



SERVICES

The right performance at the right price



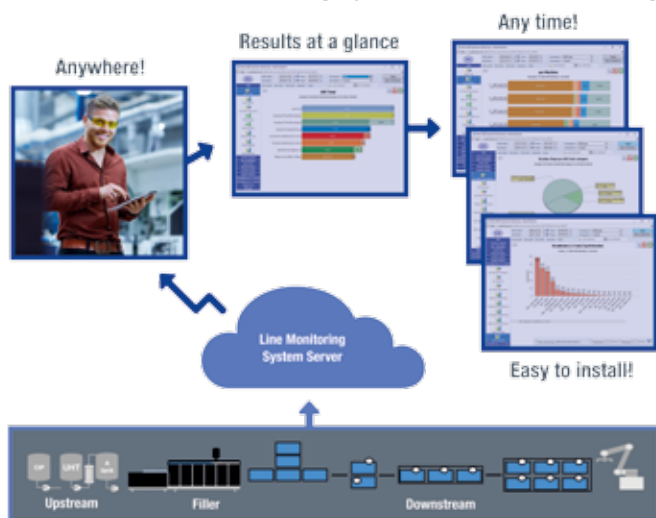
YOU DON'T HAVE TO CHOOSE.

For a long time, companies like yours in the food and beverage industry had to make a hard choice. Keep a strict control over costs, or invest in your equipment to ensure it keeps running for longer. With SIG services, you get both. And more. Better performance from your filling line while saving money. The best bit: you get more output in the same time, or you need less time to produce the same output. Read on to find out what SIG services can do for you.

Predict the future - with SIG

With our SIG service agreements, you can look into your crystal ball and predict exactly what maintenance spending is going to be. No unpleasant surprises. That's because we focus on preventive maintenance. With you, we look at every component that's showing signs of wear and tear. These are then replaced in accordance with our agreed maintenance cycles. You also get more predictability in output rates, as preventive maintenance and intelligent part replacement minimize production volatility and improve the accuracy of your forecasts. And the SIG Line Monitoring System is a convenient and easy-to-read way to visualize the filling line data collected.

Picture 1: Line Monitoring System for real-time insight



SIG Maintenance Service Packages

It's no surprise that we understand your filling line. We made it. And we're proud of it. We like to see our customers be very, very successful with it.

Service with us means dealing with technical issues before they arise and impact your output. And because we like you to have a choice, we have developed a range of three service packages that can each be configured just the way you need them. That's why they give you such great value for money.

Our **preventive maintenance**, is like a risk management strategy - replacing parts before problems arise.

Corrective maintenance

resolves any breakdowns quickly and efficiently.

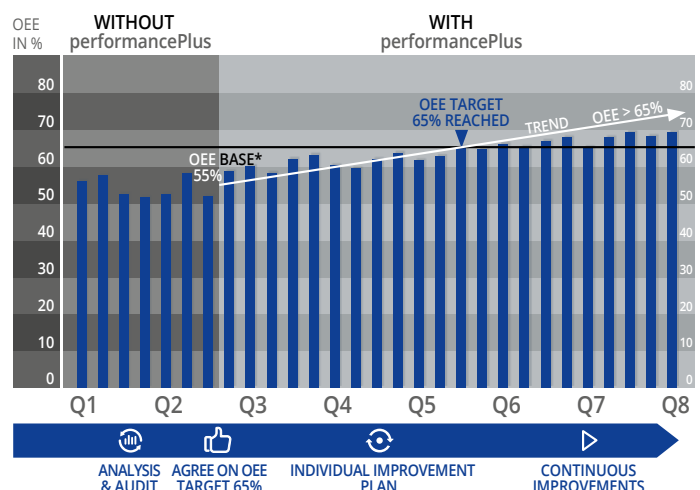
SIG Performance-Based Contracts

Whether you're looking for a boost to your OEE level, the highest level of availability for your line or excellent performance, we have a service product to match. We measure the performance of your production line against industry-standard best practices; agree a performance target with you; and define an action plan to implement it.

The SIG Service Team - your strategic partner

Top-quality service - anytime and anywhere. Working with SIG shows the industry you know where you're going. You're headed for the top tier of best performers.

Picture 2: What performancePlus can do for you



* OEE BASE MUTUALLY AGREED BY CUSTOMER AND SIG

PEAK EFFICIENCY FROM YOUR MACHINES: HOW YOU BENEFIT FROM maintenancePlus

Predictability:

you pay predictable monthly fees for the contract duration and have less volatility in your output levels

Affordability:

the agreement is tailored to your equipment and budget, so everything is clear from the outset

Flexibility:

choose from four levels of support – see the chart for details – plus a range of on-demand services for occasional or more specialized requirements (consulting, audits etc.)

