

Industry News & Events Center

Industry News: Briefing: ABB Full Service Focuses on OEE

[New Item](#) | [Edit Item](#) | [Delete Item](#) | [Alert Me](#) | [Go Back to List](#)

Date: 10/30/2005
Headline: Briefing: ABB Full Service Focuses on OEE
Article: By **Houghton Leroy, ARC Advisory Group**

Many people know **ABB** as a leading supplier of automation solutions for manufacturing. Their diverse portfolio of products and services has helped customers reduce production costs and increase productivity in many industries, including Chemicals, Oil & Gas, Metals & Minerals, Food & Beverage, Pulp & Paper and Electronics. For many years, ABB has paid close attention to customer satisfaction and delivering good value at a reasonable price. ABB recently briefed ARC on ABB Full Service, an important global value service which is capturing customer attention and acceptance in North America.

ABB Full Service provides an attractive performance-based option for customers looking to focus on improving operations through long-term collaboration and maintenance outsourcing. After assuming full responsibility for maintenance personnel, activities and equipment, ABB focuses on improving Overall Equipment Effectiveness (OEE = asset availability X performance rate X quality rate). ABB has discovered that improving OEE can have a major impact on profitability by increasing productivity and reducing maintenance costs, not to mention avoiding unnecessary shutdowns, major stoppages and defects. In fact, ABB will contractually commit to annual incremental OEE improvements and decremented maintenance costs with associated bonuses for exceeding expectations and penalties for missing targets.

The long-term engagement begins with a feasibility study to measure potential benefits, and is followed with an in-depth analysis and development of a 5-year Maintenance Management Master Plan describing detailed objectives and actions. Mobilization and Implementation are the final phases of the signed partnership agreement prior to ABB assuming full maintenance responsibility. This includes choosing the right people, subcontractors, safety standards, best practices and tools as well as managing change and influencing cultural acceptance.

ABB Full Service has proven to be a valued global service permitting customers to cut costs, improve productivity, eliminate overhead, share risks, focus on core business and establish profit-centered maintenance. Mutually established KPIs with customers such as **Alcan, Georgia Pacific, ExxonMobil**, and **Inco** help ABB measure and improve performance to meet or exceed expectations. With over 5000 employees managing maintenance for 125 facilities, ABB delivers world-class reliability through world-class maintenance. The biggest challenge is getting companies to take advantage of outsourcing their maintenance.

Domain: Automation; Enterprise
Category: Briefing
Author: Houghton Leroy

Status: Posted to ARCwire
KCs: Asset Mgmt; PAM & Reliability
Industries: Discrete; Hybrid; Process
Company: ABB
Regions: All
Instructions:
Summary: ABB Briefing
Waiting?: No

Created at 10/30/2005 11:28 AM by [Steve Clouther](#)
Last modified at 10/31/2005 9:36 AM by [Steve Clouther](#)