

115-YEAR OLD INGREDIENT MANUFACTURER LEANS ON PDI FOR DEVELOPMENT AND CONSULTING FOR THREE DECADES



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Since 1992, EFCO Products has relied on PDI for development and consultation services in a relationship that's shaped both the company and its people.



EFCO Products is a family-owned company in every sense of the word. Privately held for more than 115 years and now in its fourth generation of family operation, the company produces food ingredients for bakeries, chain restaurants and food manufacturers in the US and around the world. Since 1992, EFCO Products has relied on PDI for development and consultation services in a relationship that's shaped both the company and its people.

A business relationship that lasts five years is considered successful; ten or more years and it might be considered integral – but nearly 30? It's virtually unheard of, but it's exactly what EFCO Products and PDI share. It's a relationship that's built on trust, transparency and cooperation. Since Jack Parker founded PDI in 1992, his company has become an essential resource for the EFCO Products.

Today, PDI serves EFCO Products on a monthly retainer, contributing to general technical consulting, formulating, processing, food safety and regulatory issues, and also working with management, research and development, operations and quality control stakeholders..

"Our relationship is a constant back and forth, we're always communicating about something. The team at PDI are so educated and bring so much experience to the table. They're always up to date on the industry...really, I've never met a problem where they didn't have some assistance to offer."

One of the highlights of working with PDI, Dave says, is the honesty they share with one another. "They evaluate projects honestly and openly communicate any associated needs or challenges," Dave says, "really, they just get it. Everything doesn't need to be spelled out to understand the common goal. I've worked with other consultants, and if things weren't spelled out specifically, they'd make life miserable."

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Dave appreciates the vertical integration PDI provides, offering insight not just from one angle, but from every possible standpoint. With this comes a value-added service you can't find just anywhere: proactive direction. Because they're so familiar with the business, the team at PDI is able to offer ideas and insights about brand new projects and possibilities.

"Forward thinking open-mindedness pays dividends for everyone," Dave says, "from concept development through production and equipment recommendations, to making sure safety and testing protocols in place, they can do it all."



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"There's really not just one project I can pick out that I think has been our biggest common success; we've worked on so much throughout the years. The one example sticks out as a rare poor outcome was a project we undertook using a different consultancy. The ultimate result was a failure, and fell short in exactly the ways PDI cautioned us about. It was a valuable lesson."

"They've opened our eyes to see what's possible. We're a better company today – by far – because we met Jack Parker 28 years ago."