



Client Background

PG is the household name for glass in Southern Africa. Established in Cape Town in 1897 as a glass merchant, the company grew to become a significant worldwide player with interests in 17 countries. When it unbundled in 1999, the PG group became a private company as part of the international PGSI Group. The Group employs almost 3000 people and generates revenues of close on R2 billion a year.

PFG Building Glass, the Group's flat glass manufacturing operation, produce 270 000 tons of glass per annum, distributed to the building and automotive industries. Their high-performance building glass allows architects to design safe, attractive, comfortable and energy-efficient buildings.

Key challenges / Project background

The physical asset management challenges at PFG Building Glass were identified as follows:

- Formalisation of asset management business processes.
- Implementation of an effective maintenance management system utilising SAP as backbone.
- Implementation of sound asset care strategies.
- To ensure maintenance management policies and procedures are entrenched.
- Managing contractors using sound management practices.
- Fostering a culture of continuous improvement to improve cost-effectiveness of production.

The PRAGMA intervention

Pragma and PFG Building Glass established a partnership as far back as **1996**, during the SAP PM Implementation project at the plant. Pragma initially assisted with asset verification and data in preparation for maintenance management system, and the optimization of stores and materials management practices.

During **1997**, Pragma established an Asset Care Centre (ACC) Service office at PFG Building Glass, as integral part of the on-site operational structure. The ACC Service took responsibility for the execution of key asset management activities at the plant, and today the ACC Service employs 7 people (manager, planners and administrative staff) in support of the asset care process at PFG Building Glass.

Business Processes & Best Practices

The following business processes are implemented through the ACC Service:

- Asset Care Foundations, to develop and set asset management policy, strategy and standards.
- Asset Management Improvement, to ensure ongoing optimisation of practices.
- 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).
- Maintenance Program Development.
- Contractor Management.

Tools & Technology

- Asset Management Improvement Process (AMIP)
- SAP R/3 Plant Maintenance Module

Performance Improvement

Key Benefits

- Facilitation of ongoing asset management improvement through steering committees.
- Asset Management Policy and improvement strategy.
- Accurate asset management information in support of management decision making.
- Effective work planning and control, maintenance tactics, information management, performance measures, contractor management and continuous improvement practices.
- Sustainable and cost-effective asset care practices.

The BOTTOM LINE

Average plant availability of Float Lines above 98% for the

Client Quote

"We are not running a breakdown orientated business"
(Gert Jansen van Vuuren-
Engineering Manager)

Pragma Africa
Divisional Manager
Manufacturing & Mining

Ronnie Taljaard
Tel: +27 21 943 3900
Fax: +27 21 948 9945
Cell: +27 82 565 6054
ronniet@pragma.co.za

