

PARTNERSHIP APPROACH WORKS FOR FOURWAY HAULAGE

In the last issue of Monitor we described how Wearcheck's oil analysis programme was generating substantial cost savings and providing peace of mind for Fourway Haulage SA in Elandsfontein.

This year, a strengthening of the partnership approach between the two companies has resulted in cost savings of more than R200 000 in just a few weeks.

A request by Fourway that Wearcheck work with them to integrate the oil analysis service more effectively with their three-day vehicle servicing programme has led to the introduction of a revised sampling management system. This ensures that sample reports are returned to them before the vehicles leave the workshop so that any problems can be rectified on the spot.

Immediately after implementing the streamlined system, Wearcheck identified

problems in the 13-speed Fuller gearboxes of four different 9700 International Eagles which were being serviced. These were removed and repaired whilst the vehicles were still in the shop.

'It cost an average of R18 000 to repair each gearbox, resulting in total expenditure of R72 000,' says Wearcheck's Wade de Chelain who has been working closely with Fourway Haulage. 'If the gearboxes had failed whilst on the road, each new unit would have cost a minimum of R68 000, or R272 000 for the four.'

Then there is the nature of Fourway Haulage's business to consider,' says Wade. 'It is all cross-border work into countries such as Zambia, Botswana, the DRC, Mocambique and Malawi. If the gearboxes had caused a breakdown in a remote area of Malawi far from a major centre, for example, think of the difficulty of organising repairs and safeguarding valuable loads at this distance. Add to this the towing charges, the effects of downtime and loss of customer goodwill for late delivery. The cost of a gearbox failure then escalates dramatically.'

'What we have achieved is to make sure that components with problems are identified while the vehicle is in the workshop. They can then be repaired before the vehicle is loaded and, when it sets off on the road, it is able to run uninterrupted between locations.'

'We are very happy with Wearcheck's response to our specific needs,' says Fourway's workshop manager, Peter Ronald. 'Being able to identify and rectify problems before units leave the workshop enables us to maintain our tight schedules and productivity levels with peace of mind which is a huge advantage for us. This is over and above the savings in maintenance expenditure which significantly improve the cost-effectiveness of our operation.'

(Continued on page 2)



Wearcheck's Wade de Chelain (right) discusses the streamlining of Fourway Haulage's sample management system with mechanic Adre Pieterse.

WEARCHECK CUSTOMERS COMMENT

'We use oil samples to show the customer that we test their machines and can do pre-planning on component failures. 70% warranty claims success on oil samples.'

'Wearcheck helped us save two engines and has picked up many faults.'

'Early diagnosis saves major component expense.'

'Excellent interpretation and follow-up are preventing failures.'

'You can pick up problems you wouldn't have known about.'

These are some of the comments made by clients during a customer service survey conducted last year.

Most people who responded felt that the different aspects of Wearcheck's service were either excellent or good.

When asked what selling point they would quote if recommending Wearcheck to a friend or associate, these were some of the replies:

- Cost savings
- Reliability
- Excellent service
- Accuracy
- Extremely efficient
- Professionalism
- Hassle-free
- History build-up

'We base many management decisions on the results of our customer service surveys and so the more responses we receive, the more relevant the information we gain from it,' says managing director, Lesley Crawford.

'We appreciate that our customers are very busy so, to encourage more people to respond to our survey this year, we are offering a lucky draw holiday prize which is open to all those who submit a completed questionnaire to us.'

(See details on page 3.)



WEARCHECK
CONDITION MONITORING
THROUGH OIL ANALYSIS

WEARCHECK JOINS FORCES WITH TRANSFORMER ANALYSIS LAB



Ian Gray of Transformer Chemistry Services which will undertake transformer oil analysis for Wearthcheck in future.

Wearthcheck has appointed Transformer Chemistry Services (TCS) in Durban to undertake transformer oil analysis on its behalf.

This specialised independent laboratory became the first commercial operation in South Africa to offer gas-in-oil analysis in 1992 for the early detection of incipient faults in oil-filled electrical equipment. The lab works to international standards and currently services the electrical industry worldwide.

Says Wearthcheck technical manager, Neil Robinson, 'This is part of Wearthcheck's vision of offering a convenient and cost-effective one-stop fluid analysis service encompassing lubricating oil, coolant, fuels and transformer oils. We have extended this even further through our alliance with ABB which also incorporates vibration analysis and thermography.'

Ian Gray of TCS said that industrial consumers of electricity could benefit from transformer analysis in many ways.

