

Client Reference

A recipe for success | On Key's approach to efficient food and beverage maintenance

On Key provides the client with a support tool to manage all work requests from the Production team while also ensuring that preventive maintenance is planned and executed.

ARA and WPC business processes implemented

Work requests generated directly in On Key EAM

Key challenges

- ▶ The client's previous CMMS was not configured with preventative schedules, and the team only scheduled reactive work, without closing the work orders once work was completed.
- ▶ The Purchasing department created duplicate work orders to buy spare parts, which were also not closed.
- ▶ Historical maintenance data extracted from their previous system was incomplete and inconsistent.
- ▶ The multiple internal stakeholders involved with their outsourced maintenance management solution were misaligned.
- ▶ There was a lack of internal alignment towards maintenance management tactics.
- ▶ A simple solution was initially required with an ambition to grow towards more comprehensive functionality.

Our intervention

- ▶ Pragma assisted in cleaning up and converting the supplied master data information into import information, which was further reviewed and updated by the client.
- ▶ Pragma introduced and implemented the Asset Register Administration and Work Planning and Control business processes and configured On Key in alignment with these processes.
- ▶ We imported the reviewed data and created default profiles (views) for the functionalities to be used.
- ▶ We provided training for the administrators and users to ensure that they understood the processes and the functionality to plan and schedule work and close the work orders after the completion of work.

Value add

- ▶ The client's internal team and their outsourced contractor responsible for the creation of maintenance schedules have an increased focus on preventive maintenance schedules.
- ▶ Our involvement with monitoring the input and flow of the work has improved the quality of data.
- ▶ The production department now creates work requests directly in the system increasing management efficiency and alignment.
- ▶ Improved data velocity enables the client to make much better decisions based on accurate asset related information.



Client background

- ▶ Our client is a global supplier of dairy products with a manufacturing facility in Ireland.
- ▶ The client has been in business since 1897 and has a proud tradition of excellent production processes. The current manufacturing facility was opened in 1972 and is still being expanded.
- ▶ In 2013 the client changed their identity as part of their growth strategy and in 2018 Pragma was asked to assist with implementing On Key as a maintenance management support tool.