Reliability:

minimize risk by working directly with the manufacturer of your equipment

Profitability:

you maximize profits with more uptime, fewer outages and higher output – and that delivers better ROI and a lower total cost of ownership

REALIZE YOUR FULL POTENTIAL: performancePlus AND availabilityPlus

Our **performancePlus** and **availabilityPlus** service agreements are advanced and innovative concepts that give you a deep dive into your filling line to pinpoint every element that’s holding you back. They help you eliminate any weak links, making your filling line – and your whole business – a top performer. These products address far more than just maintenance. They let you visualize every aspect of your filling line in a personalized, OEE-based dashboard that compares your machines to industry-standard best practices. They also offer your staff intuitive monitoring, reporting, and benchmarking functions.

performancePlus ensures your filling line delivers its full potential, from both a technical and organizational standpoint.

availabilityPlus maximizes your system’s uptime and technical availability, which in turn increases output and quality

Each of these two service products has helped many of our customers achieve significant uplift in their technical availability and OEE performance levels – and that’s a direct contributor to profitability. Check out the chart below to see what the two service products offer you.

Picture 3: Comparison of availabilityPlus and performancePlus

		performancePlus	availabilityPlus
KPI		OVERALL EQUIPMENT EFFECTIVENESS (OEE)	TECHNICAL AVAILABILITY
SCOPE		ORGANIZATIONAL & TECHNICAL ASPECTS	NEGOTIABLE TECHNICAL ASPECTS
EQUIPMENT		FILLING MACHINE, APPLICATOR AND DOWNSTREAM	FILLING MACHINE, APPLICATOR AND DOWNSTREAM*
RESPONSIBILITIES		SIG & CUSTOMER INVOLVEMENT	MAINLY SIG
SERVICE FEES		BASE FEE + PERFORMANCE FEE	BASE FEE + PERFORMANCE FEE
SERVICE SUPPORT PACKAGE	PREVENTIVE MAINTENANCE	✓	✓
	CORRECTIVE MAINTENANCE	✓	✓
	SPARE PARTS	✓	✓
	TECHNICAL UPGRADES	✓	✓
	STAFF TRAINING	✓	✓
	ON-SITE SUPERVISION	✓	✓
	COMPETENCE ANALYSIS	✓	✗
	PROCESS OPTIMIZATIONS	✓	✗

* CONTENT OF availabilityPlus IS FLEXIBLE FOR THE CUSTOMERS

You've been in the industry for a while and have a healthy level of skepticism when it comes to exaggerated claims of great performance for your filling lines. So you'll be happy to hear that's not where we're coming from. Instead, we discuss your needs with you and your staff in depth, decide on a target to shoot for, develop benchmarks to measure success and an action plan to achieve it, and get on with the job. Whether you need to achievee. g., production targets or financial objectives, we can help you get where you need to be.

performancePlus

It's all in the name. Helping you get the very best performance out of your entire filling line – that's our goal with **performance-Plus**, our flagship service package that's targeted to the latest generation of SIG machines. It's focused on **organizational and technical improvements** throughout your filling line. In other words, along with **preventive** and **corrective** maintenance, we also look at other factors influencing the performance of your filling line, which could include staff skills, process consistency and a host of other things.

Together with you, we **analyze every aspect of your line** and agree on a **target key performance indicator (KPI)** to be achieved and maintained during the contract period. This is based mainly on the optimal **OEE** level for your filling line, which we discuss in depth with you and your team.

What can optimized performance do for you?

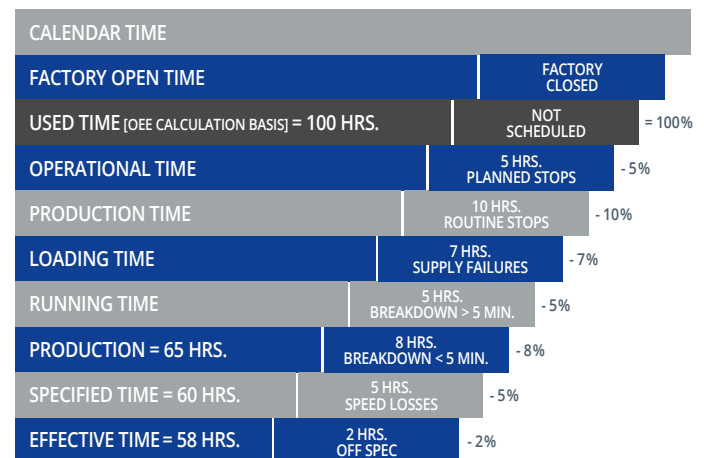
There are two possible outcomes of performance optimization:

- It can help you **increase sales** by producing more output in the same amount of time
- It can **reduce your filling costs** by helping you produce the same output in less time

Picture 5: performancePlus: focused on achieving the best possible OEE for your line

