

Service Expertise Delivers Tangible Results

“GreenWood stepped up to the plate when we transitioned from our former maintenance team to theirs. They bring us excellent mechanical skills which have been instrumental in our work task efficiency gains.”

Facilities Manager

In this North Carolina nylon resin chip production plant, products are 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, the client faced an imbalance in critical maintenance skills against a reduced maintenance team. A solution was quickly formed that would enable the client to transition their maintenance team to GreenWood who would assume responsibility for the plant’s maintenance operations.

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 the client’s processes helped smooth the process.

GreenWood’s site manager 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 the client’s production needs. The client’s corporate-wide SAP system provides cost reporting for labor, materials and other areas. GreenWood’s site manager ensures that communication channels are always open between his GreenWood team and the client’s management and production operations.

GreenWood’s total maintenance role at this site 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,

Solution Overview

Profile: Nylon Resin Chip Producer

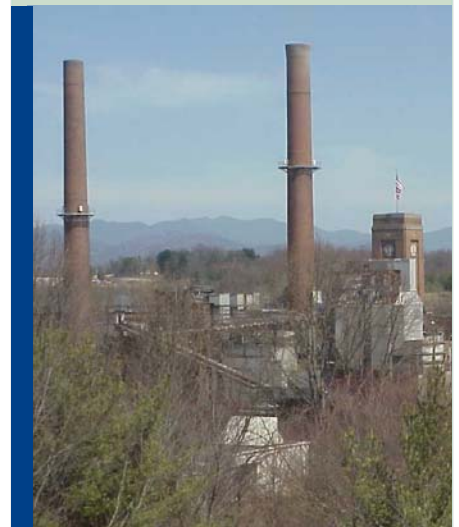
- Supply carpet and plastics manufacturing clients
- Production campus covers over 100 acres
- Maintenance team of 14

Challenge

Reduced and imbalanced maintenance workforce created gaps in critical skills areas

Solution

Transition of maintenance team to GreenWood provided reliable resource for all maintenance work and support services for capital construction projects



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 local area, which had originally been established when the client built their plant more than 75 years ago. The new sewer system tied all houses in the community to the main sewer system.

Expanded Role Strengthens Relationships

The client's facilities manager and general manager agree that GreenWood fits well within the client's culture. Both describe the GreenWood team as being dependable, reliable and highly skilled with strong supervision and excellent

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

home office support. GreenWood home office executives make frequent site visits to the plant to help keep customer relationships healthy and strong.

"We consider GreenWood a true partner rather than just a supplier of services," states the client's general manager. *"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."*

The facilities manager says 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, he 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 the client site, this translates to GreenWood personnel bringing a high level of dependability and security to their environment.

Banking on Results

The results have been very positive and well received by the client's 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 model.

As a world-wide leader in the chemicals industry, our client 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. ■

Client Value

- Blended teams created reliable and dependable work culture
- Proactive approach to all project work ensures goals and expectations are clearly defined
- Strong safety culture ensures all work is performed efficiently and safely

"GreenWood's services are absolutely critical to us. We depend on them because they know our plant, equipment and processes extremely well. Without them, we would have a real challenge maintaining a reliable operation."

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