



Preventive Maintenance Agreements



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Peace of mind and lower expenses through regular maintenance visits

What is a Preventive Maintenance Agreement?

A Preventive Maintenance Agreement ensures that appropriate periodic maintenance activities are carried out at the right time. This does not replace the ongoing maintenance by your own staff, but complements it with expert insight and ongoing knowledge transfer to plant mechanics and operators.

Whenever possible, the same service engineer(s) (based on your preference) are assigned to your agreement. They are also available to give support by phone or e-mail between visits which provides quick access to Bosch expertise.

A Preventive Maintenance Agreement is not a complex contract or a guarantee with an unclear promise; you sign up for an agreed-upon series of service visits over a period of time, and we do the rest. A Preventive Maintenance Agreement can be tailored to your specific needs and can be as open or as specific as desired. (See the two following case studies on the back.)

Your Benefits

- ▶ The right Preventive Maintenance measures at the right interval, executed by experts who are familiar with your equipment, your operation and your products
- ▶ Reduced downtime by preventing costly failures
- ▶ Direct access to an expert who is familiar with your equipment between visits
- ▶ Discount[†] on hourly rates and reduced travel expenses guaranteed for the duration of the agreement. Discount on parts[†].
- ▶ No complex contract to sign, only a straightforward fixed price quote for all visits

[†] Please contact us for specific discount rates

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What happens during a visit?

Typically, the service technician observes the equipment in production and thoroughly examines it during downtime windows, replacing wear parts, lubricating and fine-tuning as needed.

The service technician works with mechanics and operators and provides on-the-job training where procedures have drifted away from best practices or new personnel have joined the staff. At the end of the visit, a detailed report of completed tasks and recommended actions is delivered to the plant contact.

Case study 1: Efficient assurance of Preventive Maintenance at a small produce plant

A small produce company operates a packaging operation for vegetables in the Midwest. Their technically most advanced equipment are three Bosch baggers. Two mechanics cover the entire plant; they complete all emergency work orders, but often do not find time to perform all preventive maintenance tasks on all the equipment. Every four months, a service technician from Bosch visits the plant for two days and performs the necessary maintenance based on a detailed checklist. He discusses the major incidents that happened over the last four months, and gives advice on troubleshooting. At the end of the visit, he goes over the completed checklist with the operations manager.

In between visits, the plant mechanics contact the service technician directly when they need help, and are happy to have a direct number to reach someone who knows their specific situation.

Case study 2: Customized support for plant staff at a large pharmaceutical company

A global pharmaceutical company operates manufacturing and packaging facilities in North Carolina and New Jersey. Each plant operates about 30 machines from

Bosch in a clean room environment. A Bosch service technician visits each plant on a quarterly basis. Two weeks before each visit, the plant maintenance manager, Bosch's field service manager and the designated technician agree on the main focus points of the visit. This gives flexibility to address urgent issues while ensuring that every machine is visited on regular intervals. While on site, he meets with the foreman of the mechanics to review which tasks should be performed by the plant staff, and completes the complicated tasks himself. This solution maximizes utilization of plant personnel while relying on Bosch expertise.

What are the financial benefits?

The main benefit is that your equipment is better maintained, resulting in less downtime and thus higher throughput.

Secondarily, we are able to offer service level visits at a reduced labor rate[†] and will minimize expenses by booking travel early. In addition to the planned, discounted visits, each agreement includes one emergency visit at the same discounted rate. Parts discounts[†] are also available.

Finally, you save administrative cost and time for repeated approvals because an order for a Preventive Maintenance Agreements covers several visits.

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