



# Shire News

Celebrating 25 years

Spring 2007

## New Shire customers

We warmly welcome the following organisations to FrontLine's user community:

Alstom Power Services

Aston Martin

Bank of England

Boots Manufacturing

Brake Bros

Buckingham Foods

Corus

Cross Manufacturing

Discovery Foods

Dublin Port Tunnel

Finlay Hydrascreens

Fulham Football Club

Geo Adams

Glasgow NHS Dental Hospital

Glen Turner Distillery

Grantham College

Greater Manchester Waste

Hilding Anders

Hitachi Cable

HP Foods

Ibstock Brick

Initial Building Services

Jersey Gas

Key Facilities Management

Lockheed Martin

MFI

Mowlem

Pitney Bowes

Salvesen Logistics

Shankes Waste Management

Shetland Fish Products

Siemens Automotive Systems

Sonora Foods

Tarmac Topblock

Trinity Mirror

Unilever

Unistrut

University of Northampton

Village Bakery

Warburtons

WCS Environmental

## FrontLine 3

Like all Shire software over the past 25 years – **FrontLine 3** has evolved from user needs and wish lists; it's been specified by maintenance professionals in the workplace – people like you. New features packed in for increased speed, power and ease of use include:

- Improved Key Performance Indicator (KPI) reporting and access to third party Report Generators
- Powerful search capability
- Asset tracking and routes
- Microsoft SQL Server database
- Tree views
- Better interfacing with other systems, including SCADA
- Integration with Shire OEE – to be released this summer

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## Did you know?

Maintenance Management is one of the food industry's greatest concerns. **20% of product recalls are due to problems with equipment, not ingredients.**

Shire News is now available in an online format. If you would like to be added to our subscription list, please send your email address to: [info@shiresystems.co.uk](mailto:info@shiresystems.co.uk)

## Shire 25

In 1982: Argentina invaded the Falklands; Italy won the World Cup; Channel 4 was launched; Michael Jackson released Thriller; Microsoft was the new kid on the block and Shire Systems was created.

25 years old in 2007, Shire will be celebrating throughout the year!

Call about upgrades!



Maintenance Management is a piece of cake with FrontLine – the UK's best selling CMMS





## Helping you keep a watchful eye!

*Although HACCP-enabled and aimed at food processors, Food Sentinel™ is a total quality management system that can be used by ANY organisation to ensure regulatory and contractual compliance, implement benchmark targets and best practices and drive continuous performance improvement. Why food? Read on...*



With a turnover of £70bn, the food industry is the single largest and best performing manufacturing sector in the UK – it's also the most highly regulated consumer-goods industry after pharma. Margins are paper thin because the supermarket price war is driving costs upstream of the retail point to be absorbed by manufacturers and producers, and high energy costs are crippling energy-intensive operators. Its waste products are an environmental protection nightmare and, after Quarrying and Mining, the sector has the worst safety record – double the manufacturing average. There's more...

The industry is labour-intensive with lower qualified workers than in other sectors. Less automation means more things go wrong due to human errors, mistakes and malicious acts. Biosecurity, food safety and product quality are continuously threatened – so businesses face exacting media and government scrutiny.

Due diligence demands that management enforce a program of continual, intensive compliance auditing at their premises and throughout the supply chain. This is costly, as over 10% of the workforce may be dedicated to these activities. To defend their meagre margins, manufacturers have no option but to work smarter and more systematically. Shire decided to offer some amazingly affordable help.

Using Food Sentinel™ software and handheld computers, audit and monitoring performance can be transformed immediately. Everything gets easier! Paperwork and administration are slashed and the considerable savings can be invested in R&D, product price cuts or pocketed as profit. Call us.



## Shire road shows coming to a venue near you:

21st February Gwent

7th March Newcastle

29th March, Belfast

25th April Swindon

more venues throughout the year –

contact us today

to reserve your place.

*Shire is hosting a day of presentations and invites you and your colleagues to join us. There are two free sessions:*

### Morning – “Introduction to FrontLine”

You may already use FrontLine and need a refresh on some parts of the system, or new members in your team may need bringing up to speed. Perhaps you just have a general interest in CMMS and need more information about how these systems work. This informative half-day session is an overview of the main features and benefits, covering Maintenance Management, Stock (materials management) and Work Requester (paperless work requests).

