Client Reference
Integrating the Pragma Way into Client Business to Improve AM Maturity

Background

Our client is a leading automotive manufacturer in South Africa.
The client embarked on a journey to implement a range of Asset Management systems based on the Pragma Way. The aim is to mature specific Asset Management key performance areas (KPAs) to a world class standard.

The strategic objectives on shop floor level needed to be understood in order to successfully implement the strategy. The client had to bridge the gap through integration and clear line of sight between strategic goals and daily operations.

Top management across all divisions had to be brought into the Asset Management picture and actively drive the integration of the Pragma Way into their business.

Key Challenges

Pragma's Asset Management Improvement Planning (AMIP) process is conducted annually to assess the client's Asset Management maturity in 17 KPAs, aligned with ISO standards and best practices in Asset Management. This assessment highlights gaps which feed into a Master Plan which is then executed in order to improve the Asset Management maturity.
The challenges included understanding the strategy, the AMIP results, and the Master Plan activities, its impact on operational activities and its context in the bigger business.
How Asset Management elements influence each other and how they relate to the daily activities was also not fully understood. This led to low maturity in the Strategy Management KPA.

> *At our company our goal is to align people's ambitions to plant strategy, ensuring that everyone understands the role they need to play in us reaching our objectives.*
>
> Chester Joubert, Central Services manager

Value Add

- Alignment between different divisions.
- Improved working relationship between Production and Maintenance departments.
- Alignment between top management and staff on shop floor.
- Clearer understanding of Asset Management at all levels of the organisation.
- Improved Asset Management maturity:
  – Master Plan activities are completed
  – Ownership of activities and accountability.

Pragma Intervention

- Asset Management training gaps were identified and a training plan created for relevant staff from a strategic to an operational level.
- Training was developed and given to staff during interactive sessions. Feedback and suggestions from these sessions were also presented to management and some improvement actions were implemented.
- The AMIP Master Plan was integrated into the client Business Plan to provide line of sight, bringing more accountability to the Master Plan activities and contextualising the Asset Management activities in the business.
- Visual representation of how different roles fit into the bigger Asset Management picture was developed and rolled out in key departments.
- Workshops were held to reinforce principles, knowledge, training, etc.
- KPIs were analysed to ensure line of sight and their relevance in the Asset Management context was highlighted.

Tools and Technology

- Asset Management Improvement Plan
- Assessor
- Asset Care Pack
- Client resources
- Training material.

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