



EBOOK

THE VALUE OF PROACTIVE MAINTENANCE

MINER[®]

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WHAT IS PROACTIVE MAINTENANCE AND WHY DO FACILITIES NEED IT?

For many organizations today, maintenance is a purely reactive investment. These companies call internal or external service professionals to fix equipment that has broken down and become inoperable, hoping the resulting downtime isn't too long.

This is an unnecessarily costly and inefficient approach to maintenance. Companies that don't think ahead and invest in proactive care for their essential assets are harming themselves in the following ways:

- ▶ ROI will suffer due to the risk of extended downtime and costs for emergency repairs. Issues such as bottom panels being impacted by forklift trucks or dock leveler lips not extending have now become very costly to employee safety and productivity.
- ▶ Facilities that wait for their equipment to fail before taking action are out of line with the Occupational Safety and Health Administration (OSHA) guidance that calls on companies to provide a safe, healthy workplace.
- ▶ Productivity and safety can fail due to the danger of supply chain disruptions with 25% of accidents occurring at the loading dock area and there are 600 near-misses for every incident that ends up happening.¹

Working with factory-trained service professionals on a strong proactive maintenance strategy is the way to counter these harmful trends.



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In an analysis of 773 industrial accidents, more than one-third were attributable to **equipment breakdowns**, with 13 having a human cost.

WHAT CHALLENGES HAVE COMPANIES EXPERIENCED?

Tracking the exact ways in which equipment failures and extended downtime harm companies can help decision-makers greenlight new proactive maintenance strategies. The losses of value associated with strictly reactive maintenance are not hypothetical, they are very real – and they include the following:

- ▶ Supply chain interruptions can occur when equipment breaks down in essential areas such as the loading dock. The resulting delivery delays may eat into profits.
- ▶ When organizations maintain potentially risky workplaces, with assets that have not been maintained, their liability costs may spike. Investing in proactive maintenance and safety will keep employees safe and help build a strong safety culture.
- ▶ Companies that aren't working with experts for proactive maintenance may have trouble calculating total cost of ownership (TCO) for their assets or proving to OSHA that they are aware of suitable safety practices. It is important to help eliminate hazards before employees can get hurt on the job.

These are just a few of the ways companies stand to suffer losses due to lack of maintenance. Mechanical failure is a proven source of severe damage – in an analysis of 773 industrial accidents, more than one-third were attributable to equipment breakdowns, with 13 having a human cost.

WHY PROACTIVE MAINTENANCE?

If purely reactive maintenance is the problem facing a surprising number of companies, proactive care is the solution. Organizations that invest in intelligent maintenance programs tailored to their business type, equipment profile and specific requirements can recoup value that would otherwise be lost, in ways including the following:

- ▶ Companies can keep their equipment from ever suffering extended downtime, as 80% of the issues that prevent assets from functioning are preventable with maintenance.
- ▶ Organizations can protect their bottom lines by replacing the unpredictable and higher costs of repairs with a steady and reasonable investment in proactive service.
- ▶ A proactive maintenance plan tailored to a business's needs will maximize the TCO of that organization's key assets. Whether it is pit cleaning to keep dock levelers running smoothly, quarterly spring adjustments undertaken to prevent drift for facility doors carried out at an elevation of 20 ft. or proper fluid checks to ensure oil is not in danger of spilling and contaminating goods, these key proactive efforts will enhance equipment life and get the customers a better TCO versus a reactive maintenance approach.

Meanwhile, companies that don't have any proactive maintenance strategy in place are gambling with the continued operability of their equipment.



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WHAT KINDS OF EQUIPMENT SHOULD RECEIVE MAINTENANCE?

Any commercial warehouse or other facility will contain essential equipment in need of maintenance and upkeep for uninterrupted operations, OSHA awareness and worker safety. The following are a few of these important equipment categories, which should be maintained proactively by expert personnel:

- ▶ **Commercial doors:** All elements of both external and internal doors, including the tracks these doors run on and the seals around their edges, and the springs that sit above the door opening should receive frequent upkeep, with quarterly checks at a minimum.
- ▶ **Electronic control features:** To prevent costly downtime and keep personnel safe around equipment and machinery, the electronic controls for these assets should be maintained by experts.
- ▶ **Loading docks and outdoor equipment:** The loading dock can be one of the most dangerous areas of a facility when equipment such as lifts, doors and forklift vehicles fall into disrepair. One-sixth of U.S. workplace facilities involve a forklift, and they cause 34,000 emergency room visits each year.²
- ▶ **Motorized and automated assets:** High-speed doors and other mechanical assets require frequent checks of limit switches and activation devices to promote safety and efficiency at the designated openings. Without such upkeep, doors may suffer damage prematurely.

WHAT ARE THE RISKS OF AVOIDING INSPECTIONS AND MAINTENANCE?

Rather than just being a way to maximize TCO for assets, having a proactive maintenance strategy is an important part of risk mitigation. Facility managers who are not careful about maintaining assets in warehouses and other commercial buildings may find there is a human cost to this approach. Safety risks that come with poor maintenance practices include:

- ▶ Everyday use may wear down facility equipment and harm workers. Dock levelers, commercial door springs and tracks and all other mechanical and electronic assets are at risk of wear and tear.
- ▶ Equipment that fails under heavy use contributes to the thousands of annual accidents around loading docks - including 110,000 incidents costing \$135 million just involving forklifts.³
- ▶ Facilities that suffer accidents may have trouble retaining and hiring top employees due to the perceived lack of a “safety culture.”
- ▶ The types of damaging equipment wear-and-tear incidents that cause injuries and deaths could be minimized with proper preparation in 70-75% of cases.⁴



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Creating an optimized balance between maintenance types means reducing reactive care to as little as 20% of work performed, reducing downtime and costs.

