

L'ORÉAL

How a L'Oréal Diminished Asset Downtime and Increased Mechanic Utilization with CMMS Implementation

— CHALLENGES

- *Maintaining the lifespan of equipment*
- *The ability to pinpoint asset downtime*
- *Multi-site reporting on common metrics*

+ SOLUTIONS

- *Established unique preventive maintenance schedules*
- *Maintenance Connection's mobile functionality*
- *Automated reporting and KPIs for management*

= RESULTS

- *Ability to quantify performance*
- *Preventive maintenance schedules that diminish break downs*
- *Minimized maintenance costs*

For more than 100 years, L'Oréal has been known as the world's largest cosmetics company. Headquartered in Clichy, Hauts-de-Seine, France, the company also has five major manufacturing facilities in the U.S., as well as 15 distribution centers across the country.

L'Oréal's century-old business and manufacturing plants were home to thousands of employees. And as the company continued to expand across the U.S., it recognized that performance improvement was the approach it needed to take when it came to equipment maintenance.

L'Oréal realized it needed a strategy that considered both capital and maintenance team performance.

IN SEARCH OF AN EASY-TO-USE SOLUTION TO HELP MAINTAIN EQUIPMENT

L'Oréal was in need of a system that would not only track asset health, but also help the team maintain the lifespan of its equipment. Furthermore, the team wanted a system to house asset information, including unique equipment and products manufactured on a location-by-location basis. In recognizing that asset downtime and lack of performance tracking would hurt the plant's progress, the L'Oréal team band together to search for a solution.

The team went through an extensive process to vet CMMS vendors. They assembled a small group that ranked providers that met their key expectations and checklist of features in a desired system. After careful consideration, the group landed upon Maintenance Connection's computerized maintenance management software (CMMS).

"We chose Maintenance Connection due to its ease of use," says Harry Silverman, assistant vice president of engineering at L'Oréal. "Ease of use was critical for us because we needed the team to recognize the value of the software and how it could help us. More importantly, we had to get people to use it."



A SYSTEM THAT REVEALS REASONS FOR DOWNTIME

Before implementing Maintenance Connection, L'Oréal lacked a way to report on performance KPIs, including causes of asset downtime. Now, with the help of a CMMS, the team is able to pinpoint how and why downtime is occurring.

"Now, when we look at performance results, we're able to look at reasons for downtime or other maintenance-related issues," says Silverman. "Breakdown is no longer a key issue. The ability to maintain the equipment has proven itself to be a massive benefit to L'Oréal."

Since reporting is critical at L'Oréal, the team utilizes Maintenance Connection to quantify performance. The team relies on the CMMS for:

- Executive reporting for a *snapshot of maintenance performance*.
- *Real-time asset information* and *work-order progress* from mechanics and technicians.
- *Scheduled downtime and preventive maintenance* when a machine is serviced based on historic equipment needs.

Silverman goes on to explain Maintenance Connection has helped the L'Oréal team customize the metrics, KPIs or reports pulled from each unique location.

The L'Oréal team also relies on the *mobile* functionality of Maintenance Connection. Now, any team member with a smart device is sent notifications while on the floor of a work order without having to go back to the office to closeout past service requests.



"One factor we measure is the utilization of our mechanics," says Silverman. "We are always trying to bring that percentage up as high as we can. Now, one way we can do that is by not having them waste time going back to a central location to close out a work order. Everything is done remotely."

CMMS BRINGS ENTERPRISE-WIDE SOLUTION

L'Oréal leans on Maintenance Connection across its plants in the U.S. to minimize maintenance costs and maintain equipment of all types. And, with its multilingual features, the global company is planning to evaluate Maintenance Connection across additional plants.

"Now, when we speak with plants that are Spanish, Portuguese or French speaking, they can evaluate the software," explains Silverman. "We see a big advantage in the enterprise. Although we have factories all over the world, we've gotten to the point where we've narrowed down the scope of vendors that supply equipment to us to a known quantity to minimize cost and the variety of equipment throughout the organization. And, that's a tremendous advantage enterprise wide."

Silverman goes on to explain that since the U.S. plants have established unique preventive maintenance schedules, there's no reason for other locations to reinvent the wheel.

Now, with the help of a Maintenance Connection's customizable, intuitive CMMS software, the L'Oréal team is able to produce detailed reports on top performance KPIs, house all asset information into one hub, increase mechanic utilization on the floor, and decrease the risk of downtime associated with equipment breakdown.

When Silverman gets approached by other companies looking to decide what they should be doing with CMMS and asset management, he states "I always indicate to others to just take a look at Maintenance Connection and form your own conclusions I do that because I'm not aware of any other product that provides the value that Maintenance Connection has for L'Oréal."



See how a CMMS can improve your facility's work order process, response times and internal efficiencies.

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