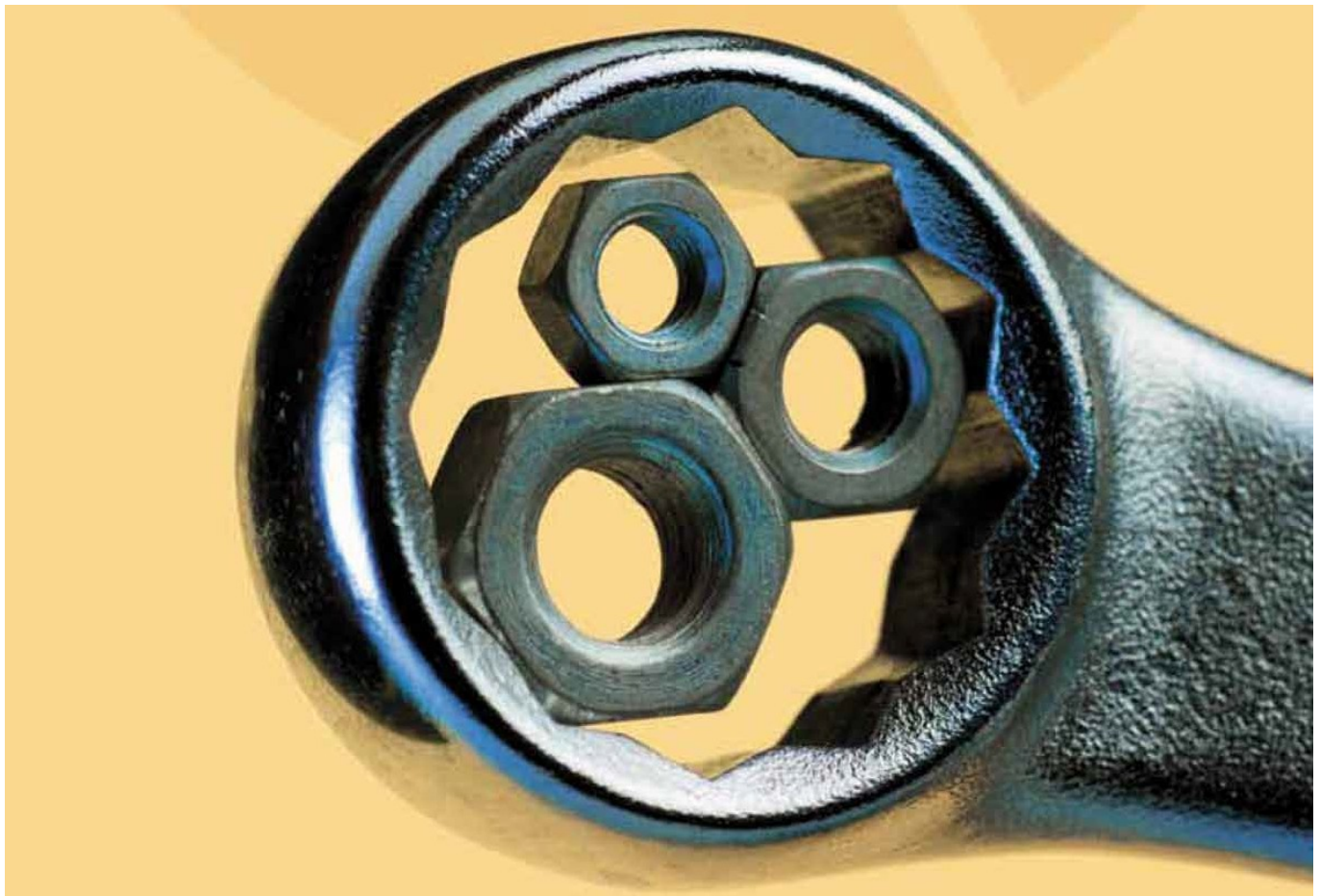




Case study Bilstein Group



Centralization of maintenance



"Effective, fast organization"

Central competence: BILSTEIN GROUP relies on the GS-Service maintenance system for its restructured maintenance operations

The attribute of paradigm shift hastily attracted the attention of many manufacturing companies. Anyone who, however, takes a look at the structurally restructured maintenance operations of the BILSTEIN GROUP will indeed see a significant cut. With the maintenance services combined for all three production companies in Hohenlimburg

the company generated a systematically restructured workflow that promises success in terms of efficiency and quality. The linking element of the new constellation is the plant management and maintenance system GS-Service of GreenGate AG (Windeck/D- Seengen/CH).

