



Client background

Shurlok International is based in Pietermaritzburg South Africa. Established in 1969, it is part of the Control Instruments Group listed on the JSE. Shurlok designs and manufactures automotive electronic systems for all 7 local OEM's in South Africa and exporting directly to 6 overseas OEM's. Staff compliment of 325 people with annual turnover of Euro 32 million. Shurlok is accredited by SABS ISO9001, ISO TS16949, ISO 14001 & VDA6 BMW / VW.

Key challenges / Project background

Key physical asset management challenges were identified as follows

- High production losses due to unreliable assets.
- Little formalisation of maintenance management business processes.
- No formal maintenance management system implemented.
- No formal preventative maintenance program implemented.
- Little information regarding equipment failures and costs.
- Large client base with different audit and process requirements.

The Pragma Intervention

The Asset Care Centre (ACC) Service was implemented during 2003 to assist with the formalisation and standardisation of the asset care business processes at PiShurlok.

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

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

Business Processes

The following business processes are implemented through the ACC Service:

- Asset Management Improvement, to ensure ongoing optimisation of practices.
- 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).

Tools & Technology

- Asset Management Improvement Process (AMIP)
- ON KEY – PRAGMA's enterprise asset management system
- Daily, Weekly and Monthly Reporting

Performance Improvement

Key benefits

- Accurate asset register information
- Standardised work planning & control procedures
- Effective Maintenance Program and continuous improvement

The BOTTOM LINE

- Reduction in breakdowns from 22% to 12%.
- Sustained ISO, VDA6, BMW and VW accreditation.



Client Quote

"Asset performance is of the highest priority. On occasions our consultants have been under considerable pressure to deliver extra reports when requested the same day, when information is needed for capexing of new equipment and the guys have always delivered. We at PiShurlok believe in the Pragma concept and our customers have always been impressed. It is a relationship that goes from strength to strength."

Ian Burrows

(Maintenance Engineer)

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