

High-Speed Factory Servicing Gets Even Faster for Gas Analysers

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Seven days! Geotech has halved gas analyser service and calibration time to just seven days. This compares with industry averages elsewhere of weeks and months. Geotech service speed helps customers with fleets of analysers save hire costs and for users with just one or two, it minimises on-site downtime. Now the Geotech comprehensive service and calibration can be completed for a single-unit user in just about a week. For the Geotech service contract customers, turnaround is even faster than seven days. See: 'Geotech Service in Action' (http://www.geotech.co.uk/service_process_overview.php?pageID=115)

According to Dean Kavanagh, Technical Services Manager, Geotech is using proven business and process improvement tools, including Kaizen and Six Sigma to strengthen product and service offerings and to develop its people. One result is the successful streamlining of calibration and service to achieve high-speed turnaround. "We have four fully-automated and computerised gas check and calibration systems; two in the UK, one in the US and one in Brazil. They are unique. Designed and built by Geotech, they give rock-solid consistency and quality to each calibration," he said. This service capability supports the GA2000 PLUS becoming the first UK portable landfill gas analyser to receive MCERTS certification – confirming that it performs fully and exactly to its high level of specification.

Further key investment comes with the Geotech Service Manager system which tracks and controls all analysers being serviced. It ensures on-time deliver to customers, as well as maintaining a highly effective record of all service activity for every instrument manufactured and serviced by Geotech. In addition to a calibration certificate, Geotech customers receive a full service and calibration analysis report on the condition and performance of their analyser.

Geotech's service engineers helped identify and implement the key improvement ideas to reduce potential client downtime during servicing. Their experience and knowhow provides the core capability of Geotech service excellence. Within the service team an inbred-culture of Continuous Improvement exists and they share and champion the view that 'rapid service turnaround is good for everyone'.

An additional benefit that comes from this is more efficient use of Geotech's service resource. It allows increased manufacturing capacity so the beneficial knock-on effect reduces lead times on new analyser delivery times also down to seven days. With Geotech's continued process improvement in manufacturing and service, the future could see turnaround times reduced even further.

Ends.

Editor's Note:

Gas analysers need regular factory service, calibration and test to confirm accuracy. Calibration records can validate compliance for; laboratories, indoor air quality, CDM, carbon credits, safe landfill operation and methane management and extraction and also prove landfill or anaerobic digester gas quality going to gas engines. Failed gas quality control can invalidate gas engine warranties, cause expensive damage and stop power generation.

Rapid factory service turnaround for analysers is vitally important to customers so they can continue with minimum interruption and down time.

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