

## Case Study

Freudenberg Service  
KG /  
Vibracoustic GmbH &  
Co. KG

Internationale Fachmesse  
für industrielle Instandhaltung

**M,O,C, München**  
**18.-20. Oktober 2005**

International Trade Fair for  
Industrial Maintenance

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## Optimizing maintenance at Vibracoustic with a comprehensive concept emphasizing the highest work safety standards

### Sector

1. Maintenance services / Maintenance management for plants/machinery
2. Service / Tribology
3. Repair / Technology

### Industry

Automotive supply industry

### Brief description

- Concept development, organization, planning and control of all mechanical and electrical maintenance processes for machine tools, production and processing systems and related technical equipment
- Outsourcing maintenance activities to maintenance specialist Freudenberg Service KG, Neuenburg subsidiary
- Repairing plants and machinery in response to malfunction reports
- Servicing and inspecting machines, forklift trucks and hoisting equipment as well as air-technology systems
- Performing preventative maintenance measures and maintenance and repair work
- Performing measures to improve productivity and work safety
- Conduct inspections in compliance with BGV/A3 as well as accident-prevention inspections

### Tasks

To take over all maintenance and special-maintenance projects at Vibracoustic GmbH & Co. KG in Neuenburg and to take over all maintenance personnel and operating facilities.

### Preparation

After working with the customer to organize procedures to be taken and define the scope of service and the processing of orders, a contract was drawn up and service-billing procedures were stipulated. A software program developed by SAP was used to depict maintenance procedures. The contract was signed in November 1998, and in April 1999 Freudenberg Service KG began providing services for all of Vibracoustic's operating facilities and took over all 34 of its maintenance employees.

### Descriptions

*Because Vibracoustic GmbH & Co. KG does not consider service and maintenance a core competency, its managing board decided to turn over these activities to a specialist. Vibracoustic chose its sister company, Freudenberg Service KG, whose qualifications were well known throughout the Group. Takeover of the service and maintenance work included the takeover of all workshop facilities and all service personnel.*

The primary objective of turning over maintenance responsibilities to another company was to increase plant availability, particularly given the fact that high plant availability is essential to an automotive supplier's ability to compete. Using SAP PM to depict all service, maintenance and repair work made it possible to assess and increase productivity and efficiency throughout the maintenance division and ultimately to reduce maintenance costs. An effective way to improve and secure a company's performance is with regular customer audits in keeping with appropriate norms. So Freudenberg Service KG, which is certified in accordance with ISO 14001, ISO 9001 and OHSAS 18001, is also the subject of the quality audits that

automobile manufacturers conduct at Vibracoustic on a regular basis. Work safety and environmental protection are high priorities in the Freudenberg Group. A campaign titled "We all take care" was launched to call attention to and increase awareness about work safety and environmental protection among employees throughout the group. And it worked: The accident rate in the Freudenberg Group dropped dramatically, and the maintenance team at Vibracoustic in Neuenburg has been accident-free since the campaign began, i.e. for the last 1,000 days.

**Benefits**

- Fewer coordination requirements allow the company to focus on its core business
- Plant availability, productivity and efficiency have increased throughout the maintenance department
- Lower maintenance costs
- Less risk to personnel
- Optimized safety concept
- Effective database for planning purposes
- Maintenance costs are easier to plan

**Customer**

**Vibracoustic GmbH & Co. KG** in Neuenburg is a full-line supplier of vibration technology for passenger cars and trucks. The company was founded as a joint venture with Phoenix AG in 2001 and has been a wholly-owned subsidiary of the Freudenberg Group since early 2005. Vibracoustic has locations in 24 cities worldwide and its products are used by all leading automobile manufacturers. Vibracoustic Europe employs some 2,000 people and generated 413 million euros in sales in 2004.

Internet: <http://www.vibracoustic.de>

**Contractor**

**Freudenberg Service KG**, which is based in Weinheim and has a subsidiary in Neuenburg (Baden), is a service company in the sector for industrial and production technology and provides its customers an extensive range of services from a single source, i.e. from engineering consulting services and planning to disassembly and reassembly of plants and machinery as well as their commissioning and maintenance. It also provides services at industrial parks in Weinheim and Neuenburg. Freudenberg Service KG has been an independent company since 1995. It employs 730 people and generated 121 million euros in sales in 2004. The company has its own integrated management system and is certified in accordance with ISO 14001, ISO 9001 and OHSAS 18001. It belongs to the Freudenberg Group, a diversified family enterprise that is active in the sectors for sealing and vibration technology, nonwovens, household products, special chemicals, building systems and IT services. Freudenberg Service KG's customers include companies within the group as well as a number of external companies in the chemicals, food, paper and automotive supply sectors.

Internet: <http://www.freudenberg-service.de>

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**Maintain 2005**

Munich International Trade Fairs celebrated the premiere of MAINTAIN, the International Trade Fair for Industrial Maintenance at the M,O,C, Event Center, from October 18 – 20, 2005. MAINTAIN is the only exhibition in Germany that provides experts and decision-makers in the processing and manufacturing industries with non-sector-specific information about modern solutions for the inspection, repair and maintenance of industrial plants and machinery. Thanks to practice-oriented reference projects, optimum market proximity is guaranteed. The fair examines the topic of industrial maintenance as a core competency and a factor of production. The exhibition is rounded out by forums and an up-to-date Internet platform.

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