

# CASE **STUDY**

**£64k IN DOWNTIME**

**COSTS AVOIDED BY  
SCOTTISH TIMBER  
GOODS MANUFACTURER  
AS HAYLEY DEXIS  
QUICKLY SOURCE  
REPLACEMENT MOTOR**

CS156  
TRACKUP REF: 7532



## HAYLEY DEXIS DRIVES // WOOD

Focus on **value**

# TRACK UP

### THE SITUATION

The Engineering Manager of a Stirlingshire-based manufacturer of timber goods called the Manager of his local HAYLEY DEXIS branch at 6:15am, reporting a failed WEG electric motor.

The breakdown had halted production unexpectedly, and urgent assistance was required.

### THE SOLUTION

The Branch Manager went directly to the branch in Inverness, where contact was quickly made with a local strategic supply partner. A suitable replacement 22kW motor was in-stock and available for collection. A 90-minute round trip was undertaken and the motor was personally delivered to the customer's site.

### KEY VALUE AREAS



#### INCOME

The replacement unit was fitted and production was resumed to normal levels by 10:30am.

### THE RESULT

Without the quick actions of the HAYLEY DEXIS Branch Manager and the long-standing, positive relationships HAYLEY DEXIS holds with its network of supply partners, the customer would have been looking at a longer period of downtime.

“  
AT LEAST 8 HOURS  
OF DOWNTIME WAS  
SAVED, PREVENTING  
LOSSES OF AROUND  
£64,000.

”

This is estimated to have been at least 12 hours. Downtime costs on the line stand at £8k per hour, meaning a saving of 8 hours, or £64k, was achieved.

## 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](http://www.hayley-group.co.uk/branch-finder).

## KEY RESULTS

At least £64k in downtime saving achieved.

Production reinstated just 4 hours after breakdown first reported.





**HAYLEY**

**DEXIS**