Case study – White Goods

Artesis

Company

Since it's foundation in the 1950s, this company has grown to be one of the world's largest manufacturers of white goods. It has 250 million customers, and continues to sell a product every 2 seconds in over 100 countries. Its washing machine plant makes extensive use of highly-automated production lines to produce more than 1 million machines a year.

Challenges

Volume manufacturing of white goods is critically dependent on the efficient scheduling of each of the stages of manufacture. And as its customers have raised their expectations for finish quality, the paintshop has gradually become a bottleneck as a result of more frequent rework to correct imperfections. Since most of those problems have been caused by failures of motor-driven conveyors and fans, this manufacturer embarked on a program to increase productivity by avoiding those failures altogether.

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Solution	Results
Several members of the maintenance team had previous experience of the advantages of condition-based maintenance, but recognised that conventional approaches would not be effective in a busy manufacturing plant. In particular, they did not have access to the analysis effort that such systems typically require. After a long series of discussions with Artesis, they became convinced that the automated diagnostic capabilities of MCM would meet their needs well. An initial installation of 26 units on their most critical conveyor and fan systems was later expanded to over 100 as confidence in the approach increased.	The condition monitoring program has been an outstanding success, with the productivity of the paintshop increasing by 50% as the need for rework reduced. **Equipment failures have been driven down to 1% of their previous level, and product faults to 10%.** Maintenance staff particularly recognise the importance of the **25% reduction of customer complaints** resulting from this initiative. The important role of Artesis MCM in the success of this program is well-recognised, and is leading to the wider deployment of the system through the organisation.