A maintenance of first choice for LEONIDAS.

About LEONIDAS

Founded in 1913 by Leonidas Kestekides, LEONIDAS, **the most famous Belgian chocolate maker in the world,** has today more than 1,500 points of sale across 40 countries and 5 continents.

Thus, 10,000 people around the world ensure the quality and freshness of LEONIDAS' products each day, wherever they are (Paris, Rome, Sydney, Tokyo, New York…).

More than 100 kinds of chocolates are now offered and always manufactured in agreement with the traditional methods, using only the finest ingredients.

Tradition and quality with a view to modernity remain the strong principles on which the chocolate maker has built his international renown.

The maintenance department at the heart of the quality approach

"**The maintenance of the 5,000 equipment and sub-equipment is carried out by a team of 16 technicians** who can intervene on the two production sites based in Belgium and some stores", says Gerald Pigot, Deputy Maintenance Manager.

Maintenance technicians are divided into five trades: electrical, mechanical, air conditioning engineer, plumbing, building, without counting the subcontractors.

The activity of the maintenance department is divided between **50% of curative works, 30% of preventive tasks, and 20% of management of new projects.**

"The technicians noted down the work requests on loose-leaf sheets until 2005 and processed them using a simple spreadsheet program: a cumbersome and not sufficiently user-friendly organisation difficult to exploit to carry out analyses." acknowledges Gerald Pigot.

As part of the company's quality approach, Mr Polin, maintenance manager, decided thus in 2005 to recruit Mr Pigot to work on the choice and implementation of a CMMS solution.

The CMMS solutions comes into action

DIMO Maint was chosen and is used at Leonidas since July 2005, with the Assets, Works, Stocks, Purchasing, Budgets, Data access management, and File import modules.

"**The good value for money, the ease of use, and the user-friendliness of the software,** in particular through its tree structure system, have quickly convinced us, compared to the cumbersome and complex products of some competing offers." emphasised Gerald Pigot.

So, all features of the software are deployed with the primary aims of :

- **Computerising the maintenance tasks** carried out or to be carried out on both production sites and in the warehouses.
- **Creating a history** of failures.
- **Being aware of the consumption of parts** used.
- **Managing the subcontracts.**
- Putting in place an effective **preventive plan.**
- Putting in place **reliable indicators** to facilitate decision-making.

The major stages of the CMMS project

Closely and effectively assisted by DIMO Maint's teams, Gerald Pigot recalls the main stages of the project, which have enabled to quickly deploy the solution and to facilitate its acceptance by the teams :

- **Choice and analysis of the equipment** to enter in the database;

- **Creation of the database tree structure** through import;

- **Software test** according to the needs of the various trades;

- **Training and assistance** of the technicians in the use of the software;

- **Creation of virtual warehouses** in the software (2,600 references for the mechanical parts, 2,900 parts for the electrical parts, etc.);

- **Creation of a file** containing the **suppliers,** integration of the resulting file into DIMO Maint's solution;

- Establishment of a **work group on preventive operations;**

- **Documentation of the IPs** in DIMO Maint's solution;

- **Creation of report specific** to LEONIDAS;

- **Purchase and use of the Investment/Purchase module, reference listing of the machines,** submachines, and equipment.

"It is interesting to mention the internal changes and the structuring effects generated by the implementation of the CMMS solution. As significant examples, the crucial and preparatory work on the database, the setting-up of a daily time for the WO and WR entry by the technicians. Finally, **the project has contributed to raise awareness among the internal teams to the usefulness of computerising maintenance while training them in the use of the DIMO Maint's application at the same time."** said the Deputy Maintenance Manager.

Convincing results

In addition to the changes in attitudes and the value placed in the work achieved by the maintenance department, the implementation of the DIMO Maint's solution has resulted in :

- The **knowledge of all machine failures;**

- The **history of parts used;**

- The **implementation of preventive maintenance;**

- The **reference listing of all the suppliers;**

- The **association of consumables and parts to several suppliers.**

The return on investment is mainly measured by the **decrease of machine failures favoured by the development of the preventive operation management.**