'The UK National Grid has reported for three decades that more than 90% of transformer faults are detected by dissolved gas analysis (DGA)

with an annual saving of millions of pounds. Their confidence in the method is now such that transformers are sent to works for repair and replaced by spares on no other evidence than DGA.'

'This is such a powerful predictive maintenance tool that we are hoping ultimately to obtain automatic discounts from the insurance industry for companies that make regular use of transformer oil analysis because of the proven savings in repair costs, downtime and lost production.'

THE BENEFITS OF TRANSFORMER ANALYSIS

- The ability to schedule outages for units in the warning stage, minimising downtime and facilitating planning for the most convenient time.
- Possible mitigation of oil fires and consequential damage.
- Reduced downtime cost for industrial units, emergency power or factory lay-offs, and decreased insurance costs.
- The ability to document first year 'in warranty' problems before 'out of warranty' failure.
- Identification of new faults accurately and consistently that cannot be detected by other routine tests.
- Peace of mind for transformer owners/operators.

LONG SERVING STAFF ARE REWARDED

Sincere congratulations go to all Wearthcheck staff who received long service awards during December.

25 years: Sizwe Ndlovu

20 years: Wellington Ndlovu

15 years: Sheila Moodley Salome Moodley
Prinda Narasi Vasantha Persadh
Sheila Naidoo Lyn Moodley

10 years: Charmaine Thumbiran

'Almost half of our employees have been with the company for more than 10 years and twelve of them have more than 20 years of service,' says managing director Lesley Crawford.

'I would like to thank them for their loyalty because this continuity contributes significantly to Wearthcheck's success.'

A delighted Sizwe Ndlovu receives his 25 year award and gold watch from managing director Lesley Crawford.



SAVE WITH TRANSFORMER OIL ANALYSIS



The transformer analysis kit

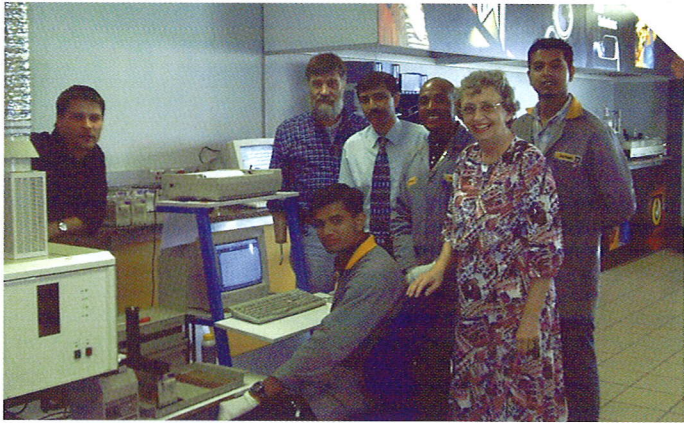
Customers can obtain transformer analysis kits from Wearthcheck and submit them in the normal way. These are offered at a new discounted price of R552.50.

Product code: WTAK

FOURWAY HAULAGE (Continued from front page)

'We have always stressed the importance of developing partnerships with our customers rather than simply providing an add-on service,' says Wade. 'Ongoing dialogue and feedback not only makes for a better working relationship, it generates substantial returns by way of cost savings and increased productivity. Fourway Haulage is an excellent example of how well this philosophy can work in practice.'

QUALITY MILESTONE FOR SOS LAB



Celebrating the inclusion of the Johannesburg SOS lab in Wearcheck's ISO 9001:2000 quality registration are:

(standing left to right) Wearcheck chemist Greg Morse, Barloworld diagnostician Pieter de Klerk, Athma Rampersad, a senior auditor at SABS, and Wearcheck's Cowboy Manana, quality administrator Melanie Hynd, Avish Maharaj and (seated in front) Diren Gewanlal. Greg, Cowboy, Diren and Avish all work in the lab.

QUALITY QUIZ WINNERS



Wearcheck quality administrator Melanie Hynd (left) congratulates the winners of the annual quiz which she organised as part of the quality and environmental awareness week in November.

Left to right: Denver Naidoo of the Pinetown laboratory who received second prize, first prize winner Salome Moodley from the data processing section and Aaron Mchunu from the sample room who won third prize.

SYSTEMS ANALYST STREAMLINES WORK FLOW

Systems analyst Sean Preston joined Wearcheck early last year to design work flow systems which would streamline and enhance the company's internal processes.

'Basically, it is my job to make systems easier, faster, better, more accurate and more efficient,' says Sean. 'For example, we constantly strive to speed up the processing of samples by automating all new equipment wherever possible.'

