

Consultancy

The Milestone in the Operation of a Plant

The successful operation of large scale plants is focused on the highest possible availability and efficiency of the equipment, combined with the constant stability of the quality of the products. In the increasingly demanding and competitive markets, with frequent new products and technical requirements being the norm, the maintaining and updating of the existing equipment is of paramount importance. This task is not simple nor straightforward due to the complexity of modern plants and increasing quality demands. At the same time, other factors, including the quick obsolescence of the components, changing market or local conditions, and the excessive turnover of personnel, increase the risk of inefficiency and quality degradation which can result in economic loss.

Supplying a new plant for the production of non-ferrous commodities is not only Properzi's core business, but an act of responsibility and commitment where first-class equipment must be accompanied by first-class Aftersale Service during the complete operational lifetime of the equipment. This commitment begins from the start-up and commissioning and continues throughout the entire lifetime of the plant, with our Total Quality Policy based on ISO 45001:2018 or ISO 9001:2015. The quality of the product is a combination of good machinery, good manufacturing and maintenance practices, and a well-trained crew.



Installation of a Modern Properzi Plant

To support Properzi's customers, Continuous-Properzi is now offering a new "Technical Consultancy" service delivered by our team of experienced and highly-skilled specialists. The areas of consultancy cover a multitude of production topics:

- Training and best practices for production and maintenance, through audits and dedicated courses, in which the newly hired customer's personnel is trained, while the existing team members are updated
- Programming of scheduled maintenance using modern line diagnostics and audits
- Control and optimisation of key production parameters
- Troubleshooting of the machinery and the production process
- Audits for modernisation, upgrades and improvement
- Programming of spare parts supply: the extended operative lifetime of equipment depends on an up-to-date spare parts supply and is essential for a well-maintained



plant. We guide the customer, especially during the first two to three years of operation, in scheduling and managing the spare parts inventory as a function of the scheduled production. The result is decreasing the risk of facing urgencies and interruptions of production.



*Spare Parts Produced
in Properzi Site*

The Technical Consultancy is performed through three main channels, permitting a very efficient approach that is well balanced with the customer's needs and requirements, as well as with the complexity of the topic. These three channels are:

- E-mail Troubleshooting/Consultancy
- Remote Assistance
- Technical Audit at customer's site

E-mail Troubleshooting/Consultancy

It is a fast "problem solving" approach based on information exchange via e-mail. The customer sends an e-mail to the dedicated Properzi address describing in detail the issue, clarifying in which specific cases it occurs, and adding any meaningful additional information or pictures. Properzi will deploy its dedicated and qualified engineering/process team until problem resolution.



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Remote Assistance service

In case of need, Properzi software and process specialists can provide their support operating on the Customer PLC from the remote control room located in Properzi's premises. To enable this Service, a communication module has to be installed on the Customer's PLC and connected to the Internet. All new Lines are delivered equipped with a Remote Assistance Module and CCTV circuits, while most of the existing Lines can be easily upgraded.



*Specialized Operator
for the Spare Parts Production*

Technical Audit at customer's site

Properzi's specialists visit the customer site to give support in resolving the most critical issues or any other customer requests which cannot be addressed remotely. Once the intervention is completed, a detailed report will be transmitted to the customer which will include the reasons for the issue, any recommendations to prevent future issues, and all possible areas of improvement.

Advantages obtained with Properzi Services

Exploiting the opportunity given by the new Technical Consultancy service, Properzi's customers can obtain:

- Fast troubleshooting and relevant remedies
- Continuous operator(s) training
- Opportunity for improvement and modernisation
- Total increase in efficiency
- Quality improvement
- Consistent economic savings

With the Technical Consultancy service, Properzi is taking the continuous support of our customers to a higher level.

For further details send an e-mail message to consultancy@properzi.it, or visit our website: www.properzi.com.