	INITIAL SITUATION	SITUATION WITH performancePlus	EFFECT ±
OEE (CFA 312 DAIRY)	52%	60%	+8% OEE
OUTPUT	40,000,000	46,000,000	+6,000,000 SLEEVES
REVENUE	€20,000,000	€23,000,000	+€3,000,000
SERVICE COST	€105,000	€180,000	+€75,000
OPERATIONAL COST	TOTAL: €650,000 PER 1,000: 650/40 = €16.25	TOTAL: €650,000 PER 1,000: 650/40 = €14.13	TOTAL: ±€0 PER 1,000: -€2.12
SCHEDULED PRODUCTION	260 DAYS	260 DAYS	±0 DAYS/YEAR
TOTAL SAVINGS	+ 75,000€ COSTS FOR SERVICE - 97,520€ COST FOR PRODUCTION (2.12 €/1,000 * 46 MILLION SLEEVES) - 90,000€ ADDITIONAL MARGIN (3 MILLION € REVENUE * 3% MARGIN) = 112,520€ SAVINGS PER LINE		

Picture 4: You always have a clear overview of all the elements contributing to your OEE



OEE = 58 HOURS / 100 HOURS = 58%

(OEE = AVAILABILITY * PERFORMANCE * QUALITY = 65% * 92.31% * 96.66% = 58%)

availabilityPlus

This service package is right for you if your main concern is the highest possible level of technical availability. This package has a slightly smaller and more specialized scope than **performance-Plus** but offers far more than a standard maintenance agreement. Like **performancePlus**, it is aimed at the latest generation of SIG machines.

Working with you, we analyze the **technical aspects** of your filling line, including applicator and downstream systems. We then agree on the **technical availability level** to aim for and the improvement plan designed to achieve it. We measure success by running a before/after comparison of OEE levels prior to and following the implementation of your **availabilityPlus** program.

Like **performancePlus**, the **availabilityPlus** package can also help you produce more output in the same amount of time or the same output in less time.

maintenancePlus

Our **maintenancePlus** package gives you the freedom to choose exactly what level of maintenance you want, depending on your short-term requirements as well as your budget. It keeps your line up and running with an agreed level of professional preventive and corrective maintenance – carried out by SIG experts with the highest-quality spare parts. We ensure problems are fixed properly the first time – minimizing production flow disruptions.

This naturally helps you avoid downtime – but also allows you to plan for higher or more complex runs without derailing productivity. The **maintenancePlus** agreement is available for all three generations of SIG Combibloc fillers and you can choose

whether it includes applicators and downstream equipment or not. It's all about freedom and flexibility – and meeting your requirements.

Unlike our two performance-based packages, **maintenancePlus** is not based on KPIs. Instead, it takes care of the equipment before problems arise. It reduces repair costs over time – and that's why it delivers such great value!

You can choose one of four service levels to give you the most flexibility and cost transparency. Just refer to the chart on this page for an overview of what each level comprises.

Add-on Services

In addition to our **performancePlus**, **availabilityPlus** and **maintenancePlus** service agreements, SIG Combibloc provides you with optional services that you can choose on a one-off or regular basis, depending on your requirements.

- **Technical upgrades:** tailored to your exact system, they increase efficiency, filling quality and safety
- **Food safety consulting:** to ensure sterility, quality and compliance throughout the production process
- **Customer training:** giving your staff the knowledge needed for optimal equipment operation
- **Personnel assessment:** making sure your staff have the knowledge they need to operate your machines correctly
- **Audit:** technical and performance audit for insight on your filling line
- **Line Monitoring System:** for at-a-glance, real-time capabilities

Picture 6: maintenancePlus offers four service levels for more flexibility and transparency

		ESSENTIAL	OPERATIONAL CARE	MAXIMIZED CARE	FULL SUPPORT
CORRECTIVE MAINTENANCE	REPAIRS – SPARE PARTS	⊖	⊖	MAIN CRASH PARTS*	ALL CRASH PARTS*
	DELIVERY TIMES – SPARE PARTS	⊖	NORMAL**	FAST**	FASTEST**
	ON-SITE SUPPORT	⊖	✓***	✓***	✓***
PREVENTIVE MAINTENANCE	SPARE PARTS				
	WEAR & TEAR PARTS	⊖	✓	✓	✓
	MANDATORY PARTS	✓	✓	✓	✓
	MANPOWER				
	500 HOURS MAINTENANCE*	⊖	✓	✓	✓
	2,000 HOURS MAINTENANCE*	✓	✓	✓	✓
	PRODUCTION START-UP	✓ 3HRS	✓ 3HRS	✓ 3HRS	✓ 1SHIFT

* TO BE CARRIED OUT BY SIG

** EXACT REACTION TIME FOR DELIVERY OF SPARE PARTS ACCORDING TO INDIVIDUAL SLA

*** REACTION TIME FOR SUPPORT TO BE AGREED DEPENDING ON COUNTRY



For more information please contact:
globalservicesales@sig.biz

www.sig.biz

