

# Spare parts: From chaos to structure

Tvilum



Tvilum is one of the world's leading manufacturer of functional flat-packed furniture at a fair price. It is the furniture which most frequently arrives in flat cardboard boxes. The buyer then needs to assemble the furniture with screws, dowels and glue at home. Tvilum is a fusion of several furniture manufacturers, and today they have more than 1000 employees, of whom 25 works with SERTICA.

First and foremost, the motive for a systemisation of the maintenance at Tvilum was to manage the spare parts utilised for the wide production machinery. After a profound examination of suppliers, Tvilum chose SERTICA by Logimatic in North Jutland.

During the implementation of SERTICA, a lot of questions arose before the big clean-up plan could be realised. Questions as for example:

- How do we sort our spare parts?
- How and where to place spare parts in the premises?
- Which information should we feed SERTICA?

- Which resources does the project require?

Today, three years later, Tvilum knows the answers to the above questions and has an efficient Maintenance Management System. Kaspar Haugaard Johansen, SERTICA Supporter at Tvilum states, "the work with a planned and systematised maintenance is an ongoing process, which pervades all of our maintenance department. And even though we have come a long way, we are not at the end of the road concerning our registration of spare parts."

## Which data is entered in SERTICA?

In August 2015, Tvilum initiated the utilisation of SERTICA to control maintenance jobs and at the same time, several components are added to the system. Today, more than 12.000 components are registered. Kaspar from Tvilum states, "We structure our data in physical locations, which means that the general structure in SERTICA follows our different factories in Fårvang, Kjellerup and Poland."

It is an ongoing process to get the machines in Poland incorporated in the system, but it is already possible to sense the change. Kaspar from Tvilum adds, "We are a service function and our job is to sort the tasks before they are planned and conducted. This structured work has resulted in a more manageable job list."

Besides information about inventory, Tvilum enters information about their production machinery and the maintenance tasks, which are necessary to achieve a good production rate. Kaspar states, "A typical day for the maintenance technicians begins with looking at the job list in SERTICA to get an overview of the day's tasks. The simplicity and the overview creates a nice and positive work environment."

## The result of planned maintenance

Planned maintenance requires resources, and Tvilum has several administrative super-users of SERTICA in both purchase and maintenance departments. In addition, there are 25 daily SERTICA users at Tvilum. Kaspar states, "We utilise less hours on preventive maintenance because we can plan our tasks according to which tasks are needed on the different facilities. This has made the effort considerably more efficient. Furthermore, the possibility to search in the log for previous jobs has made our work more efficient."

Tvilum sorts their spare parts in a constructed shelf-system with QR codes and name labels on each box, which matches data in SERTICA. Kaspar Haugaard Johansen, Sertica Supporter at Tvilum states, "Today we have a structured inventory, which facilitates the process of finding the spare parts that we need to conduct the maintenance more efficiently. In addition to this optimisation, we have total control of inventory and purchase of new spare parts. At the same time, we are able to document that our maintenance budget provides improved economy and we are able to measure our inventory value more accurately."

The purchase of spare parts is conducted in SERTICA's requisition system, and currently the focus is to develop an interface for the finance system AX. Kaspar from Tvilum states,

**"We have removed 50% of our paper invoices, which saves both the purchase- and maintenance departments a lot of time. An additional advantage of the SERTICA digi-**

**talisation is that everyone is able to follow the purchase process, which makes it easier for us to plan our time."**

Every morning at 6 o'clock, SERTICA Analytics runs a statistic on created, completed and ongoing jobs. These are presented in Excel and can be compared with other locations and departments. This gives Tvilum the opportunity to spot areas in need of improvement or investigation. The comparison of locations shows if a machine is not performing 100% due to absent maintenance or an error. This way, the maintenance department gets the unique opportunity to correct the error as soon as possible. The statistics are not just interesting to the management, but are also visible on different whiteboards in the production.



## The Job app speeds up the process

Tvilum recently chose to introduce SERTICA Job app. Kaspar from Tvilum states, "There is a positive attitude towards SERTICA and the employees understand the value of the system. Therefore, they are also willing to utilise the new job app in their work. We have equipped all our employees with a cell-phone, so now they no longer need to go back to their computers to enter information in SERTICA in relation to a maintenance job."

"We have implemented this new app and use it very much in our daily work. Of course, we also still use SERTICA for entering data and planning the next job. We actually enjoy working in SERTICA on our computer because we can sit and relax with a cup of coffee while working," says Kaspar with a smile.