EBOOK

The Value of Proactive Maintenance

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How Does Proactive Maintenance Address Facility Pain Points?

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.
- The actual costs lost to downtime are hard to calculate, and many organizations underestimate these expenses by 200-300%.[1]
- 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.[2]

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

If you typically produce 600 units per hour with an average profit per unit of $50, a single hour of downtime costs your company $10,000 in lost revenue.

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:

- **Emergency repair costs** that are more expensive than spending on proactive maintenance.
- **Lost productivity due to downtime**, as employees are unable to complete their duties.
- **OSHA fines and penalties** may reach thousands of dollars if degraded equipment poses a safety risk.
- **Employee attention and morale issues** around having to work with poorly maintained assets.
- **Supply chain ripple effects**, with equipment failures leading to bottlenecks that affect the whole supply chain.
- **Long-term breakdowns** that linger for months due to periodic scarcity of parts and raw materials.

Downtime is a part of doing business in an imperfect world where hundreds of variables are outside of your control. Ignoring the financial cost of downtime isn't an option. For example, if you typically produce 600 units per hour with an average profit per unit of $50, a single hour of downtime costs your company $10,000 in lost revenue.[3]

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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.[4]
- 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:

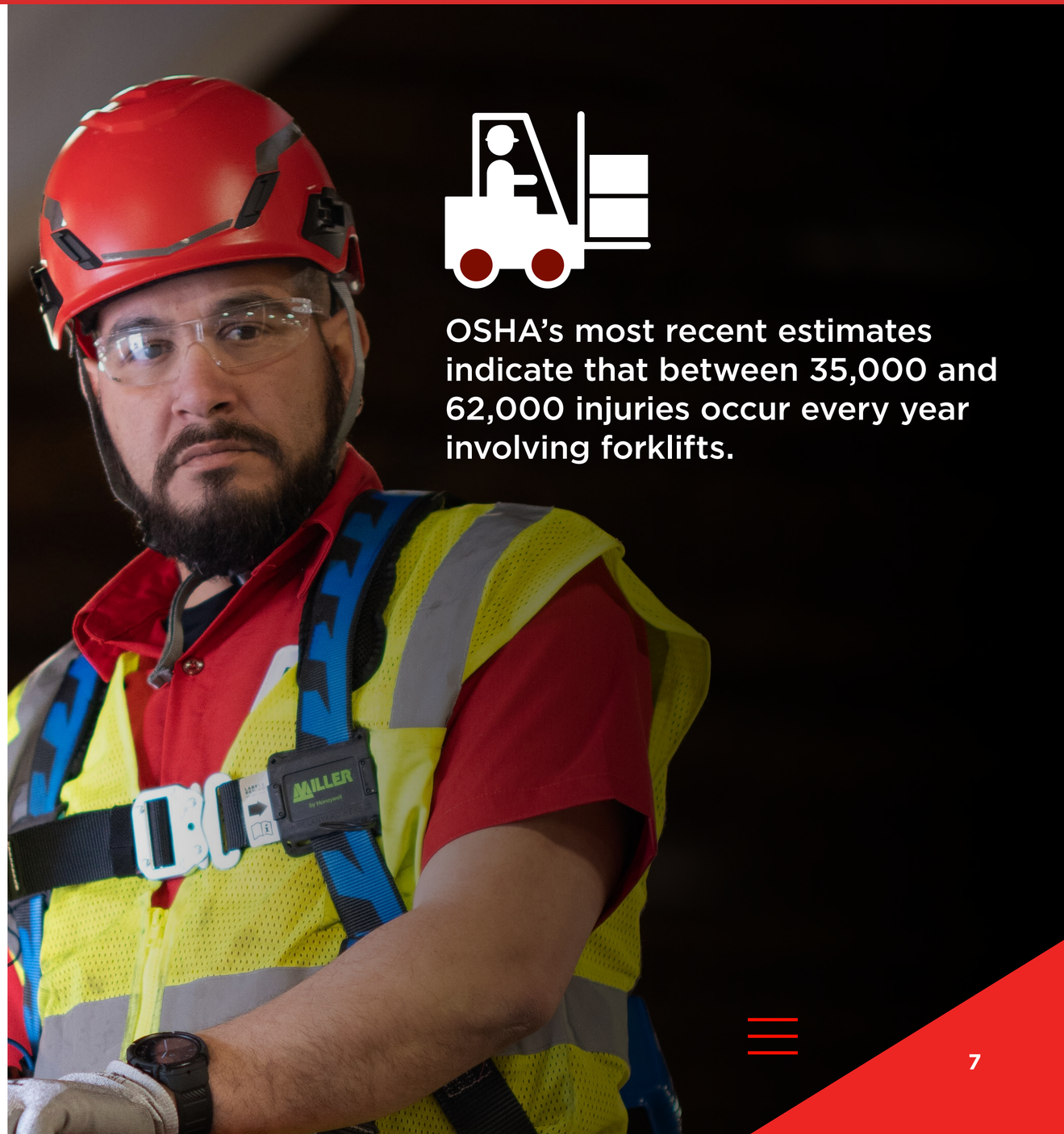
- **Commercial doors:** All elements of both external and internal doors, including the tracks these doors run on and the seals around their edges, and the springs that sit above the door opening should receive frequent upkeep, with quarterly checks at a minimum.
- **Electronic control features:** To 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. Getting the right equipment on the front end and keeping up with regular maintenance checks will significantly reduce the risk of injury or major downtime events.
- **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.

