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TESTIMONY



FAMAR

With AXEL CMMS, third-party pharmaceuticals manufacturer Famar can maintain its faultless production quality and move closer to achieving its objective : to become the leading health-sector service-provider in Europe

A range of integrated services for the largest international pharmaceutical groups

Famar specializes in the development, production, logistics, warehousing and distribution of most forms of cosmetics and pharmaceuticals, and has a European network for distribution (four sites, including one in France near Orléans) and production (eight sites, including three in France at St-Genis-Laval, Orléans and L'Aigle). The "Aigle" site employs 216 of the group's 1,900-strong workforce. Against a background of a changing pharmaceutical sector, leading to growing outsourcing of manufacturing, packaging and product development, the "Aigle" site wanted to optimize the management of its systems (process and infrastructure) by installing CAMM software.

An essential requirement: traceability

Very soon, Mr Bonnouvrier, head of process maintenance, wanted to implement a tool that would **ensure maintenance management and help develop a culture of traceability**. At the maintenance trade show in 1995, he selected AXEL CAMM for its user-friendliness and ease of use in this industrial context, and because it is a

comprehensive and, above all, upgradeable solution as a result of specific suggested developments that have since become standard features.

A pilot manufacturing site

In September 1995, the project is launched on three workstations via the integration of extremely careful settings. Tests continued until the start of 1996 (parameterization of the tree structure, daily menus (profiles), account management, preventive plan testing, etc.).

The company then wished to link asset management to the CAMM by building the two tree structures in the same way: one for the building structure and one for the process. Ultimately, use of the software would remain principally process-based.

The database thus created ensures that the system remains consistent by collecting precise information (geographical codes, inventory numbers, cost centers for each activity, etc.) that is of use for analyzing assets (costs, profitability).



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Technical features

. Database: ACCESS

. Up to 17 simultaneous connections

. 25 networked workstations

. NT environment NOVEL layer

. Online Intervention Requests: use of web technology via the local network

. End of 2004: pharmaceutical qualification for AXEL

TESTIMONY



Successfully extended over the whole site through everyone's involvement

At the same time as these three months of tests, and with the aim of making **each technician a player in the AXEL CAMM project**, the "CAMM Journal/Newsletter" is created :

- description of the software structure : the different modules and operating procedures, illustrating how simple and user-friendly it is;
 - anticipated outcomes : to have **preventive planning** and monitoring of work carried out to date ; to purchase and manage 5 000 **spare parts**; to have a comprehensive real-time **log**;
 - operation : all maintenance-related tasks are entered directly onto the network using **web architecture**, eliminating the daily sheets that were previously completed by hand and then re-entered onto the system;
 - its assets : real-time **follow-up** and **traceability** of interventions and batches; flagging-up of problems on the machines.
- From July 1997, times are systematically entered onto the system.

More powerful AXEL CAMM software

M 1998 saw a **general increase in purchasing requests** : all requests entered in AXEL CAMM are processed for validation by the Purchasing Department and then converted into orders. In 1999 and 2000, the **Qualification and Intervention Request** module (one IR module per workstation in HTML format) was implemented for creating and following up requests.

Pleasing results

AXEL CAMM's smooth operation guarantees:

- real **maintenance management** : Real-time follow-up of work with immediate and transversal view of the product with regard to maintenance or adjustment operations (preventive maintenance, corrective maintenance, daily adjustments, line modifications and format changes). Machine operators are therefore independent.
- a diagnosis help system,
- log and operating reports.
- **Quality** : total traceability since 1998 helps with resolving discrepancies, qualification, and scheduled changes.
- **safety**, respect for instructions and regulatory planning.
- for **cost accounting**, a **time breakdown** (stoppage time, number of hours' intervention, production time) as well as an **annual analysis** by means of a **reliable single database that updates itself daily**. A qualification protocol produced in conjunction with Dimo Gestion was in progress in order to qualify AXEL CAMM before the end of 2004. In a different project, metrology (metrological monitoring of probes) was combined with CAMM to make on-site metrological management – and managing probes – simpler.

