



Summary

Industry:	Other
Application:	Best Practice Installation Training
Actual Saving:	£7k pa
Payback Period:	n/a



Installation Training Leads to Savings

ERIKS bespoke training for OEM ensures savings

ISSUE

A large OEM, who manufactures ventilation products, were experiencing quality issues with their previous supplier and installation inconsistencies when assembling units at the factory.

The customer contacted ERIKS to discuss Fenner becoming the preferred product for their fan units and the deal was sealed.

SOLUTION

After a number of meetings it became apparent that the customer's engineers in the assembly bays, had never been given any training on installation and correct product fitting, which was resulting in breakdowns and warranty claims from users in 2007/8.

Russ Horrigan the local ERIKS Drives Technical Specialist arranged some in house training sessions for 16 of the customer's engineers. This highlighted to the engineers some of the faults in their fitting procedures and helped improve the process, ensuring the correct methods are used.

Following the training, it has been proven that the number of call outs from site services have reduced, resulting in savings for the customer.

Training had never been offered from previous suppliers, and the ERIKS training programme was gratefully accepted and received. The number of quality issues have also reduced to virtually zero, with correct alignment and tensioning being applied to each fan assembly.

OTHER BENEFITS

- Significant savings have been made reducing the number of call outs made and reducing downtime.
- Quality issues have also been resolved through best practice fitting and installation.
- Training needs were identified and a bespoke training course was provided

FURTHER COMMENTS...

Correct installation and fitting can often be overlooked. Poorly fitted products, do not perform to their optimum and lead to premature failures.

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MORE INFORMATION

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