

Engineering Partnership That Fits



How Bob's Red Mill Built a Long-Term Case Packing Strategy with Douglas

A Growing Manufacturer with High Standards

For nearly 50 years, Bob's Red Mill has produced whole grain and gluten-free foods with a commitment to quality and employee ownership. Based in Milwaukie, Oregon, their production environment demands precision and reliability.

As Bob's expanded and modernized multiple packaging lines, their goal was clear:

Upgrade and expand case packing—without compromising performance or plant layout.

The Challenge: Automation Within Real Constraints

Bob's needed to overhaul and expand case packing across several production lines. Their equipment struggled with consistent case packing and manual intervention. The biggest constraint? Floor space was limited, and Douglas' existing footprint, exceeded what the plant could accommodate.

At the same time, Bob's wasn't willing to compromise on:

- ✓ High-quality product handling
- ✓ Integration with new and existing lines
- ✓ Long-term reliability
- ✓ Service responsiveness



A lot of the testing we did was to throw the hardest stuff at Douglas and see if they can manage it.

— Nick Chow, Bob's Red Mill Engineering Fabrication Manager

Collaborative Engineering, Not Off-the Shelf Solutions

Valuing the partnership, Douglas suggested the two teams work together to design a solution. In live 3D CAD modeling sessions, both teams reviewed:

- ✓ Exact machine footprint
- ✓ Technologies applied
- ✓ Maintenance access points
- ✓ Operator considerations

Bob's engineers could get a realistic view of the equipment in real time and identify potential issues so adjustments could be made early in the process.

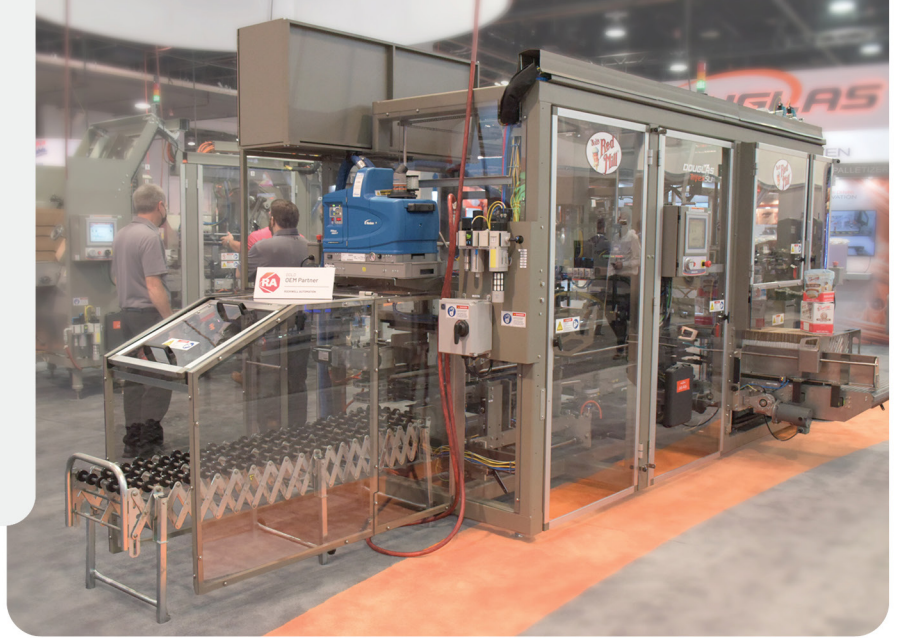
Reduced Risk Through Proven Performance

Throughout the partnership, Bob's routinely brought their most difficult products and packaging scenarios into the evaluation process. The toughest SKUs became the benchmark.



Very little cons and a lot of pros. I have a very good track record with Douglas. I know the level of quality I'm going to get from them.

— Nick Chow, Bob's Red Mill Engineering Fabrication Manager



The Results: From One Project to a Strategic Partnership

What began as a footprint redesign evolved into a long-term automation partnership. Today Bob's Red Mill operates 10 Douglas machines, each model evolving from the one before it.

The impact of the 3D collaborative CAD modeling was significant. The experience was so effective that 3D model reviews are now a requirement in Bob's procurement process.

At A Glance

10

10 machines installed



Reduced downtime risk



Responsive tech support



Confident bag handling & case loading



Reduced manual intervention



Streamlined installation planning



3D collaborative modeling now an internal evaluation standard

Reducing Complexity

With Douglas as a proven partner, Bob's doesn't need to restart vendor evaluations for every project. Predictability is part of the value:

- ✓ They know what to expect, how the equipment performs, and how the team responds

Cultural Alignment

Both Bob's Red Mill and Douglas are employee-owned companies. That shared ownership mindset fosters:

- ✓ Accountability & transparency
- ✓ Long-term thinking
- ✓ Pride in workmanship

The partnership extends beyond equipment specs and is grounded in shared values and mutual respect.

Value Beyond Price

Douglas is not always the lowest-cost option. For Bob's Red Mill, the decision centers on long-term performance, engineering collaboration and predictable results.



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