Downtime costs every factory at least 5% of its productive capacity, and many lose up to 20%[5]. This underscores the significant impact of equipment failures on workplace safety and the importance of regular maintenance and safety checks to prevent such incidents.

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 heave use contributes to the thousands of annual accidents around loading docks. OSHA's most recent estimates indicate that between 35,000 and 62,000 injuries occur every year involving forklifts.[6]
- Facilities that suffer accidents may have trouble retaining and hiring top employees due to the perceived lack of a "safety culture."
- Wear and tear due to the frequency of using a forklift can occur. One of the most basic operational procedure that was set by OSHA states that industrial trucks such as forklifts should be inspected every day before they're placed in the service area.[7]



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How Do Reactive and Proactive Maintenance Stack Up?

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.[8]

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. A violation discovered in an OSHA inspection can bring a maximum penalty of $16,131, or $161,323 for a willful or repeated issue.[9] 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.
- Specific OSHA regulations that apply to dock equipment include rules around the safe use of dock plates[10] (and related assets such as vehicle restraints), as well as fall prevention.[11]

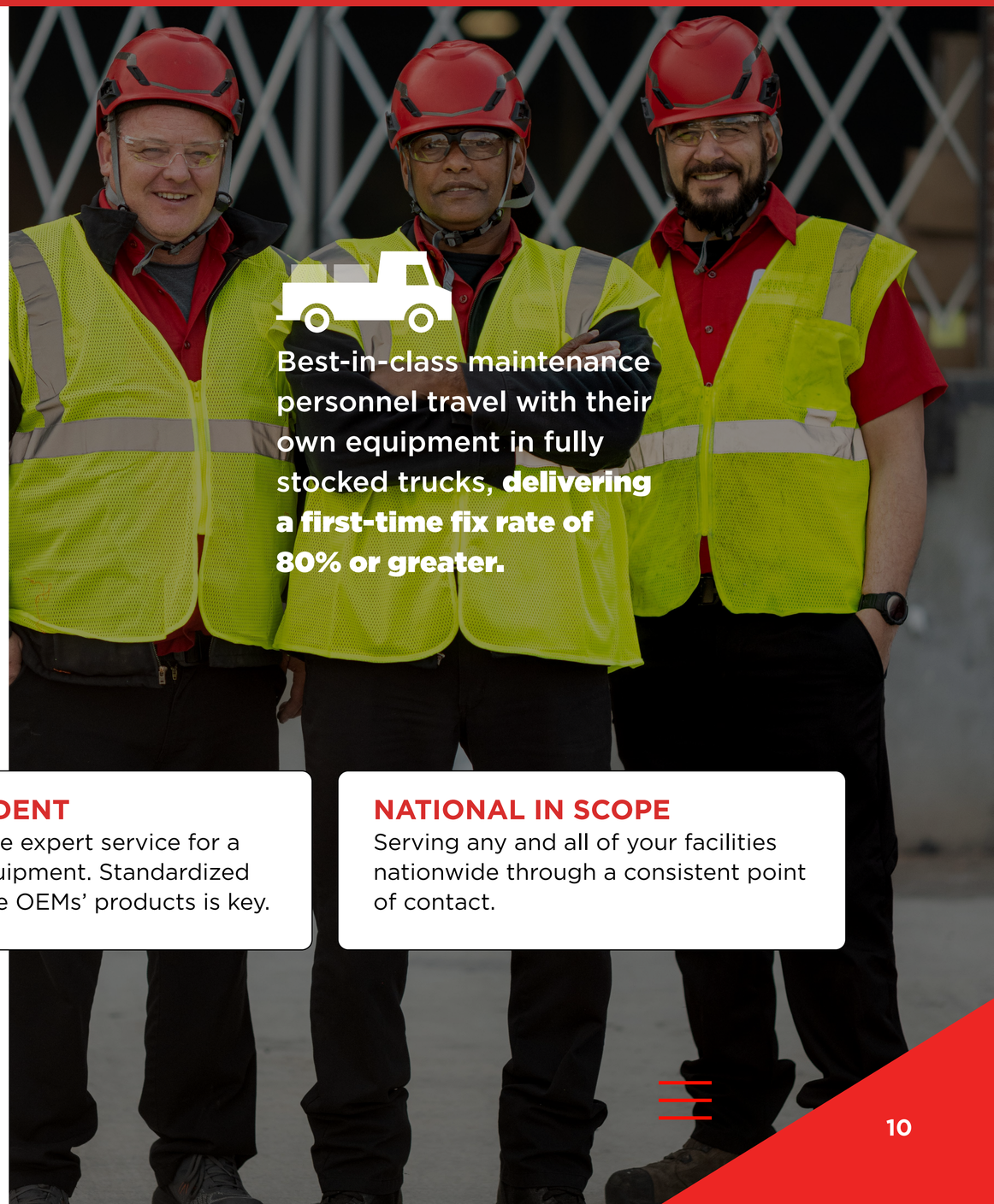
