



Customer case

**Tailor-made
maintenance
solution helped
a dairy cooperative
cut maintenance
costs by 45%.**

Tetra Pak[®]
PROTECTS WHAT'S GOOD

Customer

Dairy producer in Europe.

Challenge

Tough competition means increasing pressure on cost, so the customer is looking for way to reduce maintenance expenses.

Solution

A tailor-made maintenance solution with an overview of coming service events in the annual maintenance plan, and a web-based parts inventory management system.

Results

Maintenance cost went down

45% 

Spare parts consumption went down

8% 

Line machine mechanical efficiency (LMME) was above

98% 

Customer challenge

A Europe-based dairy cooperative with an annual volume of 200 million litres of milk wanted to find a maintenance solution that would help them reduce their annual maintenance costs at one of its sites. The customer was experiencing challenges in the areas of budgeting, stability in performance and maintenance management.

Our solution

Based on decades of technical and analytical experience and an approach that centres on achieving the best result for the customer, we offered a tailor-made maintenance solution in which the customer was given an annual overview of coming service events in an annual Maintenance Plan. This enabled more predictable cost planning and simplified administration for the customer.

The solution also included having a dedicated on-site engineer who could fully utilise the Tetra Pak Maintenance System (TPMS) and apply the “check and change” maintenance technique. This means that if a part has been recently replaced because of a breakdown, it would not be changed again during the maintenance event. This way, the customer managed to drive maintenance optimisation and increase line performance, while at the same time reducing spare parts consumption.

The customer also installed a web-based parts inventory management system called ePIMS. This forms the foundation for Parts Control and gives the customer a clear picture of their parts inventory, and it reduces unnecessary parts deliveries because needs can be anticipated based on the existing inventory. This allows orders and deliveries to be consolidated and planned instead of requiring rush orders for a single missing part.

Results achieved

The new maintenance contract helped the customer reduce costs and improve mechanical performance. Maintenance costs were reduced by 45%, and spare parts consumption went down 8%. Line machine mechanical efficiency (LMME) was above 96%, and the on-site expert maintenance support ensured a timely resolution of problems. Detailed knowledge of the machines and production, as well as close collaboration with the customer, also contributed to the result.



Tetra Pak® Services

Tetra Pak® Services cover every aspect of your food production, from daily routines to business insights. Our tailored service solutions improve performance, optimise costs and ensure food safety throughout the lifecycle of your operation. With Tetra Pak as your partner, you get the people, portfolio and presence to achieve your performance goals.

Find out more about Tetra Pak® Services at [tetrapak.com/services](https://www.tetrapak.com/services)