**Afternoon – “Mobile Maintenance Solutions”** Join Maintenance, Technical, Quality and Engineer professionals from an assortment of industries to look into the ins and outs of handheld technologies and find out how and why they're transforming the workplace.

With Shire's handheld maintenance and materials management solutions you can eliminate paper, save time and money and improve data accuracy. In the field, you can capture signatures, meter readings, send or raise planned and reactive jobs, post results and control stock.

## Maintec 2007 – 20-22nd March 2007

Shire is at **Stand D41**. If you're going to the show, join our 25th Birthday Celebrations – you can take a look at FrontLine 3, Safety 1st, Food Sentinel™ and get a sneak preview of Shire OEE.

If you want tickets, phone in, or email: [info@shiresystems.co.uk](mailto:info@shiresystems.co.uk)



**Watch out for Food Sentinel™ roadshows coming soon. Put your name down now!**

**Stand D41**  
[shiresystems.co.uk](http://shiresystems.co.uk)

## FrontLine helps Charles Wells roll out the barrel – bottles and cans as well

*The same spirit of restless innovation driving Charles Wells to create beers like Wells Banana Bread Beer drove this forward thinking company to be one of the first to adopt computerised maintenance management. That was over 20 years ago and the system was FrontLine from Shire. Today, Charles Wells still uses the latest-generation of FrontLine.*



In Bedford, Charles Wells brews over 300,000 gallons per week of leading brand ales and lagers, packaging them into kegs, casks, bottles and cans. FrontLine Maintenance Management is used to ensure equipment availability at every stage of the brewing and packaging processes.

With a required 30% increase in production, Charles Wells' Engineering Administrator, Graham Walker, is overseeing the transition to 24/7 production; this will remove the luxury of opportunity planned maintenance at weekends and place intense emphasis on running reliability and uptime.

As part of the new maintenance response, Charles Wells has completed the first phase of an upgrade to mobile, paperless asset management using FrontLine's easy add-on HandiWorks and HandiParts modules. The new modules eliminate paperwork by allowing engineers on the floor to communicate remotely with the FrontLine system – so also saving time, increasing data accuracy and the immediacy of management information.

Walker explains: 'The core FrontLine module holds a complete list of our machinery together with planned tasks and set timescales for completion by our internal maintenance teams or external maintenance contractors. Previously, I would print off a list of planned maintenance jobs and run a management report on the rolling average of completed maintenance tasks – once the engineers' feedback had been entered into the system. With the new handhelds,

communication to and from the engineering teams is faster and I get almost immediate confirmation that a task is finished, together with additional comments from the engineer.'

To start with, the Brewhouse and Electrical teams were provided with twelve handheld PDAs and undertook a half-day training session. During the initial trial, Walker calculated there was a measurable increase in productivity of 6% and a 10% increase in the reporting of corrective maintenance tasks – identified and completed by engineers during their routine work rounds.



Keeping track of each planned and corrective maintenance task, FrontLine builds a comprehensive service and breakdown history for each machine, helping the maintenance team identify and target the most problematic. Use of the FrontLine suite extends to managing the engineering stores, spares purchase, budgetary control and other financial aspects of materials

management. With the Stock Control, Purchasing and Financial modules integrally linked to the core Maintenance Management module, stock numbers can be added to work requests and stock



issues logged via PDA, whilst re-ordering can be automated to maintain critical stock levels. The fully integrated Financial module collates day-to-day labour and spares expenditure and helps Walker manage budget forecasts, actual spend and the calculation of plant depreciation.

The next step is to roll out use of PDAs to other areas of the brewery. There's no doubt that all concerned will want to raise a glass of Banana Bread Beer, Bombardier Bitter or Waggle Dance to toast the next stage in Charles Wells' ongoing journey to world class operations. Cheers!

## FrontLine helps Dublin Port Tunnel see the light

*FrontLine Maintenance Management and Stock Control have been implemented at the new Dublin Port Tunnel to streamline the management of planned and corrective maintenance.*

Opened in December 2006, the €752m tunnel relieves road congestion by taking



heavy goods vehicles from Dublin port directly onto the motorway network. With twin 4.5 km dual-carriageway

tunnels, it's the longest urban motorway tunnel in Europe and was the largest civil engineering project ever undertaken in Ireland.

