

Large Cap Case Study 1

SITUATION

A Fortune 50 client with a test lab facility located on the east coast of the United States demanded a change in the performance of the lab testing operations and equipment reliability. Costs were above target with only a small fraction fully recoverable by the client through billings. Productivity of the workforce was below standard and critical test schedules were missed as a result of poor reliability of test bays.

APPROACH

Productiv approached the opportunity to dramatically improve reliability and productivity of operations and maintenance areas by establishing a work control system complete with standard work assignments, resource planning and integrated scheduling with lab operations. The team implemented the most relevant best practices in process management and workforce productivity.

OUTCOMES

- Reduced O&M labor costs by 22%
- Greater portion of lab costs recoverable from lab clients.
- Schedule compliance improved from a 33% baseline to over 75%
- Generated \$1.5 million in reduced spend for O&M services
- Recovered \$2.0 million in billable testing fees.

Large Cap Case Study 2

SITUATION

A chemical manufacturing facility of a Fortune 500 Company finds that maintenance performance is well below required levels. Specific issues include:

- Poor work planning content and coordination causing 20% schedule compliance
- Lack of consistent planning methodology
- Ineffective application of SAP as a work management system

APPROACH

Productiv focused on the centrally managed work control process, enabled by the SAP maintenance module. Our team of *Subject Matter Experts and Technical Staff* in the area of maintenance work control with support from client leadership and staff implemented integrated maintenance planning and best practices information into a robust planner qualification program designed for simplicity and results.

OUTCOMES

- Achieved full alignment between SAP configuration and codes with client's process
- Developed cost reporting interface programs from SAP standard reports
- Standardization of the planner/scheduler function
- Schedule compliance improvement from 20% to 65%
- Backlog reduction from 17 weeks to 8 weeks
- Completed knowledge transfer of planner training program

Large Cap Case Study 3

SITUATION

A Four Hundred (400) person R&D Facility part of a 2 billion dollar per year Medical Device Company required a solution for the following problems:

- Maintenance requirements for equipment where causing unacceptable impact on facility operations
- Lab techs lack sufficient regulatory knowledge leading to QA violations
- Unacceptable levels of potential rework on critical equipment
- Inefficient methods of executing cost control or work history retention for maintenance program components
- Weak leadership and management practices

APPROACH

Proprietary approach to RCM incorporated equipment validation, cGMP, equipment criticality reviews and several risk-based programs to achieve the work control results required by our client. Build leadership and management effectiveness

OUTCOMES

- Established a fully compliant and sustainable system
- Implemented an effective Preventative Maintenance program.
- Identification of process equipment criticality