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Contracted Facility Maintenance Forms a Unified and Effective Team

Leaning on its contractor's resource team, allows SEW-Eurodrive to focus on what it does best—serving customers around the world.

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with
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GreenWood, Inc.



SEW-Eurodrive's heat transfer system was installed by its contractor team along with all equipment for the facility expansion completed in 2005.

Sew-Eurodrive has long recognized the value of contracting services. That's fast becoming the norm for many plants today, as they seek to effectively address various, often critical, operational issues—including those related to areas of maintenance.

Gaining access to world-class capabilities, reducing operating costs and improving company focus are just a few of the many reasons why companies have turned to contracted resources to augment their maintenance activities. Many have realized the benefits associated with operational flexibility in staffing, mobilization of a tailored core work force with multi-skilled craft workers, and seamless blending of contract staff personnel with those from the client company.

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In 1994, SEW-Eurodrive jumped ahead of the curve by addressing its facility maintenance needs and capital construction projects with professional contractors. At the company's Southeastern regional headquarters in Lyman, South Carolina, more than 225 employees in both the manufacturing facility and assembly plant (totaling 350,000 square feet) are responsible for metal cutting and gear box assembly. Supplementing these operations in a facility maintenance capacity is GreenWood, Inc.

A primary focus on handling both planned and unscheduled maintenance, is provided for SEW-Eurodrive's external facility maintenance needs with construction services and ongoing maintenance for pumps, the coolant system, facility lighting, air compressors, the heat transfer system and the evaporation system for liquid waste.

By relying on its contractor, SEW-Eurodrive doesn't have to hire additional, skilled resources to get things done. That's a big relief and comfort to facility and purchasing manager, Dan Raney. He can depend on this supplemental maintenance resource to tackle issues, in many cases, before he even knows about them. In fact, Raney acknowledges that the contractor's team knows the SEW-Eurodrive facility to a greater level than most anyone else on site.

"Having a resource that is knowledgeable about critical functions such as gas line locations, sewer and water line runs, and power supplies is absolutely vital to our operation," states Raney. "A strong, long-lasting relationship exists between our own people and those on our contractor's team. It's because of this relationship that we have grown to rely heavily on their expertise. We certainly consider them as part of our team."

Flexibility is key

For the past 12 years, SEW-Eurodrive has maintained a 10 to 20 person contractor workforce. Having this type of flexible workforce saves SEW-Eurodrive from constantly dealing with resource hiring and reduction issues. Furthermore, there are no worries about sourcing the right skill sets for specific projects or enduring a fluctuating learning curve from varying project resource needs.

Many of the contractor's employees have been involved with SEW-Eurodrive for twenty years. Over this time, the team has handled dozens of projects. Whenever new equipment is installed or old equipment is replaced, the contractor handles the job. This also entails movement of machines and production equipment to new locations within the SEW-Eurodrive facility. Other tasks have involved maintenance of facility systems and numerous

numerous capital construction projects including construction of new offices, concrete pads, new buildings around the plant, new parking lots and outside lighting.

An ongoing success

The relationship between the contractor's and SEW-Eurodrive's team is critical to ongoing success. Daily interaction between the teams ensures communications are maintained and expectations always understood. Because the teams work so well together, interaction is normally handled informally. Routinely, jobs are initiated by a telephone call or conversation between supervisors. If large projects are on the docket, meetings are held to determine schedules, skill sets required and specific tasks involved in the job. Projects are tracked through worksheets that capture hours expended, costs and labor associated with all jobs.

"It's important for our team to communicate regularly," states Raney. "While we certainly trust our contractor resources to get jobs done on schedule, within budget and correctly, we make every effort to communicate project objectives and goals to all team members. We do this to make sure we avoid the assumption trap."

Looking at the SEW-Eurodrive operation today, one would see a well-run facility from the inside-out. Production continues to run almost non-stop over three daily shifts. Assembly churns out gear box assemblies that will soon become a key component for a customer in either the automotive, foods, mining, logging, waste water treatment and other industries.

The unified team of SEW-Eurodrive and contractor personnel stands strong as testimony to SEW-Eurodrive's decision to outsource their facility maintenance services over a decade ago. With the ability to lean on the contractor's resource team, SEW-Eurodrive is able to focus on manufacturing and assembly excellence that the company provides to customers coast-to-coast and around the world. ❖



GreenWood provides integrated maintenance and 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. We operate under a "Customer-Centered" philosophy where safety performance is always first and our flexibility to respond to customer needs is an ongoing priority. For more information, visit www.GreenWoodInc.com.