



# MASTERS GALLERY

## How Masters Gallery Foods Achieved 85% Planned Maintenance for their Manufacturing and Distribution Center

### — CHALLENGES

- *Needed to replace an existing CMMS platform that was not user friendly*
- *No ability to be mobile with the CMMS platform*
- *Limited visibility into Asset up-time and lifespan*
- *Limited options for accessing reporting data*

### + SOLUTIONS

- *Maintenance Connection's Preventive Maintenance and Asset modules*
- *Maintenance Connection's mobile product, MC Express*
- *Maintenance Connection's Automated Reports and KPIs*

### = RESULTS

- *Improved planned versus unplanned work ratio*
- *Helped achieve initiative to go paperless*
- *Aided in goal to be more mobile and responsive*
- *Enhanced reporting that aids in the visibility and tracking of key metrics and performance indicators*

Masters Gallery Foods is a family-owned company operating a multi-acre campus, a leading national cheese supplier, maintaining one of the largest privately held cheese inventories in the country, and offers a full line of retail and food service cheese products.

With the task of not only running, but also maintaining, a 310,000 square foot cheese manufacturing and distribution facility that produces more than 200,000,000 pounds of product a year, the Master Gallery Food team needed a way to proactively engage in maintenance for their assets while obtaining a transparent view into the metrics that would help them attain their organizational goals.

They knew that the tasks at hand were too large to stick to spreadsheets while always feeling like they were playing catch-up with unplanned maintenance. There had to be a better option that could be used to automate the day-to-day maintenance and tasks they needed to complete.

## BEFORE MC

Before selecting and implementing Maintenance Connection's CMMS platform, Masters Gallery Foods had been using a CMMS software that was hard to use, offered no mobility options, and limited reporting options to the same spreadsheets they were trying to get away from.

After choosing Maintenance Connection, the team strategically deployed the Asset and Preventive Maintenance modules. They looked to obtain immediate results with their facilities operations and management needs, focusing on the automation of maintenance requests and reporting.

*"From top to bottom, we are a high-performing, metrics-oriented organization with a focus on continuous improvement. Our implementation of Maintenance Connection CMMS has helped us to better manage our critical assets, and to achieve our organizational metrics goals for planned maintenance."* **TIM YAEGER, MASTERS GALLERY FOODS**

Masters Gallery Foods also decided to use Maintenance Connection in conjunction with a 3rd party application that aims to help food production and processing facilities to strategically assess, plan, and implement maintenance plans for all of their assets, which helps them to hit and maintain their Overall Equipment Effectiveness (OEE) benchmarks and goals.