Overall, the risks of not following OSHA safety guidelines are substantial and multifaceted, encompassing legal, financial, reputational, and human costs. Prioritizing workplace safety not only protects employees from harm but also helps organizations avoid costly consequences and foster a culture of responsibility and respect for human life and well-being.

How Do You Choose the Right Service Partner?

The direct way to address your facility's maintenance needs is to work with an expert service partner. Factory-trained service professionals bring training and certifications to the table, delivering advantages such as:

- **The ability to complete complex maintenance tasks.** For example, adjusting door springs 20 ft. in the air requires the proper training and tools to eliminate door drift.
- **Skill and experience with troubleshooting.** Trained professionals can help determine the frequency of service required based on the application and activity of the loading dock.
- **Fully stocked trucks with parts and equipment.** Holddowns (the "heart and soul" of a leveler), bottom panels (which are the first part to be damaged in 90% of cases), and track are standard items, delivering a first-time fix rate of 80% or greater. The trucks even carry the raw materials to fabricate replacement panels.

Not every expert partner will provide the same level of service and performance with proactive maintenance programs. You should find an organization that is:



COLLABORATIVE
Working with your team to create a custom strategy.

AVAILABLE 24/7/365
To respond to any incidents or needs as soon as they occur.

OEM INDEPENDENT
And able to provide expert service for a wide variety of equipment. Standardized training on multiple OEMs' products is key.

NATIONAL IN SCOPE
Serving any and all of your facilities nationwide through a consistent point of contact.

