

Plan of approach

MRO SPARE PARTS MANAGEMENT A key ingredient of Asset Management

BUSINESS MEETS SCIENCE
Seminars South Africa 2015

Johannesburg: 18 November 2015
Cape Town: 19 November 2015

Powered By:



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"The purpose of the Business meets Science seminars is to connect science, business and practice in the field of Spare Parts Management inspiring and interactive days in Johannesburg and Cape Town"

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1 Introduction

1.1 Motivations for and objectives of Business meets science

The key objective of Spare Parts Management (SPM) is to avoid unplanned downtime of physical assets as result of spare parts shortages. Evidently, this objective must be reached against the lowest possible costs.

In Africa Pragma and Gordian Logistic Experts have joined forces to strengthen the renowned asset management capabilities of Pragma with specific spare parts management (SPM) offerings of Gordian. Based on an exploratory visit in the beginning of 2015, it was concluded that in the vast majority of the companies, spare parts management was a no man's land. Everybody recognizes or even feels the SPM problems, but nobody really owns these problems.

Very roughly one can state that Maintenance is looking at Logistics/Procurement and vice versa. Maintenance can only operate if Logistics provide the spares, but Logistics can only provide the spares if Maintenance provides forecasts.

That being said, at the various companies we experienced sufficient maturity to start up Spare Parts Optimization projects. E.g. the master data is at a sufficient level, maintenance policies have been defined, and a planning and procurement organization is in place. Moreover, the companies show a real need and appetite to start optimising the spares management.

Both Pragma and Gordian consider the involvement with universities key to developing state-of-the-art solutions. So during the exploratory visit, we also visited various universities in South Africa. The disciplines observed in practice (e.g. Maintenance and Logistics) are also found there. However Spare Parts Management typically connects the various disciplines. This connection is currently underexposed. Just like the companies visited, the various universities have expressed a clear interest to start up an interdisciplinary approach with a focus on spare parts management.

The Dutch government stimulates bilateral collaboration with South Africa, among others in the field of Logistics. Gordian has been appointed to explore this collaboration and is motivated to that in concurrence with their own business development objectives in South Africa.

Therefore the idea rose to set up business meets science seminars, that pursue – as the name suggests – practical, business, and academic objectives.

1.2 Objectives

The foreseen objectives of the business meets science seminars are:

Academic

- Identify innovative topics in SPM and related areas
- Select innovative topics on which companies wish to work together
- Identify possible collaboration constructions between NL and SA universities

Business

- Set up a network of SPM professionals in SA
- Position Pragma and Gordian as solid solution providers in the field of Asset management and Spare Parts Management respectively

Practical

- Identify current and possible future practical challenges
- Identify practical types of solutions

1.3 Objective and structure of this document

The objective of this document is to inform the key-organising players in a comprehensive way. The content is not set in stone; instead it is a living document.

In the remainder of this document we describe the organisation and target attendees, the outline of the sessions, and the planning of all activities to make these sessions a success.

2 Organisation and target attendees

2.1 Key players

We distinguish the following key players:

| Company/ institution | Foreseen role | Participants | Initials |
|------------------------------|--|--|----------|
| Pragma | Key-organizer, investor | Gerrie Olivier | GO |
| | Program manager | Liza Schroeder | LS |
| | Key-note speaker | Attie Nieuwoudt | AN |
| Gordian | Key-organizer, investor, program developer | Jan Willem Rustenburg | JWR |
| | Key-organizer | Stijn Wouters | SW |
| | Program manager | Kelly van Raaij | KvR |
| Top sector Logistics NL | Identifying joint academic opportunities, key-note speaker | Prof. dr. W.H.M. Zijm | HZ |
| | Connection with SA Embassy/Consul/Wesgro, general support | Liesbeth Staps (international liaison officer) | LS |
| SA Universities/Stellenbosch | Identifying joint academic opportunities, key-note speaker | Wyhan Jooste | WJ |
| SA Universities/Pretoria | Identifying joint academic opportunities, key-note speaker | Prof. P. Stephan Heyns | SH |

Note:

We would highly appreciate if the Embassy, the Consul and Wesgro can help with some marketing around these events, and possibly some organizational matters.

2.2 Target attendees

The ideal participants are managers in the field of asset management, maintenance management, logistics, and procurement. The participants typically work for asset owners (e.g. Eskom or Transnet), OEM's (e.g. Alstom) or large service providers (e.g. Teleplan).

