

# CASE **STUDY**

**HAYLEY DEXIS HELPS**

**TO PREVENT £480k IN  
PRODUCTION LOSSES  
FOLLOWING LATE-NIGHT  
BREAKDOWN AT CEMENT  
PLANT**

CS231  
TRACKUP REF: 15062

 **HAYLEY**  
DEXIS

## HAYLEY DEXIS FLUID POWER // BUILDING MATERIALS

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

### KEY VALUE AREAS



SERVICES



INCOME

### THE SITUATION

As part of the planned maintenance regime at large cement plant, a hydraulic filter was placed on order. This part had a three-week leadtime, but this was well within the control limits based on historic and predicted usage.

A problem arose when the process suddenly stopped, as a result of a hydraulic system failure. This meant that the site now had an urgent need for the filter, to get their process back up and running as soon as possible.

### THE SOLUTION

The German OEM had no out-of-hours contact details, and had no stock holding of the required filter in the UK.

The team manning the emergency call-out service for HAYLEY DEXIS worked hard to find an alternative source for the part. After making a few phone calls, they discovered that a customer who has a HAYLEY DEXIS-managed inventory, had three filters as part of their consignment stock.

The customer was contacted and it was arranged for the filters to be collected by a local taxi company, for delivery to the

cement plant.

The HAYLEY DEXIS team also worked with the filter OEM to shorten delivery timescales in future, and placed a further order to replace those taken from the other customer's consignment stock.

### THE RESULT

The overnight actions of the team at HAYLEY DEXIS enabled the cement plant to restart their process early on the Saturday morning, just a matter of hours after the breakdown was reported to them. This saved three weeks of downtime, valued at around £480,000.

“

£480,000 IN  
REVENUE LOSSES  
WERE AVOIDED  
THANKS TO  
HAYLEY DEXIS.

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By working with the OEM, HAYLEY DEXIS has enabled the customers involved in this success story to benefit from shorter leadtimes on the filter, 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](http://www.hayley-group.co.uk/branch-finder).

### KEY RESULTS

£480,000 worth of downtime-related costs saved.





**HAYLEY**

**DEXIS**