



CASE STUDY

THE VILLAGE BAKERY GROUP

Established in 1934, The Village Bakery Group has grown from a single family-run bakery into a leading manufacturer of breads, pies, and baked goods. Over 3 generations, they have expanded their operations to include multiple state-of-the-art production facilities across North Wales, combining traditional craft skills with innovative technologies. Their commitment to quality and community is evident in their mission to deliver delicious baked goods sustainably, driven by a passionate team.

"PARTNERING WITH ARROW HAS TRANSFORMED THE WAY WE MANAGE OUR CLEANING AND JANITORIAL SUPPLIES. STANDARDIZING OUR PRODUCT RANGE AND IMPLEMENTING ARROW CONNECT HAS NOT ONLY STREAMLINED OUR PROCUREMENT PROCESS BUT ALSO DELIVERED SIGNIFICANT COST SAVINGS AND OPERATIONAL EFFICIENCIES. THE IMPROVED CONSISTENCY ACROSS ALL OUR SITES ENSURES WE MAINTAIN THE HIGHEST HYGIENE STANDARDS, WHICH IS CRITICAL IN OUR INDUSTRY."

The Village Bakery Group

AT A GLANCE



**37% reduction
in product
variety**



**100% product
compliance**



**Improved
operational
efficiency**



**£45,000 annual
cost savings**

ARROW COUNTY SUPPLIES

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PROBLEM

Before partnering with Arrow, The Village Bakery Group faced challenges in managing the procurement of cleaning and janitorial products. Each site sourced products from different suppliers, leading to rising cleaning costs and inconsistencies in products across locations.

SOLUTION

Arrow adopted a strategic approach to address these challenges. As part of the onboarding process, Arrow conducted detailed onsite assessments at each bakery location, analyzing existing cleaning operations to identify opportunities to optimize order controls and standardize the product range. Key efficiency areas identified included:

- **Dispenser systems:** Upgrading and standardizing dispenser systems to improve performance and reduce waste.
- **PPE products:** Streamlining product purchases and ensuring a consistent supply of essential equipment.
- **Order management:** Eliminating manual order processes and introducing an approved 'core list' across all sites.

Working closely with site managers, Arrow developed a specific 'core list' of essential products designed to reduce "category creep" and enhance cost-efficiency while upholding hygiene standards. Implementing the **Arrow Connect** portal for ordering allowed site managers to streamline product selection and digitise group procurement.

OUTCOME

By collaborating with Arrow, The Village Bakery Group not only improved operational efficiency but also achieved significant cost savings and hygiene improvements across all bakery sites:

- **37% reduction in product variety:** Consolidated product range from over 200 to 130 lines across all sites.
- **£45,000 annual cost savings:** Achieved through streamlined procurement practices and consolidated product purchases.
- **100% product compliance:** Ensured consistent product usage across sites through ARROW CONNECT's restricted site catalogs.

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