



Case Study – Industrial laundry

Version 1.1: August 2010
Presented by: Mark Lees

The information contained in this document is Copyright © 2010, EAM Consulting. All Rights Reserved.

Nothing contained herein shall be construed as conferring by implication, or otherwise any license or right under any patent or trademark of EAM Consulting or any third party. Except as expressly provided above, nothing contained herein shall be construed as conferring any license or right under any EAM Consulting trademark or copyright. This document is intended solely for the recipient, and as such is confidential, and may legally be privileged. Any disclosure, copying, distribution or publishing of this document in any form is expressly prohibited, unless prior permission is obtained from the copyright holder. Failure to comply with this statement may be unlawful and may result in legal action.

This document is published by EAM Consulting, and is provided "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT. EAM CONSULTING SHALL NOT, UNDER ANY CIRCUMSTANCES BE LIABLE TO ANY PERSON FOR ANY SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES. THIS INCLUDES, WITHOUT LIMITATION, DAMAGES RESULTING FROM USE OF OR RELIANCE ON THE INFORMATION PRESENTED, LOSS OF PROFITS OR REVENUES OR COSTS OF REPLACEMENT GOODS OR SERVICES, EVEN IF INFORMED IN ADVANCE OF THE POSSIBILITY OF SUCH DAMAGES.

Every effort has been made to ensure the accuracy of the information presented. However, EAM Consulting assumes no responsibility for the accuracy of the information. Changes (if any), will be incorporated in new editions of this publication. All products and brand names are trademarks or registered trademarks of their respective holders.

Summary details

Client approval: Yes

Company information

	EAM Consulting
Address	35 East Road
	Tylorstown, CF43 3DD, United Kingdom
Phone number	+44 2921 254466
Fax number	+44 7006 078648

Contact name	Mark Lees
Title	Consultant
Phone number	+44 2921 254466
Mobile number	+44 7899 857678
E-mail address	mark@eamconsulting.co.uk

Solution group	Services - laundry
Solution offering	Planned maintenance system
Project name or title	n/a

Customer profile

Customer name	Industrial laundry
Address	North West England

Industry	Cleaning services
Number of employees	20 - 30
Annual revenue	c. £250k

Case Study Report

Case Study for Industrial Laundry, North West England

Company profile

- Established in the 1970s
- Revenues in 2008: £250,000
- Washing machines up to 350lb load capacity
- Active in a range of markets, including workwear, mats and tablewear

Business situation

As a result of having to compete in a very price sensitive market, this laundry needed to examine ways to reduce maintenance costs. Because as a company they were generally handling high volumes with low profit margin products, all avenues needed to be explored to provide them with ways to maintain their margins.

Technical situation

This laundry utilises older (but well made and reliable) machines that require more frequent maintenance than newer machines. Because of the very high capital cost, replacement of the machines was not an option. No planned maintenance procedures were currently in place, and the maintenance staff relied heavily on support from outside contractors.

Solution

Following normal EAM Consulting procedures, an initial audit of the client's machinery and processes was carried out. After the audit, a proposal documenting the proposed changes and improvements was given to the client and implemented over a period of time following acceptance.

The major changes involved creating sensible, effective and achievable planned maintenance schedules for all major items of equipment. As none of the small maintenance staff were skilled in computer usage, it was decided that a simple manual system (using 'T' cards & rack, and laminated work instructions) would be the most workable solution in this case. Additionally, group and individual training with staff was carried out to both indoctrinate them with the planned maintenance philosophy and also to instruct them on certain key aspects and benefits of the system.

Benefits

There were many benefits for the client in adopting EAM Consulting's recommendations, but included the following key benefits:

- Reduction in maintenance attributable downtime
- Improvements in machine availability
- Reduced reliance on outside contractors
- Improvements in process quality
- Increase in maintenance staff productivity and effectiveness

Products and services used

- Training on basic planned maintenance procedures given to maintenance staff
- Manual planned maintenance system developed and implemented
- Energy saving possibilities referred to specialist agency (see below)

Services provided by other groups or companies

During the initial audit, it was apparent that there were possible opportunities to save money through energy saving exercises. EAM Consulting put the client in contact with the Carbon Trust, through who they were able to obtain grant aid to assist in reducing their energy usage.



EAM Consulting

**35 East Road, Tylorstown
Ferndale, CF43 3DD United Kingdom**

Telephone: +44 (0)2921 254466

Fax: +44 (0)7006 078648

Mobile: +44 (0)7899 857678

Web: www.eamconsulting.co.uk

E-mail: enquiries@eamconsulting.co.uk