

Name	Title	Date	Company	Country	Machines	Maintenance Team	Service	Manuals	Spare Parts	Stock	Areas for improvement	Buying online	Mobile / desktop	
Highlights														
Paul Kinahan	Maintenance Manager	6/15/2020	ABP Ireland	Ireland / UK ?	3 lines SEE machines are Rotary vac pack-3 years old VS95TS VS 95 Shrink Tunnel ABP Bandon is one of 6 IE sites in the company	Team of 6, 3 in abattoir, 3 in boiling hall. All need to know machines in their area, try to spread skill and knowledge Over 85% we are able to diagnose ourselves. Longest serving guy arrived in 2014. First new guy in 2 years started a couple months ago Training - Getting in an OEM eng to work with our guys - Get 'signed off' on what they've learned - feed into a training matrix which tracks progress for each engineer	Most scheduled service work takes place on Saturday unless it's a break down. I meet him with an engineer from the boiling hall and we proceed from there We'll call for breakdowns, servicing, training, performance issues. takes 2-3 hours for engineer to get to us	We have manuals on site but don't have to refer to them often. It's usually straight forward once you've had experience ont he machine. SEE manuals pretty good with drawings, always helps to have a visual The Rotary will tell you what the problem is; same for shrink tunnel	Lots of to-ing and fro-ing with the UK for quotes and order parts Any of the guys can submit for a quote, Paul just has to approve the actual order. Uses an electric order system so need a price before cutting the order.	Keep a small stock on site for important parts. It's a manual process to track inventory. Dedicated box to each machine, when you part a part in, order replacement right away. Long term plan is to develop an inventory system	It's time consuming to run through the steps, quote - order - receive Other suppliers have training videos that we use occasionally. Use WhatsApp to send pictures to engineers to speed the process along. -Would like to bring up a website, explode a diagram and click on a part	Uses a website for other parts, Radionics all done online. Can have a part ordered in 10 mins. You can click on the part number to access a drawing and spec sheet. There's lead time, tells you when it's dispatched and kind of where it is at all times. They can suggest / supply an alternative part if something is marked obsolete. Thinks an online site is the step in the right direction. Would like to bring up a website, explode the diagram and click on the part	I'll go onto that site on my mobile sometimes, to check status. Don't really order by phone. The guys have a shared computer on the floor that they all use	
Elroy Claus	Maintenance Manager	6/16/2020	Beimer	Netherlands	One line. Four SEE machines at the end of the line BLR-1 bagger Very old carousel, 8600 probably 25+ years. Bought 2nd hand from a local shop Shrink Tunnel (STR98, new - 2 or 3 months)) VS95TS (coming in 10 weeks) FlowVac 35 (looks old) All of these machines are at the end of the line. If one goes down, it is costing us 6-7K Euros per hour	4 other guys on team. He's over electrical, other guys are mechanical All guys have been there 5+ years. If something breaks they can think of another time it happened. I then go back through emails of about when it broke and see if I can find what they did the last time it happened, order those spare parts and hope it works He lives 5 min away and gets to the plant at 4am. Overlap schedules with other mechanics to cover two full shifts	We work with Johan. Feel no need for more training but would like 2 Johans. Very nervous for what may happen if Johan leaves. Average once a month call Johan.	Asked France for PDF version, but they don't have one for an old machine	Bearings and gaskets can be ordered from local store here. Looks back in email history to find parts that have been ordered before. The older manager was good about describing issues and solutions. Very valuable to have that history	Small stock on site. Do everything on paper. Would like to create some sort of system to help him manage the ordering of spare parts	Would like the deliveries to come sooner. Price of parts is too high, will go to another manufacturer. Needs a better way to see what he has ordered in the past for similar issues on the machine. Needs a better way to understand what part he needs (changing part numbers) Relies on Johan and Wilma very heavily, worries about what will happen if they leave	Orders today through several online vendors. Wants to see machines by serial number, dive into sheets, exploded view and order a specific part, able to order part without writing it down and sending an email. Would like to be able to go through order history and see the story on why he ordered those parts, what had gone wrong with the machine? This would help him in future diagnostics		
Mark van Ginkel	Ex Spare Parts Coordinator	6/17/2020	Bel	Netherlands	8600E. Probably 25+ years old Shrink Tunnel Drying Tunnel BLR from 2018	7 that rotate and 1 that works M-F in the day All are multi-disciplinary Some younger guys still learning, takes about 5 years to be full experienced technician	We can handle breakdowns ourselves, call Johan rarely. Last year we called one time	Identifying parts can be quite difficult. the manuals are not very clear and sometimes takes a long time to find the right part number	Joey creates a PO in their SAP system and takes that PDF and emails to customer service. Parts arrive generally in 1-3 days Will take a picture of an unknown part and send it to Johan to verify the part number. Sometimes you just need a person with some expertise.	They have stock on site. If they need a spare part from their inventory, they make a work order in SAP explaining what they used. Every night at 12 the system refreshes the list and then once a month Joey puts in the order to CS for the part(s)	An interactive manual would be nice. Could zoom in and explode diagrams	Yes, use a site called Festo. Have features where if a part is no longer available it directs them to the new number and part. Machine and part drawings are there. Sometimes order parts for SEE machines off there, usually generic things like nuts and bolts, SEE prices too high Uses several online sites, online catalog means no mistakes.	Normally use desktop, could go online to Festo site but it's not easy, too small.	
