

Client Reference

Original Equipment Manufacturer



Client Background

The client is an Original Equipment Manufacturer that offers maintenance contracts to their clients across the globe. Their Pakistan Services division raised concerns from key clients on the accuracy of the maintenance events delivered. Spares were missing or the incorrect maintenance tasks were recommended and executed. The clients have placed expensive claims on the OEM and the confidence in the maintenance system have diminished. The situation got to a point where the Area Manager insisted on a team of specialists consisting of a Pragma Asset Care Engineer, gather in Pakistan to resolve the issues. This was the first time that a dedicated mission like this has been done.

“Of the 20 issues raised by three different Key Accounts during our meetings, only one issue was not resolved. This would not have been possible without the expertise of the Pragma Asset Care Engineer.”

Client quote

Key Challenges

Through an intervention with the local team in Pakistan and representatives of three major clients, the following challenges were identified:

- The quality of the maintenance plans and its improvement process is inadequate. In many instances the maintenance plans were not configured based on the setup of the equipment, resulting in the wrong spare parts being ordered.
- The more complex functionality of the maintenance system was not well understood by the local services division. The lack of understanding of concepts like suppression, merging and Last Done Logic and the combination together, resulted in incorrect work being proposed and scheduled.
- ICT environment challenges have resulted in work orders not being created with sufficient lead time for spares to be ordered and delivered.
- Communication and interaction between the centralised asset care centre and the local services team due to poor alignment and understanding of the different challenges that exist.



Value Add

- The biggest benefit of this focussed improvement project is the reduction in claims placed by clients due to incorrect spare parts being ordered and work executed.
- Another key benefit is a projected 3.2% improvement of the local Maintenance Management team in Pakistan due to reduction in rework. When a work order is incorrect, a lot of manual intervention and rework is required to rectify the problem.
- The intervention also regained the confidence in the maintenance by the Services team in Pakistan.

Tools and Technology

- On Key is used as the maintenance system. Maintenance plans are developed and configured in On Key, and work orders are proposed and generated based thereon.
- Work Orders are interfaced via the On Key Interface Tool to SAP® from where the spares ordering happens.

Pragma Intervention

The intervention was the facilitation of an onsite workshop by using focussed improvement techniques. Many of the challenges were resolved through better alignment on processes and communication channels:

- A report was developed to improve communication regarding maintenance plan changes. Local engineers can access this report at any time, preferably during planning to ensure no changes happened to the maintenance plan since the work order was generated.
- A lack of understanding by the Pakistan Services team of complex concept is due to a lack of good training and examples of different scenarios. A new more condensed training plan has been developed to shorten the training period for new engineers and get them fully skilled quicker.
- A new technical development action has been logged to implement a formal process where any change to Maintenance Plans will be analysed by the centralised asset care centre and corrective measures will kick in and communicated to the localised business units.