



Client background

Kromco (Pty) Limited is one of the larger deciduous packing facilities in the Western Cape. Indeed, the Company's name is synonymous with fruit in the province. Its dedication to delivering quality fruit to local and international markets, coupled with a burgeoning social responsibility programme, makes Kromco a trusted brand.

The company has a consolidated supply base of around 20 fruit suppliers from the surrounding district. In addition to pears and apples, quality plums are also packed. There are excellent on-site storage facilities and 5 separate packing lines which provide a high degree of flexibility to enable a quick response to changing market circumstances. Kromco supplies the United Kingdom's leading supermarket chains, controlling the quality of fruit from "the orchard to the table" through its Technical and Quality Department. Marketing is done in-house to ensure close cooperation with local and international markets.

Key challenges / Project background

Kromco implemented the On Key Maintenance Management system during 1990. However, the system never delivered the expected business benefits

- Plant availability remained low
- Maintenance cost remained high

The PRAGMA intervention

During 2005, the Asset Care Centre (ACC) Service was implemented in support of the ongoing maintenance management activities at Kromco, to focus on

- Implementation of preventative maintenance
- Continuous improvement through teamwork

A Kromco employee was trained to do the data capturing on-site, and act as coordinator for daily operational requirements.

Today, the ACC Service supports the factory from Pragma's office in Cape Town, with a dedicated AC Engineer and administrative staff assigned to Kromco.

Weekly and monthly meetings are held with the teams on-site as required, and specified in the Service Level Agreement.

Business Processes & Best Practices

The following business processes are implemented through the ACC Service:

- Asset Register Administration, to build and maintain a comprehensive asset register.
- 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 practices.

Implementation of these business processes are being facilitated by weekly visits to the site, and monthly feedback meetings with site management.

Tools & Technology

- ON KEY – PRAGMA's enterprise asset management system, with connection from the Pragma office in Cape Town.
- Weekly and Monthly Reporting

Performance Improvement

Key Benefits

- Improved data velocity (on-site data capturing)
- Improved information management (on-line access and support from Pragma offices)
- Effective implementation of maintenance program
- Culture of continuous improvement and teamwork.

The BOTTOM LINE

- Increase in tactical maintenance (preventative) from 40% to 60%
- Reduction in breakdown rate from 9% to 1.5% on average.



Client Quote

Pragma supply us with a wonderful tool (ACC Service) which adds a lot of value to our business bottom line when supported by the right people and processes from our side"
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