

# Scottish Manufacturing Advisory Service

## SMAS “best thing since sliced bread” for Maclean’s Highland bakery

### The challenge:

SMAS worked to support the business in developing a plan for achieving British Retail Consortium accreditation. They also helped modify the layout of the shop floor and stores to improve efficiency and ensure that the company continues to meet demand from all over the world.

### The company:

MacLean’s Highland Bakery have recently doubled turnover from £1million to £2million and hope to double this again within the next three years. Part of this drive will include taking on around 10 new employees to add to the current team of 96.

MacLean’s Highland Bakery, based in Forres, remains very much a family-run business four generations after it was first founded. Three years ago, the bakery changed their name – adding the word ‘Highland’ so the origin of their products could be more easily identified for the global customer base.

The company was put in touch with SMAS at a trade show. A recommendation by a fellow business helped persuade Managing Director Lewis MacLean to bring SMAS in. “They said SMAS were the best thing since sliced bread,” he said, adding, “which is high praise for a baker to hear.”

### How SMAS helped:

MacLean’s Highland Bakery were given a free Manufacturing Review, and assistance from their local enterprise company to implement the recommendations made by SMAS. The effects of the work by SMAS include:

- Achieving BRC accreditation.
- Improving health and safety procedures at the factory.
- Increasing profits.
- Helping create 10 new jobs.
- Improving morale at all levels within the company.
- Enhancing the efficiency of production.



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**Lewis MacLean, Managing Director**

### Company Contact

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**If you would like to find out how SMAS can help you or your business please contact us on 0845 607 8787 or visit our website <http://www.scottishmas.com>**



Lewis MacLean plans to continue working with SMAS in the future. He said: "I can see us needing SMAS in a year or so because, although the premises aren't full to bursting, we're expecting to get a lot more large orders in a short period of time."

This includes increased sales in the international market, such as Europe and North America, which have become more important for MacLean's Highland Bakery in recent years.

**Outcomes:**

The work by SMAS has helped MacLean's Highland Bakery to expand and prepare for the future. This includes creating new jobs in the local area, despite the economic downturn.

SMAS were able to improve working practices and reform roles and responsibilities. "I love constructive criticism. I thrive on it," continued Lewis MacLean. "SMAS can point out some things that are so obvious that the managing director wouldn't see them, because they are just part of the business."

The SMAS practitioner was able to help MacLean's Highland Bakery rectify basic production issues.

Lewis MacLean is more than happy to recommend SMAS to other businesses. He said: "It's a no-lose situation to have the business review, and I think the chap we had was exceptional."



**Find out how SMAS can help your business**

Whatever kind of manufacturing help or support you're looking for, the Scottish Manufacturing Advisory Service can provide it professionally and quickly. Most of the time the support is free of charge.

SMAS will help you address any pressing issues, and will assist you in embedding continuous improvement practices into your business to ensure that the changes you make now will continue to provide a real business benefit in the future.

**For more information, visit [www.scottishmas.com](http://www.scottishmas.com) or telephone 0845 607 8787.**