WHAT IS THE STATUS OF REACTIVE MAINTENANCE?

Companies can't completely remove reactive maintenance from their operations – assets will occasionally fail, no matter how well they're checked and kept. A truly comprehensive maintenance strategy will include emergency service from trained experts alongside proactive work.

- ▶ Creating an optimized balance between maintenance types means reducing reactive care to as little as 20% of work performed, reducing downtime and costs.
- ▶ In environments where reactive maintenance is the only way to resolve problems with equipment, the added expenses come from both the increased amount of downtime and the overtime pay required to counteract breakdowns.
- ▶ Despite the problems with reactive maintenance and the incentives to reduce this type of care, 55% of facilities are still primarily reactive in the way they repair their equipment.⁵

WHAT DOES OSHA LOOK FOR IN INSPECTIONS?

Suffering an equipment failure isn't the only way for a lack of proactive maintenance to harm a company's productivity and bottom line. When expert personnel are frequently repairing equipment and checking work areas for safety, they can ensure a random OSHA inspection won't find any problems. OSHA's inspectors look for the following issues when checking a facility:

- ▶ An OSHA inspection involves checks to ensure work areas are clear and that every employee working in those spaces is trained to operate safely there.
- ▶ The way materials are being stored and handled can't lead to risks of fire or falling items causing potential injury to workers.
- ▶ OSHA maintains regulations around dock safety and forklift operation. Proactive maintenance around dock areas can help companies stay aware of these rules.
- ▶ Our MinerCare Safe Check Safety App will help raise awareness around OSHA's dock and door requirements.



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Best-in-class maintenance personnel travel with their own equipment in fully stocked trucks, delivering a first-time fix rate of 80% or greater.

WHY WORK WITH TRAINED SERVICE PROFESSIONALS?

Rather than working exclusively with internal teams, facilities that want to revolutionize their maintenance strategies to become more targeted and proactive can work with external experts. This is a way to instantly upgrade an organization's preparedness and level of training, ensuring that new programs are up to high standards of quality. Here are some more advantages:

- ▶ Teams of factory-trained, experienced service professionals bring training and certifications that internal personnel may lack. Adjustment of door springs 20 ft. in the air requires the proper training and tools to eliminate door drift from occurring.
- ▶ Best-in-class maintenance personnel travel with their own equipment in fully-stocked trucks, ensuring quick and efficient repairs, and delivering a first-time fix rate of 80% or greater. Holddowns (the "heart and soul" of a leveler), bottom panels (which are the first part to be damaged in 90% of cases) and tracks are commonly damaged items that need to be repaired as soon as possible to get the customer up and running.
- ▶ Trained and experienced service professionals can troubleshoot problems and determine the correct course of action. They can help determine the frequency of service required based on the application and activity of the loading dock.

Hiring an expert service partner to provide maintenance – in terms of both proactive care and emergency repairs as needed – allows facilities to bring in people whose primary job is keeping equipment in top condition.

HOW SHOULD LEADERS CHOOSE A PROACTIVE MAINTENANCE PROGRAM?

Not every expert partner will provide the same level of service and performance with proactive maintenance programs. Facility managers should ensure the partners they choose are the top options for their industries and areas – companies that will provide proactive maintenance and emergency service with a high level of performance and professionalism. This means looking for the following qualities:

- ▶ A maintenance provider should work with a client organization to determine unique issues and objectives based on the equipment in use and the company's objectives.
- ▶ A great expert service relationship means the provider is available 24/7/365 to respond to any incidents or needs as soon as they occur.
- ▶ The ideal maintenance partner will be able to provide expert service for a wide variety of equipment, from all industry-standard original equipment manufacturers. Standardized training on a variety of products is key.
- ▶ Companies should provide customized strategies, crafted with ROI in mind, rather than delivering generic service.



Miner is available

24/7/365



Miner is a national expert service provider, with over 50 years in the industry.

HOW DOES MINER PROVIDE VALUE FOR MAINTENANCE CUSTOMERS?

Miner is a national expert service provider, with over 50 years in the industry helping numerous facilities become more secure and operationally sound. With Miner's best in class MinerCare service programs, they can help deliver the safety, efficiency, and productivity required for companies today. Whether it is their Safe Act-PMP Program, or their Safe Check App-based Safety Assessment Program, they have what customers need today. These programs are built around a keen focus on safety, efficiency and productivity.

Working with Miner enables you to create a proactive maintenance strategy that addresses your ROI goals, creating a safe, efficient and clean environment less prone to unplanned downtime. Miner's personnel carry all relevant certifications and travel with the necessary parts and equipment to make timely repairs. With Miner's help, you can:

- ▶ Lower downtime that comes from equipment breakdowns while increasing TCO and ensuring your workplace is safe, clean and effective.
- ▶ Reduce unplanned maintenance by up to 10%, with the resulting reductions in repair expenditures, lost productivity and overtime costs.
- ▶ Maximize the ROI of each piece of equipment by optimizing its usable life span.

Every company is different, with its own unique equipment setup, business plan and needs. Your experience with Miner will reflect your facilities' requirements and your objectives. **Reach out today** for a facility expert to schedule a MinerCare Safe Check safety assessment at your location and determine the current condition of your facility. Miner has your service needs covered.

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