



Client Background

Sidel is the leading global provider of PET solutions for liquid packaging. Sidel is committed to being an innovative, responsive and reliable partner, providing sustainable solutions for the beverage industry. With 30 000 machines installed in more than 190 nations, Sidel has been helping food and beverage producers for over 100 years of its existence. Sidel Maintenance Solutions offers a product portfolio that includes reactive support during emergencies as well as proactive preventive maintenance to help their customers to always improve overall equipment effectiveness (OEE).

Key Challenges

The Sidel Maintenance Solutions team were faced with the following challenges:

- Different opinions on the maturity of its asset management practices.
- Uncertainty of current strengths and weaknesses throughout the maintenance organisation.
- Little alignment on what areas to focus on, and what the long term ambitions should be.

“The Pragma consultants were able to assess the maturity of our organisation in a structured manner. The output was concise and we are clear on the journey that we will embark on. Their understanding of the Maintenance Solutions market led to structured and focused input to our improvement process, which will add significant value to our business.”

Florent Roussel, Director Maintenance Solutions

Pragma Intervention

- Pragma’s consultants performed an assessment of the current asset management maturity and performance of Sidel’s maintenance solutions, benchmarked against industry standards.
- The asset management assessment activity included:
 - site visits to most regional offices (except SEAP and GC);
 - an executive assessment exercise with top management in the regions;
 - interviews with staff involved in maintenance service delivery;
 - review of reports and key performance indicators;
 - interrogation of transactional records in the software systems used;
 - compilation of information gathered;
 - facilitation of strategic workshop with assessment outcome as backbone.



Value Add

- Maturity rating of each key performance area.
- Industry benchmark results.
- Strengths and weaknesses per key performance area.
- Improvement actions per key performance area.
- Long term target setting.
- Prioritised medium term focus areas.
- Generic action plan to reach medium term goals.
- Clear direction and priorities (KPA) going forward for Maintenance Solutions.
- Alignment between key actors on current maturity.
- Shared long term vision for asset management within Sidel and the Maintenance Services team.
- Draft Maintenance solutions policy.
- Draft improvement strategy.

Tools and Technology

- Pragma’s Asset Management Framework for After Sales Service Market (aligned with ISO 55000/GFMAM)
- Assessor software.