

Optimizing Maintenance Scheduling with **CHAMPS CMMS** A Quaker Oats Case Study



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Background

For over 100 years, Quaker Oats has been an icon in Cedar Rapids, Iowa. Encompassing more than 45 acres and 1.9 million square feet under roof, it is the largest cereal mill in the world. Every day, more than 800 personnel across three shifts representing four different unions produce ready-to-eat oatmeal and grits as well as other Pearl Milling Company products. The mill also makes grains to supply sister Quaker Oats plants.

As one of the most prominent industrial plants in the country, Quaker Oats is dedicated to continuous improvement when it comes to maintenance management. In such a busy facility, the timing and resource allocation for maintenance activities are critical. That is why for Quaker, scheduling is top priority.

Quaker uses CHAMPS to optimize their maintenance management scheduling. Jason Brandon and Ted Winders are two Quaker employees who have been instrumental in leading the implementation process of CHAMPS Scheduling at their facilities. While it is hard to quantify the exact dollar amount they have saved with CHAMPS, the entire team agrees that they have saved a considerable amount of time and money taking advantage of CHAMPS scheduling feature, which minimizes downtime.



Right on Schedule

Scheduling has the potential to get hectic, but with a little help from CHAMPS, Quaker has it all under control. CHAMPS CMMS is optimized for Quaker to shift to a TPM (total productive maintenance) based system.

Before CHAMPS, Quaker used Excel for exporting work lists. This is common in many companies; however spreadsheets are not optimized for maintenance tasks. They can become unorganized and overwhelming very quickly. Once Quaker experimented with the idea of scheduling, they saw a significant increase in their TPM. "As we made the shift to more defined downtimes, the scheduling module fit our needs more," Brandon explained. "We're at about 27% schedule utilization across the plant. We only schedule for downtimes. Without this scheduling tool we wouldn't be able to transition into the TPM based maintenance we do right now."

The screenshot displays the CHAMPS scheduling application interface. At the top, there is a navigation bar with a calendar icon, the date '7/18/2021 - 7/24/2021', and view options for 'Day', 'Week', 'Month', and 'Year'. Below this is a Gantt chart grid with columns for days from Sunday, 18 to Saturday, 24, and rows for time slots from 8 am to 4 pm. Several work orders (WO) are scheduled as green blocks: WO-14-0076, WO-14-0079, WO-14-0075, WO-14-0081, and WO-19-0093 are on Monday; WO-14-0090 is on Thursday; and WO-14-0077, WO-14-0080, and WO-14-0091 are on Tuesday. A 'Show 24 hours...' button is located below the Gantt chart. At the bottom, a task list table is visible:

Task	Due Date	Priority	Trade
WO-14-0090 - 001	3/18/2019		Plumber
WO-14-0078 - 001	3/18/2019	60	Electrician
WO-14-0091 - 001	3/18/2019	90	Mechanic
WO-14-0091 - 001	3/18/2019	90	Mechanic
WO-19-0093 - 001	3/18/2019	100	Operator
WO-14-0077 - 001	3/18/2019	100	Operator

Day to Day Functionality

As a tool used every day, an extreme level of importance is placed upon the scheduler. At Quaker, the scheduler is used for planning asset maintenance, as well as assigning a crew to work orders. The team typically begin to schedule about two weeks out, then the week before adds the bulk of the schedule. This allows them to run the plant smoothly and lets the entire team know their assignments. Another scheduling tool they use is the drag and drop features of CHAMPS scheduling application. "It's so easy to just drag and drop crew members to tasks, or work orders to their corresponding day" says Winders. This makes it simple to assign jobs to the maintenance team and quickly show those available for specific tasks.

Opportunities for Growth

In addition to substantial savings, the scheduling module has fueled many opportunities for insight. Managers are able to see how one team is using the schedule successfully or look upon the schedule to examine and pinpoint areas that could use improvement. "Using the scheduling module actually gives us the ability to go in and look at what people are doing," explains Brandon, "Before we didn't know, and now we can actually use this information and in some cases include it in our KPIs." Across different areas of the plant, the focus is consistency, making sure every team is on track. This gives maintenance the ability to focus on their own individual teams' tasks, while also knowing that the plant is completing jobs as well.

Other Features

Besides scheduling, one of the other features Quaker loves is CHAMPS inventory module. Ted Winders says it's highly convenient to be able to identify parts the company has from anywhere in the plant.

The CHAMPS Inventory module manages all aspects of inventory control and warehouse processes. It predicts demand and optimizes stock replenishment levels, which results in improved maintenance, operational efficiency, and reduced inventory costs.

The team is also excited about CHAMPS Mobile application. "We've only begun to scratch the surface with mobile," says Brandon. Going mobile has allowed Quaker to get the information they need, whether it be work orders, or scheduling. It's fast, convenient, and can be easily used for on-the-go maintenance.

Integrations

Quaker has integrated CHAMPS scheduling module with another data analytic software. The integration process is seamless, and it extracts valuable statistics from the calendar. This allows managers to see if their team is planning time efficiently and meeting KPIs. From here graphs can be utilized, as it is tied directly to CHAMPS.

