

# Case Study

## Tetra Pak® Packaging Solutions



### Client Background

Tetra Pak® is the world's leading food processing and packaging solutions company. Working closely with their customers and suppliers, they provide safe, innovative and environmentally sound products that each day, meet the needs of hundreds of millions of people in more than 170 countries around the world. With more than 23,000 employees based in over 85 countries, Tetra Pak® believes in responsible industry leadership and a sustainable approach to business.

Tetra Pak® Services cover every aspect of a customer's food production, from daily routines to business insights. The tailored service solutions improve performance, optimise costs and ensure food safety throughout the lifecycle of a customer's operation. Partnering with Tetra Pak® gives their customers the people, portfolio and presence to achieve their performance goals.

### Key Challenges

- The food processing and packaging industry is under constant pressure to reduce cost and to increase productivity.
- Tetra Pak® has been the industry leader for many decades and needs to constantly adapt to remain in this position.
- As a company that operates in more than a 170 countries, global operational challenges are plentiful:
  - Different languages and cultures in regional offices and customers.
  - Unique operating conditions.
  - Field service work execution in all markets
  - Diverse skill levels of engineers, contractors and customers.
  - Growing equipment platforms, installed base and increase in technological complexity.
- Accurate information management has become mandatory for successful service delivery.



### Value Add

- Globally supported Asset Care Centre.
- Standard processes applied consistently across different conditions.
- Accurate, up-to-date and reliable information.
- Single repository of all service work.
- Streamlined process to manage.
- Support Tetra Pak® Maintenance Services:
  - to support full line maintenance contracts;
  - to reduce maintenance cost on the installed base;
  - to increase OEE on equipment.
- On Key is the enabler:
  - to do accurate maintenance cost calculations;
  - to manage service contracts;
  - to improve MR's based on feedback;
  - to customise and optimise schedules and MR's per machine.

***“Pragma, with its expertise and technology in asset and maintenance management, is a key strategic partner for Tetra Pak® Maintenance Services. We have built a strong partnership with them over many years and value their input on a day-to-day basis.”***

*Peter Sundin - Manager Maintenance Management,  
Tetra Pak® Technical Service*

### Pragma Intervention

- Tetra Pak® chose the On Key EAM system as primary business application for its Maintenance Management operations.
- The Pragma project team:
  - led the design of the system configuration and data population process;
  - participated in the Asset Care business processes that form part of the Maintenance Process;
  - supported the global deployment of the system;
  - facilitated the integration of the On Key system with the Tetra Pak® SAP® ERP system.
- The Pragma Asset Care Centre team provides ongoing support globally in the:
  - maintenance recommendation development;
  - asset register administration and asset initialisation;
  - preventive maintenance event generation;
  - quality assurance of work order feedback;
  - general support to the maintenance management functions in all the regional Tetra Pak® offices.

### Tools and Technology

- On Key EAM system:
  - Asset Register
  - Maintenance Manager
  - On Key Express
  - Off-Line capability.
- Interface module to support integration with SAP® ERP.