



RE-ENGINEERING POSSIBILITIES

HYDRAULIC REPAIR AND MAINTENANCE SERVICE SAVES CUSTOMER 64 HOURS

04

DAY TURN TIME

05

REPAIR TASKS COMPLETED

64

HOURS SAVED

Black Shield
SUPREME QUALITY POWDER FREE NITRILE GLOVES
XX-LARGE

THE CHALLENGE

We were recently contacted for an urgent job.

Our client provides hydraulic repair and maintenance services for various industries throughout Mackay and the Bowen Basin. An unexpected breakdown had caused significant loss in productivity on a mine site and our client required a hydraulic cylinder to be repaired immediately.

THE SOLUTION

We understand critical breakdowns need special attention.

At Austchrome, we have streamlined our workflow processes from end-to-end to ensure maximum productivity and minimise time lost to breakdowns for our customers. We believe that effective communication with our customers helps us understand their specific needs and deliver the best outcome for their business.

Effective communication between our scheduling team and the workshop meant we were able to swiftly respond to our client's needs and provide a timeframe for the cylinder repair to be completed.

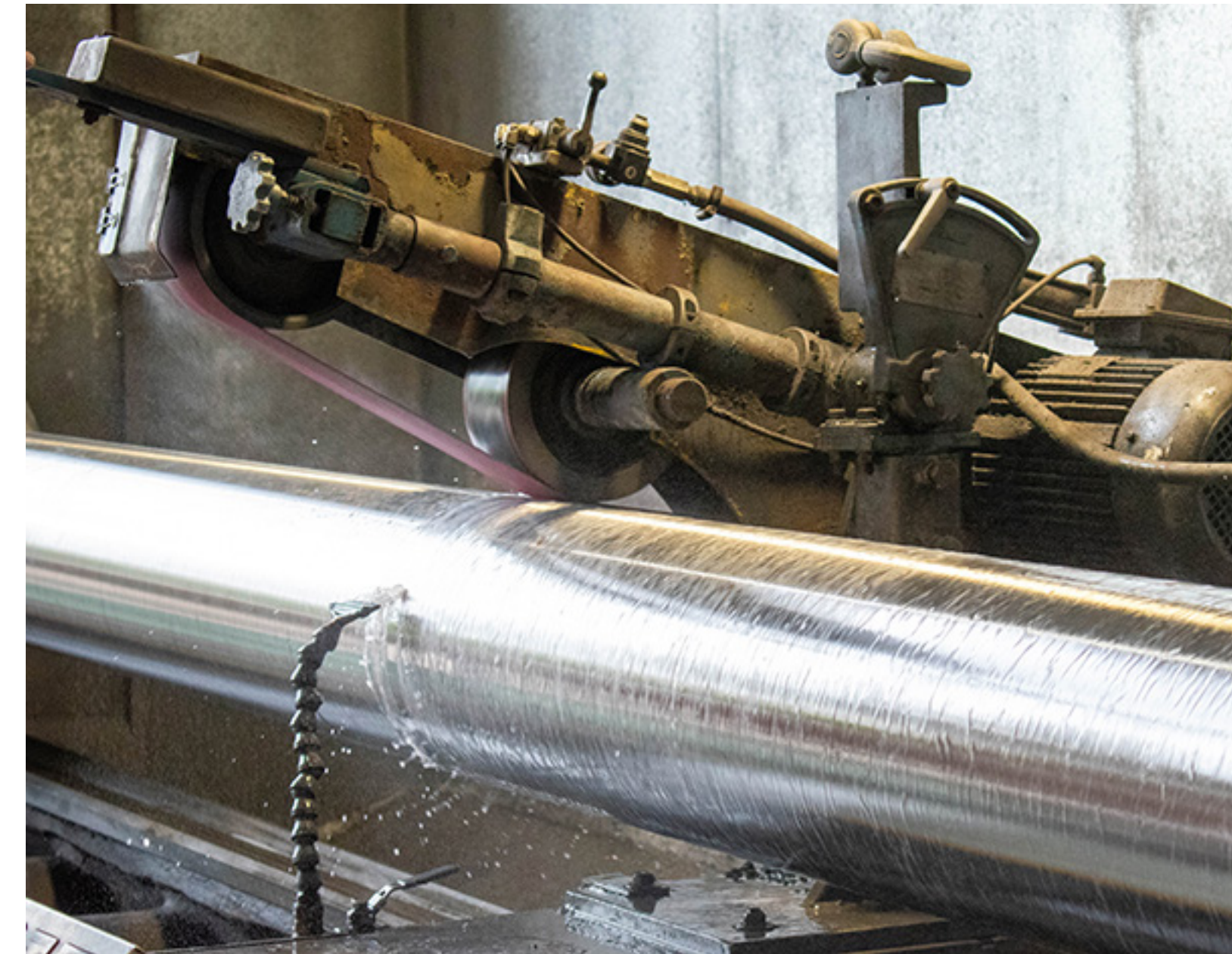
Having two workshop sites means we are often able to accommodate additional workload and, in this case, Austchrome were able to meet our client's urgent deadline and deliver the repaired cylinder within four days.

Scope of work:

- **DISASSEMBLY**
- **INSPECTION**
- **CLEANED**
- **REPLACE SEALS**
- **RE-ASSEMBLY**

"COMMUNICATION IS KEY TO BUILDING UNDERSTANDING OF OUR CUSTOMERS' SPECIFIC NEEDS AND ENSURING WE MEET THOSE NEEDS WITH EFFICIENT AND QUALITY SERVICE."

Craig Williamson, Manager



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