Future Innovations

While the team is happy with the benefits they have derived so far, they are ever ready to improve. They are currently identifying new ways for CHAMPS to enhance scheduling to evaluate historical schedules. The partnership between Quaker and CHAMPS has resulted in numerous product improvements over their many years of shared history. Quaker remains committed to maintenance excellence and depends on CHAMPS CMMS solutions to help them achieve that high standard.

Why CHAMPS?

It's the personal touch that matters here at CHAMPS. Our customers are the most important part of our business. "We run into things time and time again that are unchangeable," says Brandon. "With CHAMPS, we get the next level. We get to work directly with the developers and our input is taken into consideration."

As far as who would benefit from CHAMPS?

"Anywhere with planned down time," asserts Winders. Firms that want to make use of total productive maintenance will also benefit from CHAMPS CMMS.

Brandon ends the conversation with a final point on our customer service. He asserts that CHAMPS is highly invested in their work and truly cares about clients. This is our mission. We strive to let our customers know we are personally invested in their success. That is why so many of our customers, like Quaker, are with us for a long term.

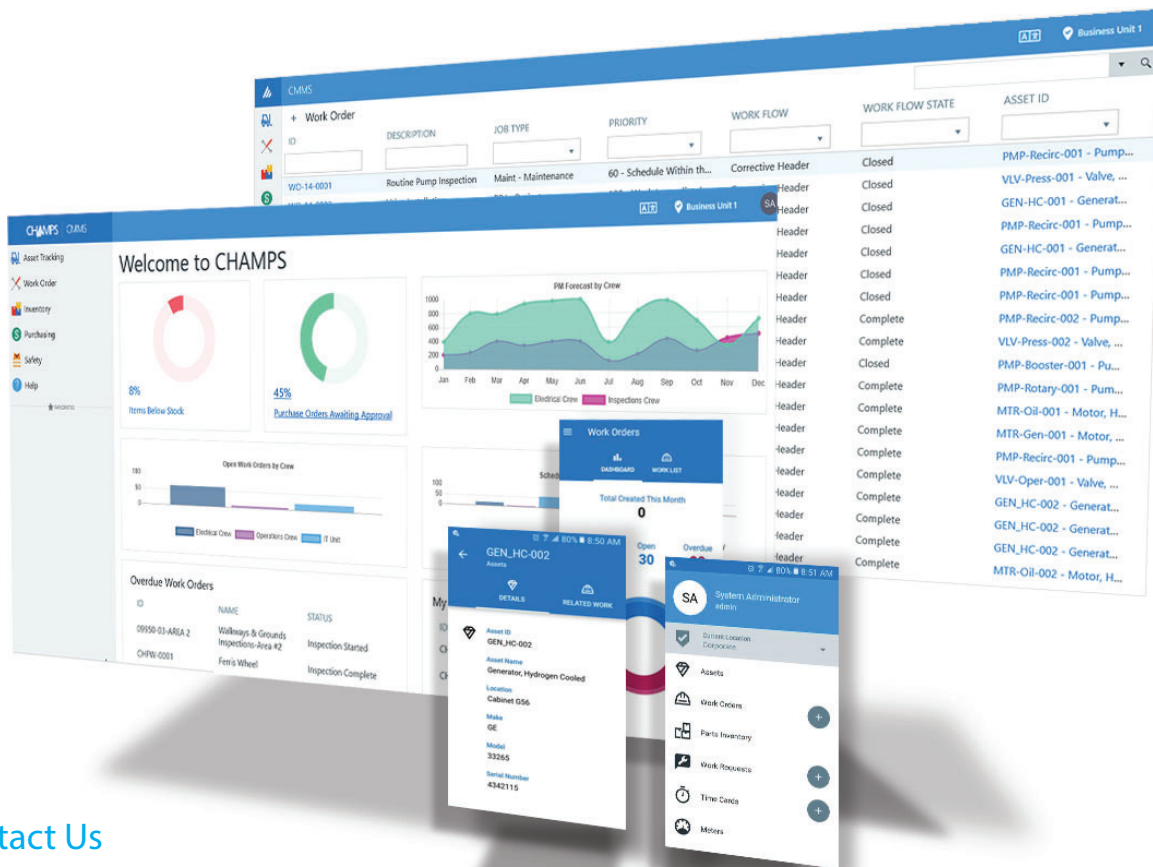


About CHAMPS

CHAMPS Software develops and implements Computerized Maintenance Management Systems (CMMS) and Enterprise Asset Management (EAM) that enable enterprises of varying size, sophistication, and industry to optimize the life cycles of their capital assets. Efficient acquisition, maintenance, repairs, replacement or salvaging of these critical assets result in operational excellence, leading to decreased cost and increased profits.

CHAMPS has implemented its solutions in industries like manufacturing, nuclear energy, amusement parks, public works, and more. We have a team of experts providing implementation and support services. We are passionate about our client's success and work with them every step of the way, providing unmatched customer support and service.

Please contact us to learn about how we can deliver the solutions you may be looking for. You can sign-up at www.champsinc.com for a CHAMPS Mobile demonstration and implementing a free trial.



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