



a **TNA** case study

50% increased capacity

TNA solutions **optimizes performance and accelerates growth** with superior flexibility and unmatched customer support; helping Kingsway Confectionery innovate, meet the demands of their growing customer base, and remain a leading confectionery packaging company.



confectionery

Kingsway Confectionery is a family-owned company that has specialized in packaging retail ready products for more than 30 years. Over the last 15 years they've continuously upgraded their facilities to remain at the forefront of their industry using state of the art, Australian-made machinery provided by TNA.

challenge 1.

increasing production capacity, speed, and flexibility to support growth across a wide range of products

It's no secret that the confectionery market has grown more and more competitive over the years. To remain a leader in the confectionery space, Kingsway Confectionery focused on finding machinery that could optimize performance and speed. This machinery would need to support a wide range of bag sizes to support

their diverse customer base and deliver a strong ROI. As a long-term customer, it was a no brainer to lean on TNA's proven expertise in bagging knowledge to find a packaging solution that could increase production capacity without disrupting operations.

solution

To help Kingsway Confectionery scale production capacity, they worked with TNA to add a third **robag® TX 3ci** vertical form, fill and seal (VFFS) packaging system to their collection. Known for its high performance, the **robag® TX 3ci** provides exceptional speed and flexibility, giving Kingsway Confectionery the ability to bag any type of snack or food application with speed and efficiency. According to Raymond Wicks, Kingsway Confectionery's General Manager, **"adding a 3rd robag machine increased our capacity by 50%.** We went from 40 – 59 bpm to 80 – 100 bpm for

bag sizes spanning anywhere from 30 to 400 grams" – a massive range. Adding to the improvements in speed and efficiency, the **robag® 3ci** also had a minimal impact on operations due to the fact that it was delivered as a complete, integrated solution. Because it incorporated the **TNA intelli-weigh® alpha**, it also provided a simple and accurate solution for weighing. This scale provided an additional layer of flexibility, making it easy to maintain and clean for accelerated product changeovers.

"[TNA] robags are the cornerstone of our business. Being a contract confectionery packing company, we live and breathe those machines."

– Raymond Wicks, General Manager



challenge 2.

timely machine maintenance and support to minimise downtime

Kingsway Confectionery prides themselves on being able to quickly deliver quality packages to their customers. A major part of meeting these expectations is rooted in ensuring that the machinery they rely on stays functional and efficient.

Depending on where you get your machines, it can take up to a few months to receive key spare parts. Adding to this, it was also critical for them to have a highly skilled technical support team on standby to fix problems as they arise.

solution

Because TNA is a global company committed to ensuring each customer gets the support they need to be successful; Kingsway was able to resolve their challenges at pace. TNA's technical support team assess challenges, provides solutions, and shares sound advice that empowers Kingsway's team to continuously build working knowledge so they can learn how to troubleshoot issues on their own over time. Wicks notes, "Over the last 14 years, we wouldn't have had a machine down for longer than a day due to TNA's team helping us." Adding on to great technical support is the availability of necessary parts.

Because TNA has one of its factories located in Melbourne; if Kingsway ever needed a spare part, they can find exactly what they need in a fraction of the time it might take if they were going through another manufacturer.

"The rotary systems are extremely low maintenance... it's definitely the easiest solution that I've seen for sure."

– Raymond Wicks, General Manager



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a solution built to last

With a shared passion for efficiency, quality, and customer satisfaction, it’s not surprising that TNA and Kingsway have been partners for more than 15 years. TNA helps Kingsway’s skilled team accelerate their growth through expert technical support and

innovative machinery built for longevity, flexibility, and performance. In turn, Kingsway remains a competitive force in the confectionery industry; providing a consistent and personalized packaging experience to their diverse customer base.

TNA solutions is a global leader in food processing and packaging solutions, committed to helping people succeed responsibly in a changing world. With over 40 years of experience, TNA’s global team of experts have installed more than 14,000 systems in over 120 countries. The company creates and sustains solutions that help customers realise goals and exceed their expectations, with performance, responsibility, and a customer-centric approach at the core of the business. A collaborative, consultative approach ensures measurable results and lasting success, with solutions designed to evolve and perform over time.

As an inclusive partner, TNA supports a growth agenda that goes beyond business, emphasising its commitment to people, prosperity and the planet in harmony. TNA is a powerful advocate of social justice, and aims to support children in disadvantaged communities through education, healthcare, and social enterprise programmes, through the humanitarian initiatives undertaken by the Nadia and Alf Taylor Foundation.