CASE STUDY

Detecting and Correcting Unsafe Dock Conditions

What does loading dock safety upkeep look like in practice? Art and craft supply retailer Michaels worked with MINER on a SafeCHECK survey of its New Jersey regional distribution center, a facility with 71 dock positions.

The survey revealed:

0

No assets without any evidence of wear.

80

Assets needing replacement within 2-4 years.

4

Assets requiring immediate replacement.

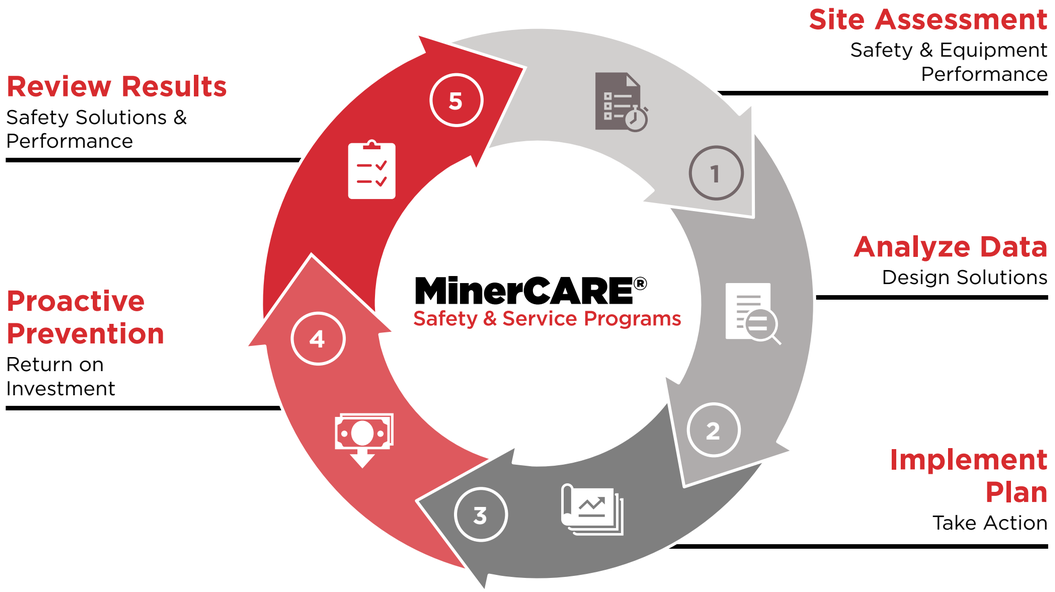
Upon reviewing the survey's findings, management launched a full-scale service and repair campaign for the facility's equipment and immediately contracted for a follow-up project.

In addition to repairing the damaged assets, Michaels' leadership took the opportunity to invest in new equipment, adding:

- High-volume low-speed (HVLS) fans
- Vehicle restraints
- Anti-pest bug screens
- Control panels

The timely survey allowed Michaels to proactively embark on this impactful work, refreshing its dock and door assets rather than suffering the losses associated with an equipment failure.

OUR SOLUTION



The Value MINER Brings To Your Operations

When it comes to operational efficiency and safety, don't go it alone. Seek guidance from safety professionals, consultants or industry associations to ensure compliance with safety regulations and best practices. Work with stakeholders such as unions and trade organizations to address concerns and promote safety culture.

Working with the facility experts at 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:

- Raise safety and security standards for your company and employees, stay on top of warranties, OSHA requirements and proactive maintenance plans.
- Increase your facility uptime and reduce unplanned maintenance by up to 10%, with resulting reductions in repair expenditures, lost productivity and overtime costs.
- Maximize the ROI of each piece of equipment by optimizing its usable life span, plus support budgeting efforts and reduce TCO.

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.

Get Started Today! MinerCARE® Safety and Service Programs help you proactively identify potential problems and ensure every aspect of your facility is running at peak performance. **Visit minercorp.com/minercare to learn more about our SafeACT and SafeCHECK solutions.**

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