To ensure safe and efficient operation, the tunnel is fitted with extensive mechanical and electrical systems, over 100 CCTV cameras and monitoring equipment for airborne particulates and VOCs. All equipment is monitored and controlled using a SCADA (Supervisory Control and Data Acquisition) system. The SCADA system accumulates event data from devices and sensors located in and around the tunnel, constantly updating the



operations room with alarm information, fault alerts and readings.

FrontLine links to the tunnel's SCADA system through a real-time communications interface and can pick up any of the SCADA-acquired data. Alarms and readings with relevance to equipment maintenance were identified and these are routed to FrontLine. Shire's interface is configured to respond to approximately 9,000 alarms, automatically generating a FrontLine work order for predefined corrective maintenance. The interface also captures 'hours run' data from pumps, fans and other tunnel equipment – FrontLine uses this information to auto-generate usage-based preventive maintenance work orders.

Interfacing FrontLine with your SCADA or Building Management System will eliminate admin and increase equipment availability. You can drive down costs while assuring increased safety and customer satisfaction.



## Getting the most out of FrontLine

*When you get back to your bench after attending a FrontLine training course, it's a dead cert you'll face a backlog of paperwork and issues requiring immediate attention.*

Days or weeks may pass before you can really start thinking about how you're going to implement FrontLine. At that point there's a good chance you won't know where to start!

New learning is volatile and, when you don't apply it immediately, it evaporates. Initial clear intentions are replaced with a fog of confusion. And there's a bigger problem: setting up a CMMS to serve higher level management needs is a complex undertaking requiring long and careful thought when you haven't done it before. Because of the pressures of your day job, you may never get time to do it properly so things are easiest for you and management gets their expected return on investment.

The best way to avoid these and other problems is to use Shire's implementation services. Directly after completing a FrontLine orientation course, and ideally before, Shire can help you draw up a statement of business needs, the goals you want to achieve and a well-focused action plan. The study will cover where you are now, what you aim achieve from

your CMMS and how you're going to do it. Working one-to-one with you and your team we can help you map workflows, identify pinch points and align FrontLine's functionality with your strategic and workplace needs. We can help you define the management reports your organisation needs and make sure FrontLine is set up accordingly. We will



close your team's skills gap and open your eyes to system capabilities and possibilities that

will enable you to reach performance levels you never dreamed of.

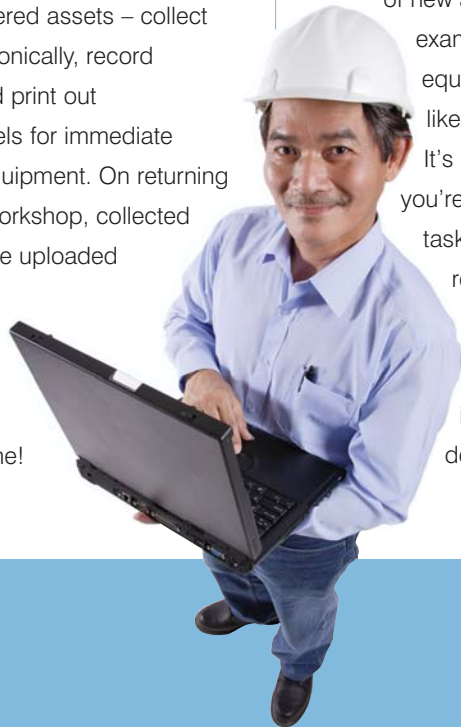
A fast, effective and right-first-time CMMS implementation delivers immediate and on-going bottom line gains for your organisation – the payback is very rapid indeed. Call us.

*Debbie's back! Many old hands will remember Debbie Carless training them to use FrontLine. In 2002, Debbie left to further her career with a world leading car manufacturer. Getting hands-on with maintenance, she led the Facilities Maintenance team and put FrontLine through its paces at the engine plant. After helping to sort out British manufacturing, she's now back and available to help you get the most out of FrontLine.*

## 'On the spot' registration and labelling of kit

*New assets of any kind need to be registered on acquisition and most have to be checked over before they can be safely and legally used. Whether fixed or moveable, new assets tend to be delivered to their point of use, not the central maintenance facility, so data collection must be carried out on site where the asset is located.*

With FrontLine Data Asset collector, using a notebook computer and portable printer you can – for both new and previously registered assets – collect asset data electronically, record observations and print out identification labels for immediate attachment to equipment. On returning to the office or workshop, collected asset data can be uploaded effortlessly to the FrontLine Maintenance Management system – job done!