Since the beginning of 2011, BILSTEIN SERVICE GmbH's Plant and Process Engineering (AT) division has been responsible for maintenance (AT-I) in addition to the previous core departments of project management, design, building services engineering and occupational safety.

"With this merger, we are bundling the maintenance competencies for all houses," explains Managing Director Dr.-Ing. Rolf Jansen, explaining the restructuring. BILSTEIN, HUGO VOGEL- SANG and C. VOGELSANG thus not only increase their technical system availability, but also benefit from also from many other synergy effects that improve the quality of maintenance activities and at the same time reduce costs.

An important part of the concept is the uniform spare parts storage and stock management. The three previous measures were combined for this purpose. This enables the stocks to be used and managed



efficiently in succession. In addition, the know-how of the three companies is bundled by interdisciplinary teams.

Teams with special qualifications in hydraulics, pneumatics and programming, for example, which the companies of the BILSTEIN GROUP now have access to.



"Centralization ensures transparent and uniform information structures and processes. Maintenance is the service provider for the entire production of our group of companies," explains Dr. Jansen.

The employees organize the work preparation including the order management via a central planning system. All companies use the maintenance system GS-Service of GreenGate AG.

"With the new software, operating and maintenance processes can be organized effectively and quickly. Malfunctions, damage and weak points are systematically analysed and help to considerably increase system availability," says the BILSTEIN GROUP.

GS-Service also serves as an information platform for the technical documentation of machines and systems. It provides a continuous overview of all article and spare part stocks as well as key figures such as orders, damage, malfunctions, costs or working hours.

Interview with Dipl.-Ing. Helmut Mühlnickel

⇒ Optimum planning and implementation

Dipl.-Ing. Helmut Mühlnickel is authorized signatory of the BILSTEIN GROUP, which is responsible for centralized maintenance (AT-I) of the three BILSTEIN production sites.

In an interview Helmut Mühlnickel comments on the background of the implementation, the features & benefits of the GS-Service maintenance system used.



What was the declared goal in the introduction of GS-Service?

Helmut Mühlnickel: With the centralization of the maintenance of three plants and their organization under a uniform management, we needed a software tool that effectively supports the elimination of isolated solutions. What's more, since maintenance was de facto integrated into the process technology, the aim was also to increase cost transparency.

Mission accomplished?

Helmut Mühlnickel: Yes, quite. Especially since GS-Service also enables optimum planning of repair shifts, documentation of plant downtimes and central documentation of maintenance-relevant information.

As a result, have you already been able to increase plant availability?

Helmut Mühlnickel: Among other things. With the introduction of a uniform IPS within the three plants, we were also able to make our spare parts inventory transparent. The overall quality of maintenance is improved by GS-Service.

But GS-Service is not only used in maintenance.

Helmut Mühlnickel: After the start in maintenance in January 2011 GS-Service was successively used in the areas of plant and process engineering, production, technical purchasing and magazines.

A useful tool is one thing. Open-minded employees who find the new program helpful and applicable are the other. Both belong together and only in sum make for a successful solution. What about the acceptance of GS-Service?

Helmut Mühlnickel: Our employees consider GS-Service to be a flexibly applicable program. On the positive side, it stands out that GreenGate is always responsive and makes a real effort to meet individual needs.

This was already evident in the test setup at a relevant plant in 2010 and the real start in 2011 with the creation of a plant object structure down to cost-relevant depth, the recording of maintenance wage costs and the further construction of the object tree structure.