

## Increased Involvement Meant Better Production and Higher Caliber Service

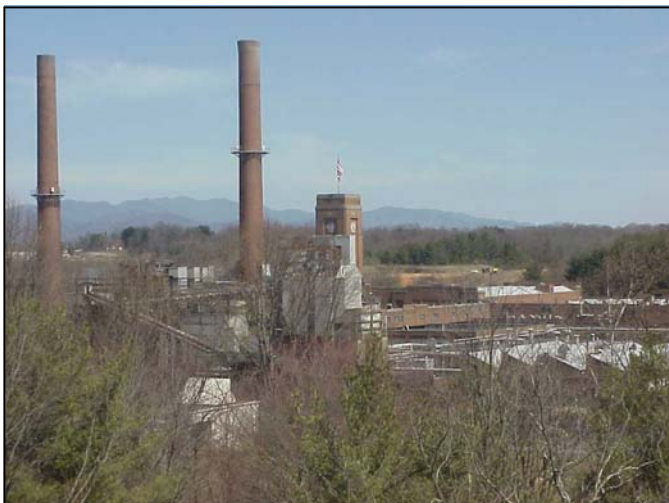
BASF is known worldwide as an innovator and leader that helps improve the quality, performance and sustainability of products in a variety of industries. As a reliable partner to numerous market segments, BASF's intelligent system solutions and high-value products help its customers be more successful. This has held true for decades in Enka, North Carolina, where BASF

### Focus on Teamwork Eases Transition

GreenWood was no stranger to the plant, thanks to their involvement with capital construction services and provision of overflow maintenance resources during peak work periods and turnaround jobs. Although the task of transitioning from a long-term maintenance work force to an outsourced model included a certain level of risk, the former and new teams worked together toward a successful transition. GreenWood's involvement with projects at the plant and their knowledge of BASF processes helped smooth the process.

"GreenWood stepped up to the plate when we transitioned from our former maintenance team to theirs," says Eric Barbour, facilities manager for BASF. "They bring us excellent mechanical skills which have been instrumental in our work task efficiency gains."

GreenWood's David Moffitt serves as site manager and is responsible for all maintenance work execution, planning and scheduling, including work order initiation and completion. His team also has two operations resources allocated to assist with BASF production needs. The BASF corporate-wide SAP system provides



*The BASF plant located in Enka, North Carolina*

produces nylon resin chips used by customers in the plastics and textiles industries. The resin chips serve as a key component in carpet manufacturing.

After several business shifts impacted work force resources, BASF faced an imbalance in critical maintenance skills against a reduced maintenance team. A solution was quickly formed that would enable BASF to transition their maintenance team to GreenWood who would assume responsibility for the plant's maintenance operations.



### Enka, North Carolina

- ▶ Plastic resin chip producer
- ▶ Supply carpet and plastics manufacturing clients
- ▶ Maintenance team of 14

# BASF

## CASE STUDY



cost reporting for labor, materials and other areas. Moffitt ensures that communication channels are always open between his GreenWood team and BASF management and production operations.

GreenWood's total maintenance role at BASF focuses on preventive maintenance (PM). A team of 14 skilled craftsmen in the areas of electrical, mechanical, instrumentation and laser alignments spend nearly 60% of their time on PM work related to production equipment. Specifically, the focus is on maintenance for critical equipment such as reactors, extractors and dryers. GreenWood's total maintenance services also



include process equipment such as pumps, fans, blowers, powerhouse equipment, feedwater pumps and motors as well as building maintenance and wastewater treatment pH and temperature control. Additionally, GreenWood takes responsibility for the inspection and repair of boilers capable of producing 95,000 pounds of steam per hour for operations of the plant.

GreenWood personnel also provide capital construction project services. One such project involved the construction of a new sewer system to the Enka village, which had originally been established when BASF built their plant in the 1930's. The new sewer system tied all houses in the community to the main sewer system.

### Expanded Role Strengthens Relationships

"We consider GreenWood a true partner rather than just a supplier of services," says Dr. Jack Dellinger, general manager for BASF. "They provide a strong safety culture, high accountability and expertise in all aspects of what they do every day. These are all very important to us and collectively represent why GreenWood is an integral part of our plant operations."

Dellinger and Barbour agree that GreenWood fits well within the BASF culture. Both describe the GreenWood team as being dependable, reliable and highly skilled with strong supervision and excellent home office support. GreenWood home office executives make frequent site visits to BASF to help keep customer relationships healthy and strong.

"GreenWood is excellent at aligning goals and setting clear expectations," says Dellinger. "We don't have any surprises, but when a need arises, they're right there for us."

Barbour adds that he appreciates GreenWood's proactive attitude and team approach. He knows he can depend on them to be resourceful and find ways to get things done – either as an improvement or in a different manner that is more efficient and cost-effective. And, Barbour knows that as a company, GreenWood focuses on meeting the needs of their employees and treating them fairly as 'real' people. To him and many others at BASF, this translates to GreenWood personnel bringing a high level of dependability and security to their environment.

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***"We depend on GreenWood because they know our plant, equipment and processes extremely well," says Barbour.***

***"Without them, we would have a real challenge maintaining a reliable operation."***

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# BASF

## CASE STUDY



### Banking on Results

The results have been very positive and well received by BASF management since the transition of maintenance responsibility to GreenWood. Overall, the production run rate is higher than it was previously, downtime has been reduced and fewer stoppages have occurred. Annual cost savings have averaged \$350,000 – using fewer resources through GreenWood than the former BASF model.

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*“GreenWood’s services are absolutely critical to us,” says Dellinger. “Their performance speaks for itself and their work is always top quality. We couldn’t be more pleased.”*

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As the world's leading chemical company, BASF consistently meets the challenge of boosting performance of the products their clients make. Having the maintenance resources of the GreenWood team helps improve efficiencies and ensure cost competitiveness. The result enables BASF to remain focused on developing new technologies and economic success, which contributes to a better future for companies worldwide.

*Information about BASF can be found by visiting their web site at [www.BASF.com](http://www.BASF.com).*

### About GreenWood

“GreenWood provides integrated maintenance and capital construction solutions designed to extend the life of critical assets and deliver bottom line improvements for plants and facilities throughout the Southeast and Mid-Atlantic.”

At GreenWood:

- ▶ Superior, results-driven facility, plant maintenance and construction services are the focal point of what we passionately and consistently deliver in all projects.
- ▶ Emphasis is placed on true service flexibility, adaptability and responsiveness to client needs at all project levels without the burden of non-productive corporate policies.
- ▶ Ongoing executive management attention to every project assures complete customer satisfaction and establishes strong, long-lasting client relationships.
- ▶ Teams of reliable, experienced personnel unify seamlessly with client resources to take joint ownership of all services performed.
- ▶ Dependable and loyal employees are retained through competitive compensation plans, exceptional benefits, safety performance recognition programs and open door communications with company management.

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