



United Biscuits

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Dear Peter,

Thank you for the service call earlier today. As always it is great to hear from you and to keep abreast of your latest innovations.

After speaking to you it prompted me to think back over the progress we have made in improving the Engineering service here at McVities Glasgow. Did you realise it is almost 10 years since we first tried some of your oils in a moulder gearbox. At that time your products were considered to be a high, risk alternative to the more recognised brands of lubricant. We had to do some serious testing to convince the Management team that we were onto something special at that time. I still have those early load measurement results and they still make the energy reduction benefits clear:

Date 10.04.98

Line 1 Moulder main drive Reynolds gearbox -- Full load current reduced from 12.2 Amps to 10 Amps (18%)
Line 4 Final gauge roller main drive Croft g/box -- Full load current reduced from 6.2 Amps to 5.5 Amps (11%)
Line 3 Pitching conveyor drive gearbox -- Full load current reduced from 5 Amps to 4.7 Amps (6%)

Most people at that time had never heard of Plasma and the idea of thinly coating the internals of a gearbox in it was not viewed positively. However the long, term results have proved the doubters wrong as the move from conventional mineral oils to Slipstream products helped us to reduce our Engineering downtime significantly. When we started the programme of lubricant replacement the factory was running with downtime rarely below double digits. The introduction of a PPM system and as part of that a Planned lubrication system reduced the average downtime to 5% for the first full year following completion of the programme. This was a revelation at the time and helped us to significantly improve the factories financial performance.

In the years since this we have been able to achieve downtime figures as low as 4%. Again you and your team have helped us to achieve this. While we continue to trust in our PPM plans we have also invested in new technologies to help us predict equipment failures. The use of your acoustic analysis equipment has helped us to trim further reductions in downtime and our latest investment in Thermographic imaging equipment will, I'm sure take us further forward.

It's been a long journey from where we were in 1998 Peter, but with your help we have made the improvements required to help McVities achieve its profit goals.

Thank you.

Andy

Andrew Wilson
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