



CASE STUDY [MANUFACTURING & DISTRIBUTION]



Villa Maria

Villa Maria is New Zealand's most awarded wine company. The family-owned winery operates across five main winery sites, 14+ vineyards, domestic sales offices, plus overseas markets with a growing team of export managers. Staff numbers range from 300 permanent staff up to 500 over vintage/harvest periods.

Business Benefits

Stress-free audits

ISO 9001 and health & safety compliance

Improved process ownership and empowerment

Ease of process and change management

Shared knowledge and best practices across different locations



'Our staff are enthusiastic, knowledgeable and experts at what they do, however our business had grown at such a rate that we had surpassed our existing systems and structures,' say Trish Wilson, continuous improvement specialist, and Philippa Avis, quality manager at Villa Maria.

'Our business processes were stored on a network drive in numerous Word documents mainly based around the ISO 9001 requirements,' explains Philippa.

'We had over 3,000 procedural documents, and were working with processes and procedures in hard copy manuals. These were proving difficult to maintain and keep current and it was hard to see who was responsible for what.'

In addition, all business processes came to the quality manager for final signoff, regardless of content. This reliance on one person created a bottle neck in the business and posed a risk.

Processes are about people.

To encourage the move from quality control to quality assurance, Villa Maria needed to focus on individual teams, experts and department ownership. This meant they needed a system that was easy to use and could capture not only the information, but any changes required for audits.

'Nintex Promapp is a simple system which enables us to share knowledge. It's easy to maintain and gives us the ability to easily display the important roles that everyone plays,' says Philippa.

'It was also very easy to get people on board with what we were trying to achieve because of its accessibility and simplicity,' adds Trish.

'We knew that our current systems for tracking and monitoring documents (audits etc.) were not easy to manage and update. We needed a sharing platform to ensure consistency, best practice, efficiency and continuous improvement.'

PHILIPPA AVIS

Quality Manager
Villa Maria



A two-stage approach to implementing Nintex Promapp.

'The Nintex Promapp rollout initially sat with our IT department, however we found this did not provide sufficient or standardized training or enough integration,' explained Philippa.

'So we changed tactics. We re-started Nintex Promapp with a soft launch involving 40 key staff members, representing a cross section of the business and we brought in Nintex Promapp to provide full training which was consistent, smart and simple, with practical examples.'

Trish continues 'We also made a conscious decision to link Nintex Promapp with our continuous improvement initiative ACE (achieving continuous excellence).

The synergy between the two has meant we have achieved a much broader application and uptake than we might have otherwise.'

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Simplifying complexity for Villa Maria.

Villa Maria successfully created a central place for knowledge capture and a more consistent approach to process documentation.

Philippa explains: 'Our health and safety advisor left a comprehensive manual in the Nintex Promapp system. The new health and safety advisor, as well as everyone else, can see exactly what the procedures are.'

'Another example is our domestic sales team. The team are geographically spread and they have really taken to Nintex Promapp as a base to share, for best practice and for process improvements.'

'Compliance is crucial for any business, but particularly when you are selling food or beverage and export heavily. We have over 16 audits per year, and as we progress further in our Nintex Promapp journey we find our audits increasingly stress free.'

'Nintex Promapp is ideal for documentation tracking and we have ensured that our ISO manuals are in Nintex Promapp,' said Philippa. 'Our five labs have recently consolidated their dusty paper manuals in Nintex Promapp and we consistently have auditors impressed with the improvements and changes that we are making. We've even noticed that some of the auditors are using Nintex Promapp!'

'Nintex Promapp has proven ideal for capturing and sharing ACE wins and for documenting what is happening in current states which can then form the basis for continuous improvement work,' says Trish.

'Our key challenge was to have the right platform to capture our business processes and to enable ownership and empowerment – we found it in Nintex Promapp.'



Tips for new players.

Ensure you have the right people in your organization leading it, and clearly define the roles that all individuals need to play.

Don't aim for complete perfection. In some instances, put the process in as it stands, make it live and wait for the process improvement suggestions to come in.

Set the scene and ensure staff are aware of the reasons why, and what the benefits are.

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About us

Promapp is now part of Nintex. We believe that expressing and managing process knowledge simply is crucial to sustaining an ongoing culture of process improvement. With our intuitive and powerful cloud-based process management and automation capabilities, used by 8,000+ organizations worldwide, our customers and partners can easily manage, automate and optimize business processes with clicks not code.

Sign up for a [30-day free trial](#) or [join an intro webinar](#) to see Nintex Promapp, the process platform teams love to use, in action.

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