

Computerized Maintenance Management System (CMMS) Implementation

Case Study

Client	Location	Solution
Large pharmaceutical manufacturing plant	Malvern, PA USA	CMMS implementation

Improving productivity through reliability-centered business processes in SAP

"The results of this partnership are world-class business processes and a complete systems solution that will deliver equipment reliability and cost savings to the business for years to come. But these are not the only signs of success. The partnership with ABB has left us with a workforce that now has the system and reliability engineering knowledge to take our program to the next level on our journey toward world-class reliability."

*Director of Maintenance Operations,
Large pharmaceutical plant*



"We viewed this as a business process improvement project, not a system implementation. When it came time to select the vendor, we needed to find a partner with both systems and reliability experience. With true expertise in both areas as our primary search criteria, selecting ABB was an easy choice."

Director of Maintenance Operations

Business challenge

Faced with increasingly stringent compliance requirements, rising maintenance costs and decreasing productivity, the plant's Director of Maintenance Operations and Senior Manager of Maintenance Systems recognized the plant

needed to improve operations quickly in order to succeed.

After carefully analyzing various improvement options, developing a validated, integrated and paperless Computerized Maintenance Management System (CMMS) using SAP was the path chosen.

Solution

ABB was selected over several suppliers to help achieve this objective. The project consisted of 2 phases, blueprinting and implementing.

Blueprinting:

The blueprinting phase consisted of mapping the plant's current business processes. This included capturing the perspective of all business areas and identifying non-value added steps, gaps and opportunities for improvement.



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The next step of the blueprinting phase identified the desired to-be business processes. ABB then captured, prioritized and evaluated the feedback and requirements of all business areas, and incorporated best practices into the new business processes plan.

Implementation:

ABB translated the business process requirements into the SAP configuration, developed the first SAP configuration prototype and presented it for feedback to the plant. Following this, ABB captured and incorporated the plant's suggestions and implemented additional best practices.

The second step of implementation involved master data development. Utilizing the plant's process and instrumentation diagrams, ABB created a functional technical model and plant equipment list. Additionally, data from the legacy system was used to complement the findings while concurrently developing spare parts naming standardization, mate-

rial masters, vendor masters information and failure catalogs.

The last key step of Implementation included completing the configuration activities, and developing and approving the validation documents. These documents included User Requirement Specifications, Functional Requirement Specifications, Detailed Design Specifications and Test Scripts. Also, the communication, change management and business activities for the project were developed and executed.

Excellent results

After implementing, the plant was able to execute real-time transactions in SAP and leverage a paperless, fully integrated system that has electronic approval. As a result, the plant improved maintenance efficiency and effectiveness, increased equipment reliability and reduced operations and maintenance costs.

After ABB's CMMS Implementation

Productivity increased:

30%

Recurring annual savings achieved:

\$300,000



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