

Improving asset traceability with IFS Ultimo



IFS Ultimo

As part of Rockfon's efforts to modernize its manufacturing facility, it looked for an EAM system to gain better visibility over its maintenance operation, improve traceability, and enhance communication. After comparing several providers, the company chose IFS Ultimo.

Modernizing manufacturing

The solution was already successfully used by its sister factory in Belgium, and its high level of customizability made it a good fit for Rockfon's unique operating environment.

One of the challenges the company wanted to overcome with EAM was the need for more data over assets. Previously, maintenance tasks were recorded only on paper. This made it impossible to gain a comprehensive overview of the maintenance actions taken and to identify what had been replaced and when. Introducing IFS Ultimo eliminated this issue, as every step is recorded digitally in the software, making it easy to track each piece of equipment and the maintenance tasks relating to it.

IFS Ultimo has also helped Rockfon improve the way it tracks assets. The company uses various exchange parts in each machine, totaling thousands of individual dies. Keeping track of each part's location and maintenance status without digital records was a huge challenge. In IFS Ultimo, however, engineers can easily monitor the maintenance status and other information relating to the dies in real time.

All individual pieces of equipment for each process function are recorded in the software, including pictures, bills of materials, and information on the dies used. Now, when an engineer works on a ten-part die set, they can simply pull up the required drawing from the EAM system using their iPad and get all the information they need.

Making the most of mobile working

Introducing new efficiency and functionality to the factory floor was also high on the agenda for Rockfon. With IFS Ultimo's extensive mobile working features, technicians can now access essential information about the assets on the go and record their tasks on their iPads without returning to the office.

About Rockfon

Part of the global ROCKWOOL Group, Rockfon is a leading provider of stone wool acoustic ceilings and wall solutions, including acoustic ceiling tiles, wall panels, and suspended ceiling grids. Its site in Chicago specializes in manufacturing metal ceiling panels and Chicago Metallic® ceiling suspension grid systems using roll-forming.



Rockfon®

Simplifying communication

The maintenance team works in three shifts, which used to make efficient management challenging as supervisors didn't always have time to speak to each employee before their shift. With IFS Ultimo, this is no longer a problem, as supervisors can plan jobs in advance and send them directly to the workers' iPads so that everyone knows what they need to do at the start of their shift.

Switching to IFS Ultimo has also simplified communication. Before, the reliance on paper-based processes opened up room for human error when printouts got misplaced or were not read on time, resulting in jobs being missed. Now, all workers can access real-time information about assets through the EAM software, regardless of where they are.

Working with iPads has also encouraged workers to use their email addresses – something they've always had but rarely used. If there is an issue with equipment during the night shift, for example, the technicians on duty can send an update email with pictures to the whole team so that when the first shift starts, they are already aware of the issue and can address it without delay.

IFS Ultimo has helped break down silos in our organization. Before, the attitude was that we were all separate teams; that's their team, and this is ours. Now, we are one team working across shifts helping us all work better together.

A shared responsibility

The self-service function in IFS Ultimo has also contributed to the safety culture. Before, some maintenance issues were noted but not passed on to the maintenance team and never actioned. Now, everyone can submit a maintenance request when they notice a potential problem. As a result, jobs no longer get missed, the equipment is in better condition, and all issues are fixed straight away.

Overall, IFS Ultimo has played a vital role in helping Rockfon modernize its operation and bring new efficiency into the maintenance processes. Despite initial concerns about how staff would react to the new software, introducing EAM and mobile working turned out to be straightforward. Staff became quickly familiar with the user interface, and even employees with little experience with iPads soon became confident in using the software to record their daily tasks.

Challenges Rockfon faced:

- Paper-based processes offered no visibility of asset status.
- Poor traceability of key parts.
- Lack of mobile technologies resulted in poor efficiency.
- Inefficient communication between teams and shifts.

Benefits seen using IFS Ultimo:

- Better communication between teams.
- All critical data instantly available in digital form.
- Risk of human error in maintenance tasks minimized.
- Improved safety across the facility.

Find out more

Further information, e-mail info@ultimo.com, contact your local IFS Ultimo office or visit our web site, ultimo.com

