



To whom it may concern:

The following summarizes several of the success stories and savings opportunities that developed in my relationship with ACT as Maintenance Site Manager at Cooper Tire and Rubber in Albany, Georgia:

- 1) ACT technicians worked on site with our people to resolve a Moog drive issue that if we couldn't resolve "at the machine", it would be weeks of time and thousands of dollars to ship to an international location for repair or replacement. ACT was able to help us resolve this issue for a few hundred dollars on site. A similar example occurred with Autotech resolvers. The volume use of these was up significantly and continued to increase with the previous vendor. As soon as we made the transition to ACT they helped us understand what the root cause was (set up issue) and met with our technicians to train them. ACT also implemented a caution tag noting the issue as a reminder. Volume dropped back to "normal" or in line with other plants.
- 2) ACT staff developed a process to streamline the repair backlog. We went from the previous vendor's backlog/turn around time of 36/28 days to 28/14 days with ACT for most items. This all happened at a time when plant downtime meant everything. The company was in a sold out position and needed every machine to run all the time. Some items were repaired locally in less than a week. This helped us reduce inventory levels.
- 3) ACT changed the game with our warranty repair process. The previous vendor denied everything, poorly tracked warranties (no bar code system) and no fault found. ACT installed a believable / verifiable process. We could follow the items lifecycle on existing repairs and had real data for new installations.
- 4) Repairable spending was cut by 50%.
- 5) ACT made a significant commitment to Albany by establishing a local repair shop. That shop saved us the time and freight costs back and forth. While the previous vendor had a regional shop, ACT made the commitment to base one right in Albany. In the short time before the announcement to close the Albany plant we estimated that the shipping savings alone saved us over \$25,000.

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