

L'ORÉAL

REDUCING ASSET DOWNTIME AND INCREASING MECHANIC UTILIZATION WITH IMPROVED MAINTENANCE MANAGEMENT

INDUSTRY

Manufacturing & Distribution

ACCRUENT SOLUTIONS

Maintenance Connection - CMMS

"Now, when we look at performance results, we're able to look at reasons for downtime or other maintenance-related issues. Breakdown is no longer a key issue. The ability to maintain the equipment has proven to be a massive benefit to L'Oréal."

– Harry Silverman, AVP Engineering



Watch L'Oréal share their journey to success on accruent.com

[WATCH THE VIDEO](#)

€26B
ANNUAL SALES

32
BRANDS

5
MANUFACTURING
FACILITIES

15
DISTRIBUTION
CENTERS

THE COMPANY

For more than 100 years, L'Oréal has been known as the world's largest cosmetics company. Headquartered in Clichy, Hauts-de-Seine, France, the company also has five major manufacturing facilities and 15 distribution centers in the United States. L'Oréal's business and manufacturing plants are home to thousands of employees.

THE CHALLENGE

As L'Oréal continued to expand across the United States, the company recognized that performance improvement was key to equipment maintenance. L'Oréal needed a solution to track asset health and help the team increase the lifespan of equipment. The team wanted a system to house asset information, including unique equipment and products manufactured on a location-by-location basis.

- Equipment lifespan needed to be increased
- Unable to pinpoint asset downtime
- Lack of multi-site reporting on common metrics

"Ease of use was critical for us because we needed the team to recognize the value of the software and how it could help us. More importantly, we had to get people to use it."



THE SOLUTION

L'Oréal selected Maintenance Connection as its computerized maintenance management system (CMMS) due to its ease of use. The solution was implemented across all United States plants to minimize maintenance costs and maintain equipment of all types.

- Established unique preventive maintenance schedules
- Quick access to information via mobile devices for technicians out on the floor
- Automated reporting and KPIs for management with snapshots of maintenance performance

"One factor we measure is the utilization of our mechanics. We are always trying to bring that percentage up as high as we can. Now, one way we can do that is by not having them waste time going back to a central location to close out a work order. Everything is done remotely."

THE RESULTS

With Maintenance Connection, the L'Oréal team can quantify performance by producing detailed reports on top performance KPIs, house all asset information in one location, increase mechanic utilization on the floor, and decrease the risk of downtime associated with equipment breakdown. The team can now even pinpoint how and why downtime is occurring.

- Minimized maintenance costs
- Reduced breakdowns with preventive maintenance schedules
- Improved mechanic utilization with mobile access to work orders
- Real-time asset information and work order progress from mechanics and technicians
- Scheduled downtime and preventive maintenance based on historic equipment needs