

Belgian company FACQ uses the DIMO Maint CMMS to effectively manage work requests and preventive maintenance operations.

« With DIMO Maint, FACQ offers its retail locations a versatile tool that gives them quick access to centralised, organised information. No more Excel files and scattered resources! »

Alain ELLEBOUDT, Buildings Department Manager

About FACQ

Founded in 1880, FACQ is a Brussels-based family-owned company specialising in the sale and distribution of bathroom and heating equipment and renewable energy systems. The ISO 9001-certified company has a network of 37 retail locations (called 'Sanicenters') and 14 showrooms. FACQ has more than 700 employees and turnover of more than €260 million.

One of their principles is that all items in stock are available within no more than one hour through their pick-up service at their three regional warehouses in the Belgian cities of Alleur, Oudenburg and Zaventem. **FACQ needed a good, intuitive tool to manage maintenance operations at retail locations, so they turned to DIMO Maint MX.**

The Maintenance Department clients: their retail locations

FACQ manages a network of Sanicenters and showrooms throughout all of Belgium. When a technical problem arises with equipment at a retail location, the work request is sent to the administrative office in **Zaventem**. Work requests are handled by the three people in the department: Alain Elleboudt, the Buildings Department Manager; his deputy, Patrick Pierre, who is often on the road; and the Manager's assistant, Julie Van Luyck. Requests are converted into work orders, which are immediately routed to the contractor in charge of carrying out maintenance. Certain suppliers are generally assigned to the same types of operations according to the region. The

maintenance operation sheet has all necessary information and the name of a contact person. Alain Elleboudt explains, **'Once the maintenance operation is complete, we ask the manager of the retail location to go back into DIMO Maint to leave comments and provide details on how the maintenance was carried out.'** The head office is kept in the loop at all times until the maintenance operation is definitively closed.

A need to centralise information and get rid of Excel files

Alain Elleboudt says that before putting in place a CMMS, retail locations would call him and send emails. **'We entered all of the data into dozens of Excel files. It was a very time-consuming process, especially when two of the members of the department would be on the road and we were dealing with emails weeks after they were received. Things often slipped through the cracks.'**

He added, 'We wanted to have a system that would allow us to more effectively manage all of those Excel files and empower our retail locations so that, for example, they could search for documents like user manuals or blueprints, which were scattered across our servers.'



FOCUS

Company : FACQ

Business :

sales and distribution of bathroom and heating equipment and renewable energy systems

Key figures :

- Turnover : 260 k€
- Workforce : 700 employees
- 37 retail locations and 14 showrooms

Solution : DIMO Maint MX





We wanted to offer them more flexibility via a simple, intuitive tool. Basically, a tool that makes information just a click away... hence the choice of DIMO Maint MX.

The retail locations can focus on their core business of assisting customers instead of wasting time on technical issues!' Now, all information is entered into the system. **They have a strict rule: if you don't enter it into DIMO Maint, there won't be any maintenance!** 'As the members of our department are often out on the ground, they have seen that retail locations are making good use of the tool!', said Mr Elleboudt added

From preventive maintenance to store layout

The Maintenance Department took stock of all equipment—about 50 items, from smoke vents, to forklifts, to front doors—and established a single building framework for all retail locations. The Department also provides preventive maintenance for equipment. All preventive maintenance operations—mainly checks of electrical and fire equipment—are entered into the system, particularly the inspection reports produced by an outside company, and are then verified by the retail locations.

For now, only the work request and preventive action modules are being used. The system was presented to the Store Layout Department. They now use DIMO Maint MX to manage layout requests for racks and shelving.

Information made reliable

Elleboudt and his department handle two to three maintenance requests per day via desktop computers. The results are clear: **as soon as contractor invoices are received, the Maintenance Department is able to compare them at any time to the maintenance sheets and track the maintenance process from beginning to end.**

Two major benefits: time saved and efficiency

The system has been in use since early January 2018. **The Maintenance Department has complete control over the cost of information.** It is still too soon to get the big picture for analysis (comparison between retail locations, statistics, etc.). **Alain Elleboudt hopes to further develop usage of the tool and extend it to other departments—attracted to its user friendliness—particularly the Upkeep Department.** Around 50 people have been trained, including store managers, who were in turn asked to train their assistant managers.

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