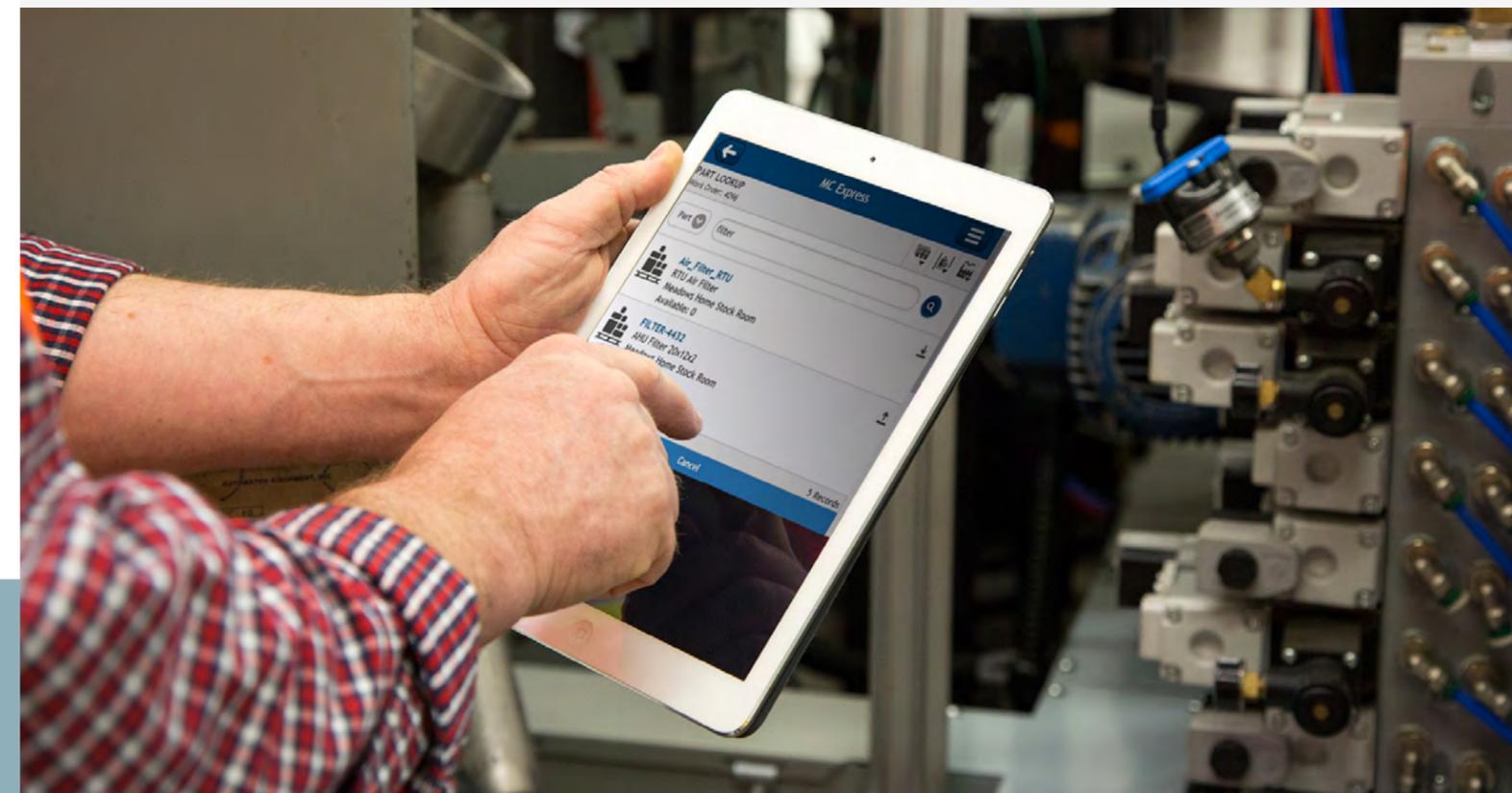
*"We can quantify that we have saved thousands upon thousands of dollars through our improved maintenance operations. More up-time, better asset reliability, and improved labor efficiency all contribute to our growing savings."* **TIM YAEGER, MASTERS GALLERY FOODS**

## PLANNED MAINTENANCE & AUTOMATED REPORTS MAXIMIZE EFFICIENCY WHILE PROVIDING VERIFIED, ACTIONABLE DATA [HOW MC HELPED]

Since implementing the CMMS platform for their facilities, the maintenance team has focused on decreasing unplanned maintenance. With over 2,000 Preventive Maintenance schedules, Masters Food Gallery has been able achieve an 85% planned/15% unplanned maintenance split.

The immediate benefits that they received through their CMMS automation efforts included:

- A comprehensive, single source of truth for all Asset and PM history
- Dramatically reduced administration time
- Increased ability to accurately and efficiently measure and report on key organizational metrics



Another major initiative is to strategically work to be as efficient as possible. In addition to the 2,000+ PM schedules, Masters Gallery Foods leverages reports that are automatically emailed to team members from the system along with Maintenance Connection's mobile platform, MC Express, to increase overall mobility, response times, and help maintain their paperless initiative. Some key metrics that they focus on with the assistance of these reports are:

- On-time Preventive Maintenance Completion
- Wrench Time to Administration Time
- Planned vs Unplanned Maintenance

## CMMS SUPPORT TEAM OFFERS UNRIVALED IMPLEMENTATION AND PEERLESS SERVICE

Masters Gallery Foods has trusted Maintenance Connection with their CMMS needs for 6 years. Throughout its partnership, Masters Gallery Foods has relied upon Maintenance Connection's 98% rated customer service team for implementation and general support needs.



*Masters Gallery Foods raised their planned work ratio to 85%. Want to help your organization reach your CMMS goals with Maintenance Connection?*

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