

Client Reference

OEM | Packaging

Client Background

Our client is a global privately owned packaging equipment manufacturer.

The company:

- has more than 8 500 filling lines in operation
- supports 66 000 processing units in operation
- manufactures more than 170 billion packages/year through their worldwide client base.

Technical Services:

- employs 3 000 employees
- performs approximately 35 000 maintenance events annually
- employs 75 quality assurance specialists
- has at least 100 Operational Cost Reduction consultants and engineers
- Support their staff through 8 International & 8 local training centres
- >2 million spare part order lines annually.

Key Challenges

- Our client's customers are under continued pressure to:
 - reduce costs, and
 - increase productivity
- With an average Overall Equipment Effectiveness (OEE) of 56% there is room for improvement that requires:
 - a partnership approach between the Technical Services and the client
 - reliable OEE information through measuring the right information consistently.



Performance Improvement

- Globally supported Asset Care Centre
- 24/7 access to ACC support and Helpdesk
- Accurate, up-to-date and reliable information
- Improved and predictable performance
- Predictable maintenance cost
- Average maintenance cost reduction of 5% to the entire client installed base
- Mean time between failures (MTBF) improvement of almost 200%
- OEE improvement from an average of 56% to 77%
- Client On-Line with On Key at its core is the enabler:
 - to improve MRs based on feedback
 - to customise and optimise schedules and MRs per machine.



“Our client experienced an average maintenance cost reduction of 5% to its entire client installed base, improved mean time between failures with almost 200% and improved overall equipment efficiency with an average of 56% to 77%.”

Pragma Intervention

- Our client chose the On Key EAM system as the core for their client on-line maintenance system
- The Pragma project team:
 - supported the design of the system configuration and data population process
 - used the Pragma Asset Care business processes as a basis for developing the maintenance processes
 - led the global deployment of the system
 - facilitated the integration of the On Key system with the SAP ERP system
- The Pragma Asset Care Support team provides ongoing support to all the clusters globally by:
 - scheduling and planning maintenance contract work
 - recording and undertaking quality assurance of work-order feedback
 - continuous improvement initiatives in terms of process and maintenance recommendations.

Tools and Technology

- On Key EAM System
 - On Key Express
 - Asset Register
 - Maintenance Manager
- Interface module to support integration with SAP ERP
- The full spectrum of Pragma's AM business processes
- Custom maintenance business processes in support of the global field engineering work force
- Best practices deployed:
 - flexible scheduling of Maintenance Recommendations (MRs)
 - frequent release of task updates based on work order feedback.