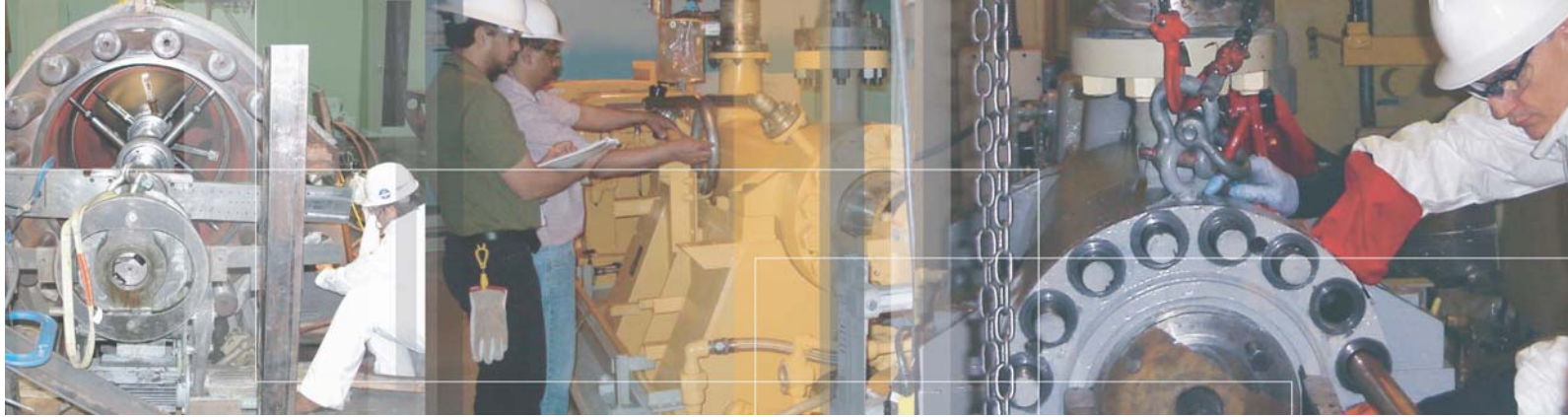




10 Tips for Managing a Successful Field Service Project

- 1** Vet your field service provider and make sure all field technicians assigned to the project are trained per your site specific requirements. To prevent delays, make sure your in-house maintenance personnel are trained in rigging, lock outs, and safe operation of cranes and forklifts.
- 2** Maintain a single point of contact for project management to facilitate accuracy and consistency throughout the project
- 3** Review the pump's performance ahead of time. If a barrel pump has had a sudden and dramatic loss of performance, it could be an indication of internal leakage. If that is the case, be prepared to weld and machine the case and have commitments from your field machining contractor before the outage begins. If the entire element change-out is to be subcontracted, be sure to ask your contractor what he will do if there is a need for field machining.
- 4** Review your inventory of spare parts ahead of time. Be sure what you will need is on hand.
- 5** To eliminate unforeseen delays and last minute adjustments in logistics, obtain and set aside any pump-specific special tooling to have ready for use during the project.
- 6** If the field service project requires two or three shifts per day, thorough face-to-face turnovers should be conducted at the jobsite to ensure efficiency. It is important that the field service technicians take the time to meet and discuss the project status, sharing critical information for a smooth transition from one shift into the next.
- 7** Plan for potential shop repairs of bearing housings, seal housings, etc. You may not need them, but get budgetary quotes and lead times in advance. If you do need them, you can send them off without wasting time.
- 8** Ensure your field service team provides regular updates and submits field reports and time sheets daily. It is important to keep an open line of communication during the field service project, especially where daily cost is concerned. You do not want to be blindsided with final cost at the end of the project.
- 9** It is best to plan for a difficult disassembly. If the disassembly goes well, you've gained that much more time.
- 10** Safety has to be the priority for every person involved in the field service project. This includes the in-house maintenance team, the project managers, the field service technicians - everyone. Never compromise safety to meet project deadlines. It is critical to keep everyone safe throughout the duration of the project.

