

CASE **STUDY**

HAYLEY DEXIS

**STAFF TRAVEL
CROSS COUNTRY TO
SUPPORT POULTRY
PROCESSOR WITH
A CRITICAL MOTOR
FAILURE**

CS132
TRACKUP REF: 3244



HAYLEY DEXIS DRIVES // FOOD & BEVERAGES

Focus on **value** **TRACK
UP**

THE SITUATION

A large chicken processor had suffered a failure to an electric motor at their site in County Armagh, Northern Ireland. The failure meant that a whole production line had come to an abrupt halt. The HAYLEY DEXIS branch in Alfreton, Derbyshire took the call as this is the customer's usual point of contact, thanks to them also operating a large facility in southern Lincolnshire.

The call came in at 10pm on a Friday night.

THE SOLUTION

Despite the best efforts of the HAYLEY DEXIS staff on-call that night, no same-day or next-day courier services were willing or able to take the job on. It was then when two members of the team decided to take matters into their own hands to support the customer in their time of need.

A replacement motor was collected nearby, before the staff drove it northwards to Stranraer in Scotland and over to Belfast on the 6am ferry, before the motor made the final leg of its

KEY VALUE AREAS



INCOME

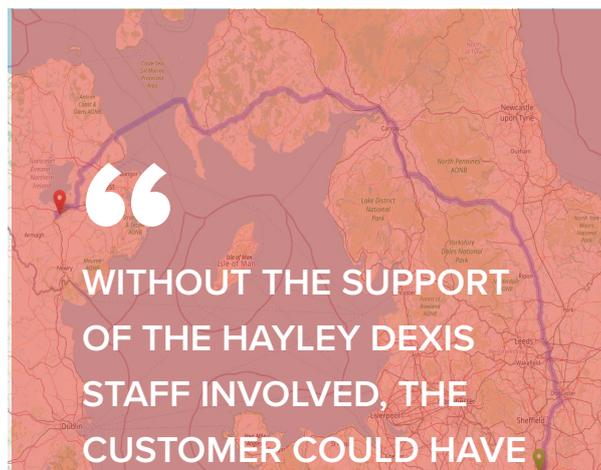


SERVICES

journey to the factory in Craigavon. Production was quickly reinstated at the facility, and the staff who made the long journey were thanked by the on-site engineers, before embarking on the return journey.

THE RESULT

The customer was thrilled to be able to reinstate production at the factory within 12 hours of first reporting the issue to HAYLEY DEXIS.



“
WITHOUT THE SUPPORT
OF THE HAYLEY DEXIS
STAFF INVOLVED, THE
CUSTOMER COULD HAVE

LOST AT LEAST £288,000
IN POTENTIAL REVENUE.

”

CONTACT US!

Speak to your local HAYLEY DEXIS branch today!

You can find their details by using our online Branch Finder tool:

www.hayley-group.co.uk/branch-finder.

By taking it upon themselves to transport the new motor 400 miles over the weekend, the personnel involved helped the customer to avoid a significant amount of costly downtime. Without this support, the customer would have likely been waiting until at least the Tuesday afternoon before a new motor could have reached them. This delay would have caused around £288,000 in lost revenue.

KEY RESULTS

£288k in lost revenue avoided.

Production stoppage minimised.





HAYLEY

DEXIS