

Heathgate Knowledge Engineering, on stand D 30

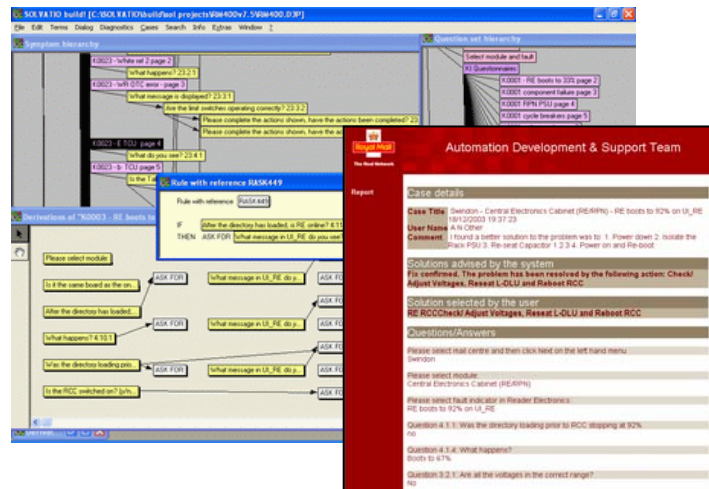
Intelligent Systems Speed Fault Diagnosis

Maintenance professionals recognise that as much as 80% of the downtime associated with a fault can be accounted for by time taken to diagnose the cause, before the technician can start the right corrective action. Reducing this fault diagnosis time can bring huge benefits to downtime and performance.

Heathgate Knowledge Engineering brings a new and different direction for you to improve your maintenance and asset management performance, through the use of intelligent systems to leverage the knowledge about your assets right across your organisation.

However good your preventive maintenance programme might be, breakdowns can and will still occur, and there will always be a need for some corrective maintenance. But your technicians can't start fixing the problem until they have worked out what exactly is wrong. However well trained and motivated your staff, the increasing complexity of equipment they maintain makes diagnosing the cause of the problem a complex and time-consuming process. Your organisation's best expert, or your supplier's best expert, may not be available at short notice, especially at 2.00 am, and your technicians can struggle to make sense of the symptoms they see.

Modern Intelligent Systems can assist your technicians, equivalent to having the best possible expert on each piece of equipment always on hand to tell the technician how to diagnose the fault, and then how to correct it. By cutting this diagnosis time, overall downtime can be reduced dramatically, improving performance, and freeing up staff time to pursue other maintenance improvement actions.



Heathgate Knowledge Engineering on Stand D 30 will be pleased to explain how you can go about implementing this type of automated fault diagnosis solution. They will also be leading a workshop on Thursday 3rd at 10.30am, to explain how to set up and use intelligent systems as part of your overall maintenance improvement programme.

[294 words]

Notes for Editors

Heathgate Knowledge Engineering was launched at Maintec last year, and brings together in-depth skills from the maintenance consulting and technology fields. Key players in the company include Andy Bates, formerly vice president with Entek/IRD (now Rockwell), and Geoff Walker, formerly the director leading the maintenance and asset management consulting practice of Coopers & Lybrand / PwC. Between them and their fellow directors and staff, they bring a wide range of skills to the world of maintenance and asset management.

Andy for example has previously introduced a series of developments to the market in the area of condition monitoring, allowing complex condition monitoring signals to be simply interpreted by engineers, giving them a clear guidance on the action to be taken. Some of these solutions used expert systems, a thread that continues into the world of Heathgate Knowledge Engineering, but extended way beyond the narrow scope of condition monitoring, with applications in virtually all areas of maintenance and asset management.

Geoff Walker can be said to have been one of the fathers of the maintenance management consulting business in the UK, having been one of the founder members of Coopers & Lybrand's maintenance consulting practice at a time when the term "maintenance management" was seen as a contradiction in terms since maintenance was frequently limited to firefighting. He has helped many organisations improve their maintenance and asset management performance, helping them to adopt techniques such as TPM, RCM and CMMS which were new at the time. These techniques are all now seen as a basic and essential part of any maintenance programme. Geoff now sees intelligent systems providing automated fault diagnosis as the equivalent "new big thing" for the next generation. "In the future, intelligent systems for fault diagnosis will become part of the standard way of doing things, much as CMMS, RCM and TPM are now," says Walker.

Heathgate Knowledge Engineering work right across the asset intensive industry sector, with clients in such areas as utilities, oil & gas, transport, and defence. Last year, one of their clients, Nick Briggs, Director of Engineering Services at Royal Mail, was part of the Maintenance Professional of the Year presentations, describing how Heathgate Knowledge Engineering has helped Royal Mail to improve its equipment maintenance performance through the development automated fault diagnosis systems.

In December, Heathgate Knowledge Engineering were one of the finalists in the IM2004 awards for the work they had carried out with National Grid Transco in applying this type of solutions to optimising asset management decisions.

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