*'It saves me so much time and effort – I just couldn't cope without it!'*

*Bill Collier, Asset Manager,  
Salisbury Health Care NHS Trust Hospital*

Your benefits...

- Reduced data collection time and complexity
- Eliminate paper
- Eliminate transcription errors
- Due diligence acceptance and handover of assets
- Easy to use
- Immediate gains with quick payback

It's ideal when you have a high frequency of new asset additions, for example, in a large equipment-intensive complex like a hospital. It's equally valuable when you're facing the monumental task of enterprise-wide asset registration when implementing a CMMS. Call today for more information or a demonstration!

## Holding your hand with WebEx

*Have you ever wished that Shire could be right there next to you when you have a query or problem? Wish granted thanks to WebEx!*



Using WebEx software, we can now interact directly with Shire system users live over the Internet. With your permission, Shire technical personnel can view or take control of your application, or entire desktop, providing hands-on guidance and help to pin point and resolve your system problems faster and with much less hassle for you.

With Webex, we can initiate online sessions to demonstrate how to do something within Shire software or diagnose and fix a problem you may be

experiencing. We can swiftly and easily transfer any needed files, remedial patches and analysis tools directly to your desktop.

### Easy to use

WebEx uses a standard web browser and self-installing plug-in, so there's no need to pre-install or configure additional software. It's easy.

### No geographical limits

Geographical limitations no longer exist when issues crop up. Wherever you are on the Internet, the Shire team can be by your side.

### Secure

Shire and WebEx are committed to maintaining your security. WebEx's services have earned Web Trust and SAS70 certification. These certifications are awarded for trustworthy e-commerce and secured controls and safeguards.

Data sent over the Internet using WebEx is encrypted using 128-bit SSL, the standard encryption used by e-commerce sites on the web. No worries.



## Due diligence and you

*When you're accused of a breach of a statutory regulation, the Law presupposes you're GUILTY. The Law will consider a defence of 'due diligence', but that's not easy to demonstrate without considerable pre-investment in training, facilities, procedures and information systems. Nevertheless, prevention is infinitely better than the alternative...*

### Guilty until proven innocent

When you're accused of a breach of health, safety or environmental regulations, there's a reverse onus of proof – the onus is on YOU to prove your innocence. This is because a breach of this type of regulation is a 'strict liability' offence; in Law your duty is 'absolute'. As regulation and red tape mounts, your chances of falling foul of such regulations are on the increase.

### Increasing personal accountability

The many recent deaths in multiple rail disasters - caused by poor track and trackside equipment maintenance - and the dreadful 2002 outbreak of Legionella in Barrow-in-Furness, where 7 people died and another 172 were infected - because routine maintenance of water systems was ignored – has incensed the public. The public and media are angry

about major accidents and disasters triggered by poor engineering and maintenance – and they want the perpetrators nailed. Negligent acts and omissions, once politically tolerated, are no longer. Those responsible are being increasingly vilified and held to account.

### Getting off the hook

Documentary evidence is vital for a successful defence of due diligence. We live in a paperwork and data-driven world and the authorities will seek evidence of guilt or innocence from hard copy records and computer files. As in quality systems auditing, 'if it's not documented, it didn't happen', so don't count on talking your way out of it. You can explain and argue until you're blue in the face but, if you don't have the records, you've had it.

The Law requires you to have carried out a thorough risk assessment of your operations and put in place procedures and monitoring & control systems that will ensure continuing integrity and safety. The onus is entirely on you and your organisation to decide on and implement adequate provisions in accordance with your particular circumstances. As a result of moving to this risk-based approach, the authorities have become 'hands off' on a day-to-day basis. In most industries

they'll leave you alone - until something nasty happens – then you can expect very close attention indeed.

trail through your record systems. The degree of diligent care expected from you depends on the scale of the risk, that is,



Your records need to be time and date stamped. You should be able to show that your critical information systems are robust and tamperproof and there must be adequate provisions to prevent falsification of critical records. You should be able to demonstrate effective change control and the ability to pursue an audit

the likelihood and consequences of those worst-case, credible events identified in your risk assessments.

***Good luck! If you want any advice about setting up FrontLine to help discharge your duty of care and evidence compliance with regulations, call us.***