Whilst this is his foremost responsibility, Sean has also spent some time updating NetCheck software. He has written most of the laboratory software to automate the FTIR for spectrum analysis, and has been involved with the set up and roll out of all the new servers.



Systems analyst, Sean Preston

Information technology is a significant part of Wearcheck's operation,' he says. 'The department is constantly breaking new ground and developing innovative solutions which makes the job challenging but fascinating.'

Rhodesian-born Sean completed a B. Tech degree in Information Technology at Technikon Natal (now the Durban Institute of Technology) in 1999. During his second year he began to work for the institution, helping to write the software for their student administration system.

After graduating, he joined the Health Systems Trust, a Durban NGO, where he was involved in system analysis and design for information dissemination using web database infrastructure. He also wrote much of the software for their online in-house newspaper and various internal management systems.

During the four years he spent at the trust, he consulted to two international NGOs - Health Development Networks, whose administrative offices are in Dublin but whose field work mainly takes place in South East Asia, and UNAIDS in Geneva for whom he designed the specifications for an online community.

In his spare time, Sean enjoys playing squash and is a keen wildlife photographer. He is also co-ordinator of the Durban Linux user group which numbers 200 members and meets monthly.

WIN A WEEKEND FOR TWO AT A PROTEA HOTEL

Complete and return the enclosed questionnaire to Wearcheck and you could win a two-night stay (bed and breakfast) at a Protea Hotel of your choice in South Africa.

PLEASE NOTE:

- Transport is not included in the prize.
- The lucky draw for the prize winner is unrelated to the responses received - honest feedback will help

Wearcheck meet customers needs more effectively. Those who wish to return the form anonymously may do so, but will not be eligible for the prize.

WEARCHECK MAKES A DIFFERENCE HEALING IN THE HILLS

Every Thursday at midday Dr Lara Walkden-Davis leaves her Kloof surgery and heads for the Valley of a Thousand Hills where she spends the afternoon giving medical care to the residents of Ikhaya Lobomi Hospice and treating up to 80 patients from the surrounding rural community, many suffering from Aids.

She has been doing this for the past five months since her mother's church alerted her to the fact that, although this community hospice was run by a qualified nurse, they were desperately in need of medical supplies and the help of a doctor.

The hospice, located on the grounds of a rural TB Hospital, was founded by nurse Patience Matava and her husband Zimele three years ago to provide comfort, nutrition, pain alleviation and basic medical care to terminally ill Aids patients.

After receiving treatment from the team of volunteers at the hospice, the health of some patients has improved so dramatically that many are able to maintain quality of life for much longer than originally envisaged. Others are released to die with dignity surrounded by people who genuinely care.

When she arrives at the hospice every Thursday, Dr Davis does ward rounds, treating the 16 patients which can be accommodated at the hospice. Then, she sees up to 80 people of all ages from the surrounding rural area.

Since she became involved in August last year, thousands of members of the 375 000-strong community in the valley have received free treatment and medication during her Thursday afternoon outpatient's sessions which she never misses, not even on New Year's Day.

'The project operates entirely on donations and Christian faith,' says Dr Davis who is vice-chairman of the management committee.

Obtaining medical supplies has been an ongoing problem which was recently alleviated by Wearcheck's commitment to donate R1000 a month for the purchase of medication.

Ultimately Dr Davis would like to see the project expand into a fully-fledged community upliftment programme in the valley. 'I want all the children to have a roof over their heads, to attend school regularly and to receive enough nutritious food.'



Dr Lara Walkden-Davis (left) with two of her young patients, 10 month old twins Bayanda and Andile Zondi, and Lesley Crawford of Wearcheck which donates R1000 a month for the purchase of medicine for the Ikhaya Lobomi Hospice in the Valley of a Thousand Hills and its outpatient's clinic serving the 375 000 residents of this rural community.

LUBE TIP

Synthetic engine oils

QUESTION

Can I expect a synthetic engine oil to extend the service life above that of a mineral oil? Also, can the service life of oil be extended by increasing sump capacity? For example, if we double the sump capacity then can we expect the service interval to be doubled or is there a ratio?

ANSWER

Synthetics can have extended drain intervals; however, the factor at which the extended drain would be assumed depends on many factors including contamination control and exclusion, typical operating conditions of the vehicle, temperature, etc.

A larger sump equates to more additives and detergents for the same engine. So a larger sump will extend the service life. Assuming all conditions are the same, twice the oil in the sump should provide twice the service life.

- Courtesy of Noria Corporation

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