

# CASE **STUDY**

**HAYLEY DEXIS**

**SOURCES  
REPLACEMENT  
VALVE FOR PASTA  
COOKER AND HELPS  
CUSTOMER AVOID  
£11k OF DOWNTIME**

CS179

**HAYLEY DEXIS**

**FLUID POWER // FOOD & BEVERAGES**

Focus on **value**

**TRACK  
UP**

## THE SITUATION

An SMC valve had failed within a pasta cooker application, and this was causing a health and safety issue that had brought production on the line to a stop. The stoppage was costing around £500 per hour, so the problem required a resolution quickly.

## THE SOLUTION

HAYLEY DEXIS has a member of staff permanently based on the customers' site, meaning assistance was rapidly available. Once the failure was reported, they set to work on identifying a replacement valve that could promptly be on-site, bringing the pasta cooker back online.

No identical replacements were available with a reasonable leadtime. However, the HAYLEY DEXIS staff member used their product knowledge and supply chain contacts to source an alternative valve that was delivered to site within the hour.

## KEY VALUE AREAS



**SERVICES**



**INCOME**

Once it had arrived, the new valve was adapted for use within the application and production was reinstated.

## THE RESULT

The pasta cooker was returned back to safe and normal production within two hours of the issue first being reported to the HAYLEY staff member on-site. By keeping this downtime to a minimum, the customer's lost revenue was reduced significantly compared to what they could have been facing

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THE RATE OF  
PRODUCTION ON THE  
POUCH-FILLING LINE  
HAD INCREASED BY  
30%.

”

with direct replacements on twenty-four hour leadtimes at best.

Same-day carriage costs were also avoided by the customer, as HAYLEY DEXIS was able to collect the replacement component and deliver it to site using their internal transport.

## 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

Around £11k in lost revenue avoided.

Health and safety issues resolved.

Normal production reinstated within just two hours.





**HAYLEY**

**DEXIS**