

CASE **STUDY**

£120k IN DOWNTIME

**LOSSES PREVENTED
AS HAYLEY
DEXIS ORGANISE
EMERGENCY REPAIRS
FOR PULLEY AT BUSY
QUARRY**

CS133

TRACKUP REF: 2988



HAYLEY

DEXIS

HAYLEY DEXIS

POWER TRANSMISSION // AGGREGATES

Focus on **value**

**TRACK
UP**

THE SITUATION

Production at a busy aggregates quarry in South Wales had come to an abrupt halt due to a damaged pulley. The local HAYLEY DEXIS branch in Newport were alerted to the breakdown and acted quickly to get an experienced member of the team out to site within half an hour.

THE SOLUTION

The OEM for the pulley quoted a three to four-week lead time for delivery of a new replacement. This was unacceptable for the customer as the costs associated with the plant being out of action for that period of time were too great. Hayley could have sourced an alternative within around five days, but this too would have caused disruption amounting to £120,000+ in lost revenue.

Instead, the member of the HAYLEY DEXIS Newport team used their engineering experience and local

KEY VALUE AREAS



INCOME



SERVICES

repairer contacts to propose sleeving and remachining the pulley to resolve the issue. This was accepted, and within just four hours, the job had been completed by a local workshop, returned to site and normal operation resumed.

THE RESULT

By returning the plant to normal operations within four hours, rather than four to five days, the customer avoided downtime-associated losses in the region of £120,000. If Hayley had been unable to arrange the



“

WITHOUT THE SUPPORT OF THE HAYLEY DEXIS STAFF INVOLVED, THE CUSTOMER COULD HAVE LOST AT LEAST £288,000 IN POTENTIAL REVENUE.

”

specialist repair and source a suitable alternative within an expected week's delivery time, the customer would have had to potentially shut the quarry down to wait for a replacement from the OEM. This scenario would have been incredibly damaging.

As a result of the breakdown, Hayley has also helped to compile a recommend spares list for the customer to stock in case another similar breakdown occurs in future.

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.

KEY RESULTS

£120,000 in downtime losses avoided.

Production reinstated within four hours.

Spares stockholding recommended.





HAYLEY

DEXIS