



## case study

# Serving Up One Hot Cup of Success for Leading Beverage Manufacturer



Powered by  
**RUBIX**



£45K  
Cost Savings



Less Production  
Downtime



Outcome: Better Control  
of Onsite Lubrication



Before



After



After

**Brammer Buck & Hickman, Europe's leading distributor of industrial maintenance, repair and overhaul (MRO) products and services has provided leading beverage company a with considerable savings through a comprehensive programme to maximise lubrication efficiencies and best practice, which has included employing a full-time specialist lubrication engineer onsite.**

### Adding Value

Brammer Buck & Hickman has been the customer's preferred MRO supplier for some time, purchasing a range of product including metal sheets, tools, pumps, motors, gearboxes, valves etc. In 2013, the relationship was cemented with a dedicated one-man Insite™ at the company's HQ in Banbury,

Oxfordshire. Insite™ provides the benefits of a Brammer Buck & Hickman branch but located within a customer's premises and dedicated solely to that customer.

The customer was quick to realise the benefits of a Brammer Buck & Hickman Insite™, understanding that not only would it save the cost of purchasing its spare parts, but that the knowledge and expertise Brammer Buck & Hickman has in the food and drinks sector could prove invaluable in reducing downtime and improving efficiency in managing spare parts replenishment in the engineering stores.

By getting Brammer Buck & Hickman to manage the stores through an Insite™, the customer actually had far better control due to our expertise, combined with detailed KPIs and

engineers to work at the 'coal face', rather than them having to worry about chasing up spare parts.

In 2015, Brammer Buck & Hickman took over the customer's store management, followed two years later with taking over management of the 'Goods In' department for the entire site, including R&D. With an in-depth understanding of the company's production facilities developed over the years, Brammer Buck & Hickman was able to identify a key area for improvement at the site: lubrication of gearboxes and motors.

Lubrication practices were not fully optimised, with inconsistent lubrication and the incorrect amount of lubricant – often too much – being used. Furthermore, the lubricants were not stored appropriately



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meaning spills caused potential safety hazards, there was the potential for cross-contamination and for the wrong lubricant to be used due to inadequate labelling.

## Creating Solutions

In 2018, Brammer Buck & Hickman took over the lubrication duties at the customer's site, creating fully operational, dual-branded lubrication stores, employing a full-time lubrication engineer and standardising the lubricants used.

Until this time, lubrication services had been undertaken by a different supplier working with the customer's in-house lubrication engineer. With the engineer retiring, the customer examined its lubrication practices site-wide and looked to outsource this.

Brammer Buck & Hickman proposed it employ a lubrication engineer to work full time at the site and create a dedicated lubrication store. The store was built in a convenient on-site location, partitioned off from the factory to prevent cross-contamination and ingress of airborne dust and dirt. Efficiency, effectiveness, and health and safety has been enhanced through the implementation of 5S workplace organisation within the new store: Sort, Set In order, Shine, Standardise and Sustain. Each drum now has its own dedicated location in the store, marked clearly on the floor, and each is labelled and has its own

nameplate to ensure the correct lubricant is always used. Spill control kits have been introduced, along with safe methods of drum and barrel transfer.

The lubricant was standardised to one supplier - ROCOL. ROCOL develops and manufactures technically advanced industrial lubricants to the highest quality. Each batch of product is tested by experienced personnel to maintain the high standards of quality and superior performance.

With this latest development, Brammer Buck & Hickman now has six people working on-site in total.

## Providing Savings

Since adopting these changes, the customer was able to dispense with the services of an additional supplier, resulting in very considerable cost savings. Being based on-site also means the lubrication engineer can lubricate all the motors and gearboxes daily, for maximum effect.

Brammer Buck & Hickman has managed to increase the lubrication on-site by 40-50%, yet by using the correct amount of lubricants for each unit has reduced the overall amount of product used, saving money. Better lubrication practices have resulted in better-performing equipment and, over time, longer unit life.

Thanks to the fully operational lubrication stores and the introduction of a permanent on-site Brammer Buck & Hickman lubrication engineer, considerable cost savings have been achieved. Furthermore, the lubrication store was awarded the highest audit score within the site.

One of the customer's Site Engineers commented, "through Brammer Buck & Hickman and ROCOL, the factory has better control of our on-site lubrication whilst also saving money. The lubrication store is managed to a good standard, our lubrication product has been standardised wherever possible and they have trained our own engineers in best practice. Lubrication often gets overlooked in the industry, but it's important for assets on site. In the short term, we've noticed less downtime since making these changes and we expect there to be further long-term benefits as well. As far as I'm aware, this approach to lubrication by Brammer Buck & Hickman hasn't been done anywhere else, but for big sites it's ideal. We find it to be working very well and is highly cost-effective."

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Our Insite™ Manager commented,

**// We pride ourselves on great service, as well as the trust between the two companies and most importantly the great relationship between us and the customer. //**

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The excellent work carried out by Brammer Buck & Hickman at the customer's site in the UK has also had a wider impact, contributing to the awarding of a substantial EU contract across nine countries.

The two companies are now looking forward to taking their partnership to the next stage, looking to tackle new challenges like oil sampling and lubricating more units on-site with the correct amount of oil/grease.

Contact us to find out more:

T: 0870 240 2100

E: [marketing.uk@bbh-rubix.com](mailto:marketing.uk@bbh-rubix.com)

[uk.rubix.com](http://uk.rubix.com)