



# American Gypsum - Eagle Plant

## CUSTOMER PROFILE

### Uptime Key to Wallboard Production

Located between Denver and Grand Junction, Colorado, American Gypsum – Eagle Plant - operates around the clock to produce more than 113 miles of wallboard each day. One small hiccup in a continuous production line that includes well over 1,500 pieces of equipment can spell disaster from both a financial and order fulfillment perspective.



In a plant spanning a quarter mile in length, maintenance crews for this 24/7 operation are faced with ensuring conveyor systems, crushers, hammer mills, feeders and mixers along with the primary forming line are running at their highest production levels without failure. Because American Gypsum recognized how important it was to keep their wallboard operation running reliably and smoothly, they set out to find a maintenance management software system that would improve how their maintenance department tracked equipment history.

#### There is a better way

As maintenance superintendent Bill Baxter tells the story, it was the maintenance department that embarked on finding the right tool to replace their

manual maintenance process that included log books full of hand-written equipment records.

“We knew there was a better way to manage the data related to equipment PM’s, repairs and scheduled maintenance,” states Baxter. “Keeping the production equipment running as much as possible with minimal downtime was key for us. While searching for a maintenance system, our team focused on that objective and sought a package that was easy to use, simple to learn and without all the ‘extras’ that were unimportant to us.”

The result of the search by the team was the selection of Benchmark. Chosen for its simplicity and intuitive interface, Benchmark was immediately implemented and made available for use by both maintenance and production personnel with little training required.

The new system rapidly took shape and soon became the key tool for maintenance management. As users quickly became comfortable with the system, mechanics and electricians within the maintenance department learned how to easily create a parts requisition within the Benchmark system and send it directly to purchasing. This enables all maintenance requisitions to be housed within one system before going to the purchasing agent for review, approval and issuing purchase orders.

#### American Gypsum—At A Glance



- ▶ Nation's 5th largest wallboard producer
- ▶ Eagle Plant employs 120
- ▶ 24/7 production schedule
- ▶ 20 maintenance personnel

# American Gypsum—Eagle Plant

## CUSTOMER PROFILE



### Beyond the maintenance department

On the production side, operations personnel began to utilize the trouble call function which is accessible to all crew foremen on the plant floor. Trouble calls are issues that may arise at any time and require the attention of the maintenance department. Rather than having to track down a mechanic or electrician, production personnel simply enter information pertaining to the problem area directly into Benchmark. Maintenance department workers can then review the trouble call log and determine what action is required and when it needs to be addressed. This capability enables the maintenance department



to know exactly what is happening with production equipment at all times. And, when the services log is created, a complete history of work performed against production equipment is maintained in the system for reference purposes.

Baxter attests that Benchmark has enhanced the way his team performs maintenance. Each week, a down day is scheduled just for planned maintenance. This allows the maintenance team an opportunity to review work to be performed and plan accordingly to accomplish the required tasks that keep the plant's production equipment properly maintained. Complete equipment history data is maintained so that workers know exactly what has been done to every piece of equipment being tracked in Benchmark.

---

*"Preventive maintenance is the key to our production uptime," - Bill Baxter*

---

### The heart of maintenance

"We use Benchmark extensively to schedule our planned maintenance – it is the 'heart' of our maintenance management activities," states Baxter.

American Gypsum normally sets preventive maintenance (PM) intervals based on expected equipment life from major parts down to component levels. Routine inspections are made on all critical components to detect any suspected failure points before failures actually occur. A mishap with even a drive belt could shut down production resulting in major schedule delays and losses.

To ensure that planned maintenance is optimized, step-by-step instructions are loaded into the Benchmark system that specifically outline work to be performed. Technical documentation and manuals are electronically attached within the system for quick and easy reference whenever required. Quick access to an equipment schematic or specific part diagram can save mechanics and electricians valuable time and improve their work performance.

Reports are generated routinely that show weekly maintenance planning, backlog of outstanding jobs and number of man hours expended against equipment maintenance. These reports assist Baxter and his team in scheduling downtime and prioritizing the outstanding work orders that need to be executed.

### Rock solid support

When it comes to system support questions, Baxter notes that Benchmark is quick to respond. American Gypsum depends on this fast turnaround whenever issues arise. Knowing support is only a telephone call away helps assure the maintenance team that any potential system problems or even what may turn out to be a routine question is handled professionally and thoroughly. The same level of service applies to system

# American Gypsum—Eagle Plant

## CUSTOMER PROFILE



upgrades. American Gypsum's maintenance crew relies daily on the availability of the Benchmate system. With seamless upgrades, interruptions to work processes and related activities are minimized.

---

**"The future use of Benchmate for us will be in the area of spare parts inventory," says Baxter. "We currently have a large portion of our spares in the system, but we still need to add several records in the near future. Our plan is to use bar code scanning for our storeroom which will certainly improve our spares tracking and management of parts inventory."**

---

In this small town nestled in the valley of the Colorado mountains, American Gypsum continues to produce sheet after sheet of quality wallboard. Stacked high in a short-term finished goods warehouse, the wallboard is quickly shipped to what will become an ultimate destination in either a home or building.



As the nation's 5<sup>th</sup> largest wallboard producer, American Gypsum knows it must maintain a continuous production process to remain competitive. With Benchmate keeping track of critical equipment, this plant will continue to supply the construction industry with top grade wallboard products and enhance its position as a market leader. ■

### About Benchmate

"Benchmate develops and delivers powerful, yet simple to use and easy to learn maintenance management software designed for small to medium size work forces to reduce costs, increase efficiencies and streamline processes."

### Value Distinctions

At Benchmate, we:

- ▶ Personalize our client relationships and build upon our client-first culture
- ▶ Leverage our 20 years of maintenance management software experience by consistently delivering the tools and solutions today's maintenance work forces require
- ▶ Focus on the small to medium size maintenance department and design systems that specifically meet their needs
- ▶ Equip maintenance personnel with an easy to learn and use application that is flexible to adapt to changing user needs without compromising depth of system functionality
- ▶ Provide an intuitive interface that enables quick start with minimal training and set-up to facilitate immediate use and ROI



Benchmate Systems, Inc.  
P.O. Box 669  
Coupeville, WA 98239  
Tel: (360) 678.8358

[www.Benchmate.com](http://www.Benchmate.com)