

# Case Study Vanderlande Industries (VI) - Setting up a Maintenance Team at Buffalo International Airport

## Customer Background :

VI are a material handling and logistics automation company who was appointed by Buffalo International Airport to carry out a 3 year maintenance contract on their newly commissioned baggage system upgrade. The site was a heavily unionised environment and state legislation was driving salary expectations. Due to the size of the organisation they could not afford to have dedicated trades people.

## Challenges :



SML was approached to support VI by setting up a maintenance team to deliver their contract. This was a new team that needed to be created including all of the recruitment, processes, maintenance activities and organisational structure.

## Solution :



- Defined team structure to include extended working hours
- Set up local management and escalation procedures
- Identified, recommended and appointed candidates with the right skill sets for each role
- Developed an effective maintenance plan

## Business Impact :



- Qualified and experience maintenance team was put in place
- Clearly defined maintenance plan put in place to meet warrantee requirements
- Escalation processes clearly identified and mapped

## Customer Feedback:



*“SML was masterful in organizational implementation and addressing the needs of the individual and the maintenance team. The methodology used from defining team requirements to evaluating and recruiting the maintenance team members were second to none with a strong ability to recruit, hire and train all levels of the team during the maintenance contract process.”*

**Senior Project Manager**