Andrew McCourt	Storeman (inventory)	6/17/2020	Dawn Meats	Ireland	3 VS95 Vak pak, 1 in 2019 other around 10 yrs old 2 rotarys 8600C-18 / 8600?, got on second-hand Five lines, on per SEE machine	3 electricians, 4 fitters, They're all pretty collaborative, lots of experience and sharing of knowledge I'm 2nd in command, usually team asks me for electrical help	Contact David Fitzhenry for help Does annual service but other than that it's ad hoc	Use the hardback manuals on the shelf. Pretty chunky manuals but well organized. Tend to look for the diagram drawings. Has scanned manuals in the past and created PDFs for the guys to access on the shared computer	Sometimes will take a picture of the part on the machine and send to engineer (David) Lead times are main concern to keep spare parts on shelves Emails Janice Hockley for orders. Usually quick, same day quotes, I then communicate to accounts team and they submit the order to SEE. Parts arrive in 2-3 days We have an automatic system that tracks inventory and will send an email to CS when we need parts refilled. The issue we have with this system is when the price is different.	Use a stock control system. you can see if we have the product but you have to search for it - no automatic alarms, saves you from having to walk upstairs and look at the shelf I often make a note of what has been used so I can order	Having the manuals online would be very helpful	Radionics is one site. - Request a PO from account teams - Open PO with no value - He enters the PO into site - Next day delivery - Value on invoice only; he doesn't close the loop	Uses desktop to place orders	
Antony Keulemans	Purchaser	6/18/2020	Colruyt Group, one of the largest companies in Belgium	Belgium	VS9X, new not delivered yet Carousel - 8600 1200 machines, 16 packaging lines - salads (popular in Belgium) - steaks - chicken - Charcuterie	They are not specialists, but know how to maintain the machine. When we get a new machine the engineers get trained on that machine. And have a school in our company to train our technicians. Biggest problem is where do you find good technicians?	We write the maintenance contracts ourselves, have a team of lawyers responsible for it. If Sealed Air agrees, we sign	Sometimes identifying a part is a problem. If the tech doesn't have the knowledge or the drawings aren't available...have to say we want "that part there"	If it has been 6 months, we usually get an order confirmation from our automated email requesting a pricing update. If there is a big change in price we may negotiate, but if it is a small change we just pay it. If it's a part that's not in our system we email CS and request a quote and maybe have the engineer come and install it	7,000 parts on site, automatic system that tracks that inventory Issue with the automatic system is everytime we order a spare part it's always a different price, have to adjust it in our inventory	Better notice on price changes and obsolete parts. Antony wants to know when a price has changed before they order it so the system can be updated. And want to know when a part is moved obsolete before it breaks. Obsolete part can take 2 weeks to be replaced	Would not find a web shop useful. Our system is automatic. Engineers may use it if they were able to identify non-standard parts [JAG: having live pricing would allow them to update their system with the correct price, but would prefer something their system could automatically consume]		
Tony Wilson	Maintenance Manager	6/18/2020	Euro Farm Foods	Ireland	4 machines: Shrink Tunnel (STE98??), VS95, VS95TS, STE9800. 4 Machines are at least 5 yrs old	5 members on team. Can pull operators from lines to help out. 2 guys 15-17 yrs, 7 yrs, 5 ys and 2.5 yrs Well-rounded team, data (elec and comm), electrician, welder, generalist Tony has been there 5 years: - Tries to automate as much as possible and cut cost wherever possible - When I first arrived, it was working, but not well - reactive - limited spares - no planned maint procedures Set myself goals when I got here and I review every few months, but the list seems to grow	Have maintenance contract. 2 times a year. FE is David F. We've been calling him less, but for major issues.	Tony tends to use the online manuals, guys have paper manuals in the workshop they use. No shared computer on floor They are overwhelming at first, sometimes can't find the part Manuals are well laid out, in European format. Can be daunting when you first look at them. Some techs give up on them too easily.	If I need help identifying the part, will work with the Engineer and then he will put in the request for quote on my behalf. Price wise we are way off. have an account with Sic (control gear) and can see real price Place orders maybe 1 - 2 times a week. From quote request to order submission, it's usually a couple hours Sometimes have trouble with a part, but we would ring the service technician and he would helpu us and tells us to contact customer service to get the price Yes will look at another supplier for generic, electronic parts	Manually track inventory. Used to not have any at all but gotten better the past few years. If we use the last or second to the last of something we order it. I go through boxes to check quantity and David (engineer) when he visits goes through inventory as well	Wants to see the machine running times and data. How long have the bearings been in, give an idea what parts will be needed soon. He thinks the new VS95TS send data to Switzerland. He would find it useful. He would like to get the whole plant on a planned prev maint system - have an app on everyone's phone	Orders today through several online vendors Likes the simplicity. Does not like the terminology if it strays from industry standards. Should just be usable Would use a tool that is quick and simple Hates the chat bubble		
