

ATS Reduces Downtime by 63% for Snack Food Manufacturer

Customer Challenge

A leading snack food manufacturer's output was missing one valuable ingredient: reliability. Unplanned downtime, primarily due to equipment breakdowns, was a significant problem at the company's flagship location. Skilled maintenance workers were hard to come by, and a high turnover rate was causing routine maintenance tasks to fall deeply behind schedule.

Realizing it would be difficult to fully staff its own qualified maintenance team, the company began looking to outside resources for the ideal maintenance recipe.

ATS Solution

After searching for a partner that best fit their needs they brought ATS onboard to handle comprehensive maintenance at its main facility. "In addition to a list of maintenance needs ranging from better communication to better planning and scheduling, they wanted assurance we could recruit and retain skilled technicians," said ATS Area Business Manager. "As a snack producer, the company had industry SQF (Safe Quality Food) standards it had to meet. Machine maintenance is essential to satisfying these requirements."

As a recognized industry leader in industrial maintenance, ATS had the people, technology and processes necessary for immediate impact. Through a mix of existing ATS talent and active recruitment, supported by ATS' SkillPoint training program, ATS was able to quickly stabilize and grow the maintenance team at this leading snack food manufacturer.

"We placed a heavy emphasis on moving from a reactive to a proactive maintenance environment," ATS Area Business Manager commented. "Over time we took the operation from run-to-failure to a preventive, data-driven strategy."

AT A GLANCE

- Nationwide snack food manufacturer
- Excessive factory downtime due to inadequate maintenance
- Difficulties recruiting and retaining maintenance techs
- ATS provides immediate technician staffing and increases retention rate to 96%
- Unplanned downtime reduced by 63%
- Increased preventive maintenance completion rate to over 85%

Bottom-Line Success

After nearly four years on the job, the 24-member ATS maintenance team has achieved dramatic results. Preventive maintenance completion rates have climbed to over 85%, and unplanned machine downtime has dropped by 63%. Direct cost savings associated with the reduced downtime is estimated in the hundreds of thousands of dollars a year. The rate of maintenance worker retention has increased and the manufacturers past concern has been resolved and is currently at 96%.

"ATS has the knowledge, processes and recruiting expertise to find top-level maintenance talent—something we can't do," noted the Chief Operating Officer. "ATS is the real deal. When a critical machine is down, ATS is there, no matter what time of day. This team is committed."



85% Completion Rate
For Preventative Maintenance



63% Reduction
In Unplanned Machine Downtime



96% Retention Rate
For Skilled Maintenance Technicians