

Client Reference

Improving Work Planning and Control using On Key



Background

Our client is a leading automotive manufacturer in South Africa. The client embarked on a journey to implement a range of Asset Management systems based on the Pragma Way. The aim is to mature specific Asset Management key performance areas (KPA's) to optimum or world class standard.

Assigning work orders to different artisans proved time consuming and unintuitive in the SAP® PM environment, which forms the backbone of the client's operations. The work loading for the maintenance teams had to be done on external Excel sheets and daily allocation of tasks could only be done by a facilitator, who was not available during maintenance hours. As a result, all work orders were not always available for execution and the labour utilisation was low.

On Key allows us to plan, schedule and allocate tasks to our artisans based on available man hours and we can already see an improvement in our Weekly Scheduled Attainment. This is great for us as we measure our efficiency based on work planned versus work executed. Since the implementation of On Key we have also seen a massive improvement in our Work Planning and Control process in terms of our Planning and Scheduling capabilities.

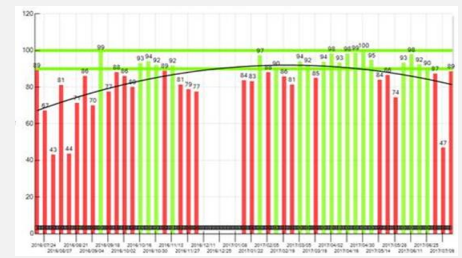
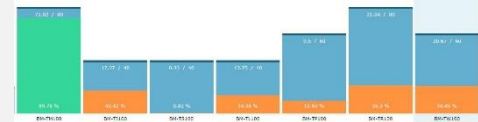
Everett Clayton, Body Shop Team Manager

Key Challenges

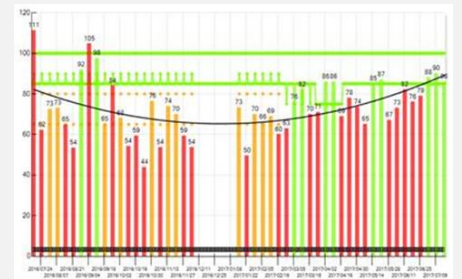
- The client was not willing to migrate to using On Key for all their maintenance activities, as they were dependent on SAP for their international operations.
- Different areas in the manufacturing plant were misaligned in their work planning and control activities.
- Resistance from certain team managers to change existing business processes.
- Creating an interface between two very different information systems.
- Configuring On Key to work with different areas that had differing functional location structures and inconsistent master data.

Pragma Intervention

- A structured Work Planning and Control cycle was introduced and implemented.
- Access to SAP® PM work orders was given to artisans through the development of a simplified system front end.
- Basic planner access and training was given to the team managers to empower them to manage their artisans and work loading better.
- Best practices in planning and scheduling were implemented.
- A pilot of On Key was rolled out to one of the areas as a proof-of-concept. After successfully running for a few work planning and control cycles and a plant shutdown, it was rolled out to the other areas.
- The interface between On Key and SAP® PM and work planning and control processes are continuously improved by the Pragma on-site team, as the client's AM maturity improves.



Schedule Attainment



Labour Utilisation

Value Add

- Higher Schedule Attainment and Labour Utilisation.
- Reduction in overtime hours.
- Team Managers are empowered to better manage their teams and workload.
- Reduction in paper usage.
- Increase in data velocity.

Tools and Technology

- SAP® PM Work Planning and Control
- On Key.