 shops which they had outgrown by 2014.

To cope with shop expansion, supply proposal named "Blue Print", was developed, this fundamentally changed how every site operated and the number of lines produced. Unfortunately, our Edinburgh site could not facilitate semi-automated processes, site closed in April 2017. Extension to Clydesmill site in 2017 to facilitate additional freezer capacity, shop growth and Yum Yum line. Products made on site: Yum Yum, Belgian Buns, Apple Danish, Fruit Scone, Cheese Scone, Scotch Pies, Haggis Pies Producing a total of approx 1.25 million units per week. We also pick and transport to 288 shops in Scotland and bulk deliver to 14 in Northern Ireland.

Topics:

Continuous Improvement Culture

CI at Greggs of Clydesmill is now embedded in the site teams from senior management to shop floor, focusing on incremental changes using multi-functional site wide teams following a common approach. We now also have our own CI system to support CI on our manufacturing sites, titled Greggs Operating System (GOS). This has been utilised in our Clydesmill site. Greggs is now at the point in its CI journey where the term 'continuous improvement' is widely known and frequently used in all aspects across our manufacturing and distribution operations. This is happening at different levels of progress across the Greggs sites. Clydesmill, however, is leading the way and creating best practice.

Engagement and wellbeing

Here at Greggs Clydesmill, Engagement is all about creating the right environment for people to perform at their best. We have engaging managers who care, coach and support their teams to deliver the highest quality products for our customers. We listen to the needs of our colleagues and give people a voice. This focus on high engagement in turn boosts productivity and increases retention ultimately making Greggs a great place to work where our values are lived every day.

Transport

Clydesmill Transport deliver to 305 shops throughout Scotland and N. Ireland utilising a modern fleet of vehicles. This fleet encompasses 28 rigids, 4 tractor units and 6 trailers including urban trailers which are new to the fleet. All vehicles are fitted with Microlise telematics to improve efficiency, safety and service to retail.

[More info...](#)



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Who should attend?

- Directors, Board Members
- Senior and Operational Management
- Production & Team Leaders
- Lean, Six Sigma & CI Managers

Why attend a Best Practice Visit?

- Inspiration – seeing best practice first hand.
- Exposure to new ideas and opportunities
- Benchmarking
- Networking
- Highly motivational
- Practical & unbiased information – no theory, no consultants, no text books – just what works and why

Costs & To Book

- Delegate Fees: £345 plus VAT per person
- 10% Discounts for Group Bookings (5 or more)
- Maximum Number of attendees: 12

To Book

Email: info@onsiteinsights.co.uk
Tel: 07771 853 610
Website: www.onsiteinsights.co.uk

A programme delivered by S A Partners LLP



Best Practice Visit Programme

Supporting organisations improve through a series of one day visits to organisations. No theory, no text books, just what works & why.

More than...

62,000 visitors



Established in 1983 by the Department of Trade & Industry in the UK. Became Onsite Insights in 2004



Net Promoter Score across all visits Based on feedback from visitors

Why it works:

- + Visitors see first hand what has worked & why
- + Networking with like-minded people
- + Benchmarking drives improvement
- + New ideas & solutions
- + Accelerates Innovation

www.onsiteinsights.org

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