



# Case Study Sayga



## Client Background

Sayga is Sudan's premier food company and one of the country's most dynamic and successful organisations. Sayga is well positioned to be Sudan's first regional food company and partner of choice. In 1996, Sayga Flour Mills began producing Sayga's flagship product, high-quality bakery flour, supplying the dietary needs of the majority of the Sudanese population.

With an equally powerful supply chain; Sayga boasts its own bulk-grain terminal and storage silos at Port Sudan, enabling the supply of our mills with approximately 1,500,000 MTs of grains, annually. Deliveries are handled through both road and rail transportation, including Sayga's own fleet of railway locomotives, shunters and wagons. With a geographic presence in 90% of Sudan, providing supply services to third parties within Sudan and beyond will also fuel growth.

**By using the Pragma's Software system, methodology, professional advice and support, they have really helped us implementing systems, KPI's and other procedures to monitor and control the 3 big M's. In our competitive environment it was absolutely crucial to make our operations cost efficient and there is no other way but to find that fine line between Man, Machine and Money.**

*Louis van Eyssen – Operations Planning Manager*

## Pragma Intervention

Sayga Flour Mills established their partnership with Pragma in 2004. The solution proposed to management was to do a proper asset management assessment using Pragma's AMIP methodology, in conjunction the implementation of the Pragma On Key computerised Asset Management system that would provide Sayga Flour Mills with the necessary information to control, monitor and manage their assets.

The initial stages of the project entailed a detailed understanding of Sayga Flower Mill's current methodologies and practices. An asset management strategy was developed and implemented, new methodologies were incorporated in business process models and best practices rolled out to all the relevant areas.

The On Key system was implemented and initially incorporated 4 000 MSIs (Maintenance Significant Items) which included 5 mills, the packaging lines and service related equipment as well as the OEE and production measurement on 20 lines. Various training sessions were held with all levels in the organization and reporting requirements mapped to different levels of user requirements.

## Key Challenges

- No asset management strategy in place.
- Current CMMS not used by all departments and those using it only did so periodically.
- No proper work planning and scheduling processes in place.
- Performance measurements and reporting performed difficult, using various excel sheets which took a lot of time to manipulate.
- No clear internal benchmarking existed.
- No effective means of determining the root causes for asset failures.
- Inventory management and control very inefficient.
- No job costing or asset maintenance cost available.
- Duplicate stock system used due to lack of integration.



## Performance Improvement

- Easy and simplified system to use.
- Management reporting provides easy way of extracting data, both from a maintenance and inventory perspective.
- Proper well defined asset coding conventions and business processes.
- More uptime due to proper formalised preventative maintenance practices.
- Decrease in asset failure trends.
- Better control and schedule of work arising and eventual reduction in costs.
- Reduced downtime and improved output.
- Planned maintenance down time much more structure and controlled.
- Accurate job costing and data are used for accurate budgeting.
- Improved stock control and minimum stock variances during stock takes.
- Improved technical staff time and skills utilisation.
- Accurate data to optimise plant usage.

## Tools and Technology

- On Key Maintenance Manager.
- On Key Performance Manager.
- On Key Materials Manager Module with interfacing to Sage.
- Well defined work planning and control procedures.
- Excellent reporting and processes.