

CASE **STUDY**

REPLACEMENT PULLEY

ENGINEERED FOR RICE
POUCH PRODUCTION
LINE, PREVENTING
£2m WORTH OF
DOWNTIME

CS208
TRACKUP REF: 11758

HAYLEY DEXIS

POWER TRANSMISSION //

FOOD & BEVERAGES

Focus on **value**

**TRACK
UP**

THE SITUATION

A line producing pouches of microwaveable rice had suffered a failure to a timing pulley. The Lead Technician had contacted their usual supplier who had advised that a replacement was only available from the OEM based in mainland Europe. The quoted lead time on a replacement was 35 days.

Under pressure to get the line back in production, the customer's local HAYLEY DEXIS branch in King's Lynn, were contacted for assistance.

THE SOLUTION

The experienced HAYLEY DEXIS Sales Engineer directed the Lead Technician on-site to provide the information required over the phone. During this conversation, the timing pulley was identified, and the shaft dimensions specified.

HAYLEY DEXIS sourced a pilot bored pulley from stock and arranged for the machining of the bore with a trusted local engineering company, who collected the unit from the branch within the hour and set to work.

KEY VALUE AREAS



SERVICES



INCOME

Work was conducted swiftly and delivered directly to the customer's site the very next morning.

THE RESULT

The stock availability at HAYLEY DEXIS, the expertise of its people and its relationships with trusted suppliers and service providers enabled the Lead Technician to return the line to full production capacity within twenty-four hours of the breakdown being first reported.



“

**THE PRODUCTION
LINE WAS RETURNED
TO FULL CAPACITY
WITHIN 24 HOURS
OF THE BREAKDOWN
BEING REPORTED.**

”

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.

Thanks to the speed at which an alternative solution was delivered, the customer avoided at least thirty-four days worth of downtime on the line. The Lead Technician estimated that this would have cost the business in the region of £1,980,000 in terms of lost revenue.

KEY RESULTS

£1,980,000 in revenue losses prevented.

Production line returned to full capacity within 24 hours of breakdown being reported to HAYLEY DEXIS.





HAYLEY

DEXIS