

Personalized Approach Leads to Solid Relationship

“Transitioning from our former contractor to GreenWood was smooth and they were instrumental in making it happen without any delays or complications. They immediately adapted well to the way we do things, which enabled us to remain operationally focused.”

Engineering and Maintenance Team Leader

This OSHA VPP Star certified plant is a global producer of high-performance and ultra-performance plastics located in Georgia. The company gives design engineers world-wide more ways to solve top design challenges in industries such as automotive, healthcare, electronics, aerospace, plumbing, water purification, among others. Our client’s 250-acre manufacturing campus in produces advanced polymers that are ultimately applied to numerous products, resulting in superior quality and performance.

Those same high standards for production apply to maintenance of the manufacturing plant. Because the client is a firm believer in outsourcing to augment maintenance and special project resource needs, the challenge to find a contractor that performs like a partner was a challenge. Past contractor experiences produced mixed results. The client considered GreenWood for its supplemental maintenance and capital project needs during a new review period.

GreenWood positioned themselves as the right resource with all the required skills and talents – delivered with a personalized approach – and became the client’s contractor of choice.

Staying Ahead of the Game

The site manager GreenWood appointed to the client location already knew the industry, was familiar with the market and demonstrated an ability to recruit the right resources for specific jobs. This knowledge was key to the successful transition, especially when GreenWood assumed responsibility for day-to-day maintenance through a team of support personnel involved with welding, mechanical, pipefitting, electrical and the tool room. GreenWood also supports the maintenance spare parts storeroom. Standard performance services include equipment maintenance and maintaining appropriate lubrication for mechanical components.

Solution Overview

Profile: Performance Polymer Producer

- Global producer of high and ultra-high performance polymers
- Plant, facilities and grounds cover over 110 acres
- 24-hour manufacturing process
- OSHA VPP Star Certified plant

Challenge

Replace maintenance contractor with one that offered a flexible, personalized and safe approach to maintenance

Solution

Selection of GreenWood to integrate their resources with client personnel with a common focus on maintenance and plant safety while also providing capital project support



From the start, GreenWood has relied on a structured and disciplined maintenance approach to consistently use resources properly. Turnover remains low, which is a tremendous time and cost saver for the client. This nearly eliminates any headaches stemming from the stressful process of sourcing and hiring specialized labor.

“Right away we saw a big difference with GreenWood on board as compared to previous contractors. Their approach to all work is extremely professional and very team-oriented. And, they take a proactive approach to maximize impact in every area in which they are involved. That’s a confidence booster for us in knowing they’ll get the job done.”

In addition to maintenance craft support, GreenWood provides operations support for the client’s packaging services needs. This involves material handling, mobile equipment and shipping and handling. GreenWood’s ability to provide these unique services fills the client’s talent gap on both the maintenance and operations side of the business.

In the capital project arena, GreenWood supplies the appropriate resource staffing. This often fluctuates based on specific projects, so the client involves GreenWood in estimating the labor, materials and installation

aspects of project work. While the sophistication level of each project can vary, GreenWood is counted on to support equipment installations, insulation, painting, piping, structural and sometimes equipment modifications. The client quickly recognized GreenWood’s high level of competency and places complete trust in their ability to perform special project work. Having this assurance lessens the client’s concerns about whether projects are being executed appropriately and completed within specified time and budget parameters.

An integral partner

GreenWood actually has earned the respect of the client’s entire plant. As a result, they are considered an equal part of the client’s team that works together to get jobs done. Distinguishing GreenWood personnel from the client’s employees is nearly impossible.

“GreenWood knows what to do to get a job done safely and according to specifications. Their supervisors provide excellent feedback on project progress and have a mindset toward quality – which eliminates our worry over any reworks. For us, it’s great to have a reliable and responsive resource like GreenWood onsite for our capital projects so we don’t have to deal with the constant burden of staffing issues.”

“We count on them,” says a client project engineer. “We’ve seen a big difference between GreenWood and past contractors. The competency and skills of GreenWood personnel are definitely much higher. We involve them with turnarounds. GreenWood is always responsive to our issues and needs no matter what the complexity may be.”

“We wanted to build a long-term relationship with our contractor – not just find a labor resource. The people equation, safety and quality were all very important to us, so finding a true partner that could deliver on those attributes was key. GreenWood delivered – as promised – and for us, that’s a huge deal.”

Delivering on a promise has proven to set GreenWood apart and is a big deal to the client’s management. By listening to the client’s needs early in the relationship, GreenWood responded. Turnaround work was well performed earning high marks from the client. Working hand-in-hand with operations personnel has proven successful.



As the client's plant manager points out, safety is extremely important at their site, and Greenwood's focus on safety played an important role in the client's designation as an OSHA VPP star certified site. The select group of those who have earned this distinction only include companies that have achieved injury and illness rates at or below the national average of their respective industries. VPP Star Certified plants like our client have implemented a comprehensive safety and health management system, and are self-sufficient in their ability to control workplace hazards. Greenwood works with the client resources every day to ensure that the highest safety standards are maintained in all executed work.

As our client continues to produce more plastics with more performance than any other company in the world, they will do so with a true partner in Greenwood – and in the safest and most efficient manner possible. That was a Greenwood promise from the beginning and it remains one with the client today. ■

Client Value

- Structured, disciplined, and team-oriented approach to maintenance ensures resources are leveraged properly and turnover is minimized
- Operations support capabilities fills resource gaps for the packaging services area
- Reliable and responsive resource allows capital projects to be executed without the burden of staffing issues
- Team approach blends resources for efficiency gains to get jobs done within specifications and on schedule
- Consistent focus on safety contributed to plant designation as an OSHA VPP star certified site

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