Vanderlande Industries,
UK, Heathrow Airport

SML
Strategic Maintenance Ltd

In an operational environment, the need for maintenance might well vary from manufacturer's recommendations as equipment starts bedding in. The operations teams for this study were reporting that they were spending more time than they could afford on the merge unit faults during the operation. As bag volumes increased, the impact on the operation also increased and was starting to drive the need to hire more people to reduce the impact.

As part of a review, it was confirmed that the service was being carried out as per the manufacturer specifications and that the recommended actions were being carried out correctly. It was also found that while the servicing of the equipment was limited to cleaning and minor adjustments, this still appeared to be stabilising the equipment performance for a period afterwards and therefore preventing unnecessary downtime. Using the MIRsystem it was found that while the cause of the downtime was quite random, the frequency and duration of downtime events appeared to get worse after around a month's operation and steadily worsened in the run-up towards the next service on a three month interval.

As a consequence of this information the servicing interval was moved from three months to monthly. When this change took effect, the overall reliability of the equipment improved significantly, which freed up the operational teams and prevented additional resource being needed.