Michelle Rocks	Service Center Manager	6/18/2020	Karro Cookstown	Ireland / UK ?		95% of the time the guys are able to diagnose the issue	Maintenance Contract, yes But we are left with parts that we have paid for and have never been used. Other guys bring parts with them and only charge us for what they use	Paper manuals, guys don't have a computer on the floor. I call them to my office if I want them to validate something on the screen	Submits orders via Fax if the order falls outside the automatic system. Always get the acknowledgement after the fax, matter of simplicity If emergency will pick up phone For spares not codified in our system, not in inventory, we order according to the quote we get. There is a buyer (Mr. Courtois), in an emergency we trigger a purchase request to him, he will create and send the order. Mr Gobe is more to call Mathieu, he's technical so wants technical help. Mr Courtois calls Sebastien in Customer Service CMMS has prices, lead times, quantities, average consumption, etc. It must be approved by the technical/maintenance manager All this is set up based on the original quote tht was made when the part was created in the system. If we repurchase, say the leadtime has changed, it requires an update. Which is sometimes done sometimes not.	Have a bar code operated system. The guys scan the parts out, I upload the report every morning and it shows what was taken out the day before so I can re-order If I need to order a part outside the usual inventory it's the standard quote then order process Is beneath the minimal stock level. Still has to get lead times from us. CMMS has description, price and quantities to trigger a need for re-order. No validation or approval done for a standard stock order, "automatic replenishment"	The service guy sends me a list of parts I should order and have available for when he gets here to do the service. On various occasions, however, he doesn't use all the parts and we are left with stock in our stores that we will never use.	No mobile, can't get 4G at the site		
Socopa Inventory	Stock/Inventory		Socopa Cherre	France	Not sure but they are the second largest beef plant with 50+ plants	Does not seem to interact that much with the maintenance team				Want to know which parts we stock systematically and which parts we do not store. They have a goal to lower inventory value, so would be helpful to collect accurate delivery times	Use an online system called Multivac. Is a small waste of time because have to do double entry. It is interesting though to have the price and lead times immediately and without the need to ask for a quotation			
Mr Gobe	Process Manager Maintenance, Spare Parts, Inventory		SVA	France		We have very regular maintenance activities on your machines, use spare parts very regularly We are always in contact with Mathieu Lepourry (SEE Field Engineer)	We call Mathieu to make us recommendations on what to order, then we place order. Mathieu will come to perform annual maintenance and then recommend spares to order		Have stock managment system that performs automatic replenishment	Sometimes a part is poorly referenced in our system or the part number has changed. Some spares are common to old machine model, to the new machine model..they do not carry the same reference number. The range has evolved, it's the same piece but sometimes the correlation is not obvious There can be delivery errors, delivery delays...but very minimal. We will say the error is always human	I do not use online sites to order, that's Mr Courtois. But if I have access to a database of yours and see in relation to your references what you have or what you don't have in stock, that would be interesting. Speaking for the buyer, if he has a database iwth pricings, he doesn't necessarily need to make a price request to your commercial service and can directly perform the part creation. There are suppliers that have a datbase where we have access and see prices based on the negotiations			
Mrs Levavasseur	Central Buyer		Cooperl	France			2x a year Johan visits as part of maintenance plan. He's assisted by the local tech on duty. For maintenance visits, Johan asks CS directly for quotes on the parts that are needed for the visit	Paper manuals. Technicians are pleased with the manuals. Its clear and easy to use and find parts. They do not have the CD, but would be nice for Mike and tech	Parts are almost always delivered next day so generally don't worry about finding out whether the part is in stock or not	Techs note down what they take out of stock, give info to Mike and he fulfills those parts, about once a month. If not in stock, the tech looks in the manual and gives Mike the reference number.	On some, specific products there are a lot of delays	Uses other online sites, doesn't like when it takes too long to search and order Would appreciate a webshop if it is fast, clear and simple. Have spare parts listed and organized around each piece of equipment and in a second time only with design to look up for details.	Use sites mostly on computer, but will soon be switching to tablets, also for techs on the floor	
Mike van Wieren	Machine Parts Administrator	7/3/2020	Ekro	Netherlands	VS96, STE98-800, WR81-100 Had since 2015	12 technicians working on all machines, but not under his command				The techs don't always do a good job of noting down what they took out of stock.				