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Dear Dick,

Recovery may be underway but it sure looks as though the process could stretch over the next couple of years. What better time to look for ways to get more help from your vendors. This month's article focuses on getting repair vendors to do more for your reliability program - I hope it triggers some helpful ideas for you.

Sincerely,

Forrest Pardue, President
24/7 Systems, Inc.

Paper Mill sees Motor Management Results through Repair Tracker™

"Our web-based motor management program is a professional way to be consistent with our repair shops, and has created higher expectations for our motor reliability program and greater value for our company," says one of the Louisiana paper mill's Electrical and Reliability Supervisors.

In years past, the Maintenance Planning Department at the mill received hardcopy reports from motor repair shops and someone would eventually store them in three ring binders. That caused a lot of frustration for the Reliability Supervisor, who currently shares responsibility for the mill's motor reliability. He would tediously dig through binders to find historical failure modes and repair actions as he tried to research and solve motor reliability issues. Report formats and information quality would vary from shop to shop and job to job, and the location-oriented tag numbers assigned to each motor made it difficult to track problems with any particular motor as they moved to different service locations.

In 2006, this Reliability Supervisor focused on developing a professional approach for gathering and using motor repair information from motor repair

shops. With the help of a consultant, he developed motor management guidelines the mill would enforce on shops selected for motor repairs. Among the practices required of the selected shops are:

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- Attach stainless steel ID tags with unique four digit codes to any motor entering the shop without one;
 - Record failure modes and repair details for each motor according to the mill's specification;
 - Use web-based Tango™ Repair Tracker to document repair job details in a standard format.

Etheridge Electric in Shreveport is one of the repair shops working with this paper mill; Brad Bennett is the production manager responsible for assembling repair documentation and entering it into the Tango™ Repair Tracker web service. Scanning shop floor documents for entry may take just a little longer according to Brad, but "I can also see that the extra effort provides a lot of added value for our plant customers."

The paper mill's personnel can quickly search a single database through their web browser to find motor reliability information. According to the Reliability Supervisor, "Now we have as many as eight people actually using our motor data to improve reliability instead of one or two looking at pieces of the puzzle." Since 2006 the mill team has made two successful warranty claims on large motors. "Because the motor repair reports, complete with pictures, were readily available to our team, we were able to produce a detailed report in a matter of minutes," he says.

During 2009 the mill's reliability team was also able to detect that .070" of insulation on a support ring was the root cause of two failures among a group of large motors from one manufacturer. They were then able to identify and locate the other motors with the deficiency and implement a design correction before experiencing additional failures in service.

"I'm far more relaxed now that I can retrieve the information quickly when management is demanding answers" says the Reliability Supervisor.

For more information on Tango™ Repair Tracker, call 865-681-0282 or visit www.tf7.com.

About Us

24/7 Systems, Inc. provides the Tango™ family of web-based Reliability Information Management services to connect the flow of vital documentation between industrial plants, reliability service providers, and repair vendors. Documentation retrievable through web-browser includes:

- Equipment Design Documentation
- Equipment Location History
- Inspection Results
- Condition Monitoring Status
- Critical System Alerts
- Equipment Repair History
- Linked Documents for each category

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