



Tailor-made maintenance solution helped a dairy cooperative cut maintenance costs by 45%



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### Customer

Dairy producer in Europe.

### Challenge

Tough competition increasing pressure on cost, customer is looking for way to reduce maintenance cost.

### Solution

A tailor-made maintenance solution with an overview of coming service events in the annual maintenance plan and a web-based parts inventory management system.

### Results

- Maintenance costs went down 45%
- Spare parts consumption went down 8%
- Line machine mechanical efficiency (LMME) was above 96%

# Customer challenge

A Europe-based dairy cooperative with an annual volume of 200 million litres of milk, wanted to find a maintenance solution that would help them reduce their annual maintenance cost at one of their sites. The customer was experiencing challenges in the areas of budgeting, stability in performance and maintenance management.

## Our solution

Based on decades of technical and analytical experience and an approach that centres on achieving the best result for the customer, we offered a tailor-made maintenance solution in which the customer was given an annual overview of coming service events in an annual Maintenance Plan. This enabled a more predictable cost planning and simplified administration for the customer.

The solution also included having a dedicated on-site engineer who could fully utilize the Tetra Pak Maintenance System (TPMS) and apply the “check and change” maintenance technique. This means that if a part has been recently replaced because of a breakdown it would not be changed again during the maintenance event. This way the customer managed to drive maintenance optimization and increase line performance while at the same time reducing spare parts consumption.

The customer also installed a web-based parts inventory management system called ePIMS. This forms the foundation for Parts Control and gives the customer a clear picture of their parts inventory, reduces unnecessary parts deliveries because needs can be anticipated based on the existing inventory. Hence, orders and deliveries can be consolidated, instead of requiring rush orders for a single missing part.

## Results achieved

The new maintenance contract helped the customer reduce costs and improve mechanical performance. Maintenance costs went down 45%. Spare parts consumption went down 8%. Line machine mechanical efficiency (LMME) was above 96%. On-site expert maintenance support ensured a timely resolution of problems. Detailed knowledge of the machines and production, as well as close collaboration with the customer, contributed to the result.

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