



Client Background

Finlar Fine Foods has been established in South Africa since 1994 with branches in Johannesburg and Cape Town. Finlar Fine Foods has established itself within the sector of the market that would grow, with a higher demand each year, in out-of-home eating and convenience food sectors. The company is the supplier of chicken burger patties to McDonald's in South Africa, as well as its chicken nuggets. Finlar Fine Foods product range consists of mainly coated formed chicken products for the fast food restaurant outlets as well as the retail and catering industries. Other companies supplied to is County Fair, KFC, Pick 'n Pay, Spar and Woolworths.

Key challenges / Project background

Finlar Fine Foods implemented the On Key Maintenance Management system during September 2000. In 2003 -2004 focus areas were established

- Achieving availability target of 95%.
- Reducing electrical and belt failures and increasing the availability of the following machines: Formers, Fryers, Refrigeration & Conveyors.
- Work in progress to achieve target of no more than 50 outstanding jobs.
- Preventive maintenance checks for the critical machines to be constantly updated and modified.
- Technicians to record all maintenance related work on job cards and achieve targets set (120 hrs\technician\month).
- Encourage Technicians to be more pro-active with PRAGMA maintenance system i.e. become more involved.

The PRAGMA intervention

PRAGMA has been implementing new Service Level Agreements in the last 2 years and internal quarterly review meetings have driven new goals to be set:

- Implement planning and prioritizing of requested and planned work.
- Reduce WIP of requested work to 30 days or less overdue.
- Maintain 95% schedule attainment for preventive maintenance.

Business Processes & Best Practices

The following business processes are implemented through the ACC Service:

- Asset Register Administration, to build and maintain a comprehensive asset registers.
- Work Planning and Control, to manage the life cycle of asset related work (tactical and non-tactical).
- Asset Management Improvement, to ensure ongoing optimisation of Best practices.
- Implementation of these business processes are being facilitated by Monthly visits to the site, and monthly feedback meeting with site management.

Tools & Technology

- On Key access on the ASP server.
- Designing a profile on the user interface which aids the client during audits.
- Preventative Maintenance job cards and monthly maintenance plans.

Performance Improvement

Key Benefits

- Improved management of Ad-Hoc and Scheduled work in progress
- Significant reduction in overdue tasks
- Significant improvement in quality of work captured
- Improvement in ACP tasks

Food Audits

- Annual Food Safety audits, by Woolworths, Pick'nPay, Yum, McDonalds, etc
- Pragma contributes to the auditing with regard the Food safety, traceability and formalised maintenance processes.
- Pragma provides a formalised system for the maintenance department to operate within. On Key provides a useful overview mechanism.
- Pragma is implemented at Finlar Fine Foods along with world class standards such as ISO22000, HACCP
- Weekly and monthly reports are available, detailing current asset management performance levels with regard to preventive maintenance adherence and top break downs.

The BOTTOM LINE

- Increase in tactical maintenance attainment (preventative) 90% - 95%.
- Reduction in breakdown rate from 20% to 8% on average.
- Supplier audits – achieved all certificates for suppliers audits specifically based on the maintenance modules in place.

Client Quote

"We The ability to provide information quickly as and when requested is the single most useful aspect of the PRAGMA system and this feature severely simplifies the audit process and instils confidence with the auditors."

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