When it comes to numbers, we strive for at least 40 managers per location (two). Predominantly, the managers will be Pragma relations. Nevertheless, Gordian, TKI Logistics, the Embassy, the Consul, and Wesgro will also make good attempts to attract managers as well.

Needless to say we have to do some marketing to promote the event and to be sure of the right number of attendees and the right level of seniority. Kelly and Liza will be in charge of this process. However, it would be very helpful if the Embassy, the Consul, and Wesgro are willing to distribute the invites into their networks as well.

3 Outlining the sessions

3.1 Program

The program contains an inspiring mix of presentations (state of the art and practice oriented), interactive workshops, plenary workshops and networking. Although the program still needs a lot of detailing, we present a first glance below.

| Time | What? | |
|---------------|---|---------------------------------|
| 08:00 – 09:00 | Welcome reception | |
| 09:00 – 09:15 | Welcome chat J.W. Rustenburg – Gordian Logistic Experts | |
| 09:15 – 10:00 | Professor W.H.M. Zijm - University of Twente | } Science |
| 10:00 – 10:30 | Johannesburg: Professor P.S. Heyns - University of Pretoria Cape Town: Professor W. Jooste - Stellenbosch University | |
| 10:30 – 11:00 | Break | |
| 11:00 – 11:30 | Johannesburg: Company X Cape Town: Company Y | } Business |
| 11:30 – 11:45 | A. Niewoudt – Pragma | |
| 11:45 – 12:15 | J.W. Rustenburg – Gordian Logistic Experts | |
| 12:15 – 13:15 | Lunch | |
| 13:15 – 13:30 | Introduction interactive session | } Business meets Science |
| 13:30 – 14:30 | Interactive session | |
| 14:30 – 15:00 | Evaluation of the day | |
| 15:00 – 17:00 | Network drinks | |

3.2 Chairman

The chairman of the seminars is Jan Willem Rustenburg.

3.3 Dates

The seminars will take place on the 18th of November 2015 in Johannesburg and the 19th of November 2015 in Cape Town.

3.4 Location

The 'Business meets Science' seminars takes place in Johannesburg and Cape Town (South Africa). We make use of the locations of the Dutch Trade Mission. They call it 'the house of future' (Turbine Hall, Johannesburg) and 'the garden of future' (Old Mutual, Cape Town)

3.5 Catering

The catering is arranged by the host of the selected location. Guests will start the day with coffee and tea. A lunch is provided in the afternoon. After the seminars there will be drinks and some bites.

3.6 Entertainment

Some background music after the seminars during drinks and bites.

3.7 Gifts and photos

KvR will take photos on both seminars. She will send these photos to all guests by email together with a personal thank you to all guests. She will also upload some photos on social media during the seminars. After the seminars guests will get a small present as appreciation for their presence. Also the professors and the companies who will give a presentation during the seminars will get a present.

3.8 Stage setting

The atmosphere should be inspiring and interactive.

3.9 Logistics & transport

South African guests come to the seminars independently. JWR and HZ will come by plane on Monday the 16th of November. They will return by plane on Friday the 20th of November. Between the two locations (Johannesburg – Cape Town) the transport will go by plane. This holds for JWR, KvR, SW, GO and HZ.

3.10 Marketing material

In order to promote the events, to make the events more colourful, and to create spin-off after the events marketing material must be created. Examples are:

- Communication box (pencils, tape, scissors, etc.)
- Banner (Gordian / Pragma)
- Badges
- Presentations
- Evaluation forms / evaluation app (e.g. Kahoo)
- Give-a-ways (as appreciation for their presence)

4 Planning

The planning will be as follows:

| Month | Activities |
|-----------|---|
| August | <ul style="list-style-type: none"> • First preparations • Create global script • Set the date • Invite Dutch guests |
| September | <ul style="list-style-type: none"> • Arrange flights for Dutch guests • Align final script • Arrange locations • Select South African guests • Arrange two companies (Cape Town and Gauteng area) for presentation • MAIL: Pre-invite guests - 21 September 2015: http://store.cdn.pfn.bz/outreach/14/20150917-01/ |
| October | <ul style="list-style-type: none"> • MAIL: Send program of the day • Arrange gifts • MAIL: Send a 'special deal' in case of lacking attendees |
| November | <ul style="list-style-type: none"> • MAIL: Send link to the whitepaper • MAIL: Final call • Make official guest list • Make badges • Make/collect final preparations • Seminar Gauteng area • Seminar Cape Town |
| December | <ul style="list-style-type: none"> • Thank guests by email (with photos) • Evaluation • Follow-up sales |