

# ATS Provides Industrial Components Manufacturer 20% Reduced Downtime Through Remote Monitoring & Analytics

## Customer Challenge

Downtime at one of the plant's most critical lines had a direct impact on its most important metrics: the poundage of product produced and the scrap rate. The steam line's recurring high/low water issues and steam/water leaks were causing unacceptable losses. The line's unique processing capability and ability to produce one of the most expensive and largest products in the facility drove the company to request an intervention to improve the line's reliability, efficiency, and uptime.

## ATS Solution

The manufacturer chose to team with its trusted maintenance partner, Advanced Technology Services (ATS), to conduct the rapid improvement event. Its Alpha Strike service helps plants select their worst performing assets and quickly identify and fix all problems in one concise outage. The plant's existing ATS Comprehensive Maintenance Solution, that includes eFactory Pro CMMS software and advanced Reliability 360™ remote monitoring and analytics, provided the team a solid foundation for the event.

Together, the 10+ ATS team used data available through the Reliability 360™ business intelligence dashboard and set their sights on solving two primary problems: high/low water issues and steam/water leaks in the steam line. They reviewed preventive maintenance work orders and parts, downtime, reactive time, failure codes, and related data, and completed three root cause analyses. They created and implemented a standard operating procedure (SOP) for troubleshooting and checking water levels on the steam line. They also identified and planned 20 corrective actions.

All corrective actions were executed in one event. Examples included replacing faulty guides and rollers; cleaning, greasing, and adding inspectors for linear guides; adding inspection checks to PMs; and identifying critical spares and lead times for replacement parts. Subject matter expertise from ATS helped to expedite the entire Alpha Strike process. Today, the plant's new SOP, coupled with the Reliability 360™ technology-based support, is helping to ensure continued reliability of the crucial line.

## AT A GLANCE

- Prominent industrial components manufacturer experiences chronic steam line downtime
- Line failures reduce the poundage of output and created excessive scrap
- The plant partners with ATS to conduct an Alpha Strike event utilizing remote monitoring and root cause analytics
- The team isolates more than 20 issues and implements all corrective actions within one day
- An SOP is developed to prevent future issues
- Significant reductions in downtime, reactive hours, scrap rates, failure counts and cost savings are quantified

## Bottom-Line Success

Not only were the root causes of downtime solved, but the line is operating more efficiently than it did prior to the rapid improvement event. There is now 20 percent less downtime in the line and 22 percent less time spent on reactive maintenance hours. Scrap generated from the line fell by nearly 4 percent and the failure count declined by 23 percent. By utilizing ATS remote support, the plant was able to quickly identify the problems, conduct the Alpha Strike event, rapidly apply corrective actions, and significantly improve machine reliability and performance - all at an estimated \$25,000 in downtime reduction cost savings.

**Reliability 360 technology-based support reduced downtime by 20% with an estimated cost savings of \$25,000.**