



Evides wins ISO 55000 certification with Infor EAM and Optimizer+

Facts at a glance



Headquarters
Netherlands



Industry
Water treatment



Products and services
Infor® EAM
and MaxGrip
Optimizer+



Solution partner
MaxGrip



Web site
evides.nl

When there's no room for compromise

Reliability and quality are the most crucial brand promises for a company like Evides Industriewater, which provides process water and purification of industrial wastewater for the chemical, petrochemical, and food industries. Evides prides itself on its uniquely innovative approach to maintaining top quality while effectively controlling costs.

To achieve the ISO 55000 certification, Evides had to prove not only that its physical assets were in top condition and flawlessly maintained, but that the organization committed itself to an ongoing, identifiable process for continuous quality improvement that would ensure excellence in the future. That's a daunting task in an organization as large and complex as Evides, which supplies top quality drinking water to 2.5 million customers in the Netherlands. The company's commitment to excellence not only led to ISO certification, it also won the company recognition as one of the first firms in the world to win similar certification from Lloyd's Register for quality assurance.



Our asset management plan is an integral strategic and operational whole. Not only does it identify our mission and strategy, it also describes what we expect from our most junior employee. If he doesn't administer his maintenance activities properly, we can't carry out detailed analyses and consequently have no idea of what can be improved."

Boris Neefjes, maintenance and technical support manager, Evides Industry

Evides proves what it promises with Infor EAM and Optimizer+

Putting the promise into practice

By giving reliability engineers a platform for better risk analysis and documenting the actions they take to put risk reduction strategies into practice, Infor EAM with MaxGrip Optimizer+ delivers proof that Evides is following best practices for asset management and operational quality. As a result, Evides' managers had concrete proof to support their application for the ISO 55000 certification, while also ensuring the highest standards of quality, reliability, and consistency throughout the organization. For Evides' larger customers, which include BASF, Shell, and Dow Benelux, it's essential that the products and services that come from Evides embody the highest standards at all times.

Ensuring superior results

The production and delivery of purified, processed water is an increasingly complex and demanding task. Quality, reliability, and consistency requirements constantly evolve, and providers need to identify and remove new types of contaminants from the water. It's no wonder that a water treatment company's expertise and its resulting water composition are what differentiate it from competitors.

Obtaining the ISO 55000 certification was an important milestone for Evides. It represented the organization's rise to the highest levels of performance and quality, and proved that it is positioned to continue providing top-quality water supplies, purification solutions, and treatment services to the most exacting customers. Just as Evides promises superior quality to customers throughout the Netherlands, Infor EAM and Optimizer+ deliver a platform to assure the best possible asset performance many years into the future.

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We use RCA to analyze failure factors....The next step is to process the outcomes in Optimizer+ again. This ensures conscientious closure of the improvement loop.”

Boris Neefjes, maintenance and technical support manager, Evides Industry

Evides builds a framework for excellence with better analysis

Assessing risk more accurately

Continuous improvement is one of the core values of Evides. Infor EAM with Optimizer+ helps Evides support that goal by generating a comprehensive risk matrix for all plant and equipment items and associating every asset with its contribution to the mission of the business. That gives Evides a complete view of the probable reliability and performance of all systems, so that it can ensure that it exceeds the requirements of its service level agreements (SLA), and maintain optimal reliability at an appropriate cost. The detailed information that Evides gets from Infor EAM and Optimizer+ takes the guesswork out of risk management, while helping to improve the company's overall performance.

Maximizing reliability

To improve reliability even more, Evides implemented the Root Cause Analysis (RCA) module for Optimizer+, which helped create a framework for continuously and systematically resolving recurring problems. One element of that process is to identify the five most frequent and five most expensive faults, and then to make it a top priority to resolve those problems. By continuously zeroing in on the issues that make the most difference and add the most value, Evides makes ongoing improvement a more manageable and feasible process that is likely to be successful in the long run.

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Optimizer+ is an essential part of our success.”

Boris Neefjes, maintenance and technical support manager



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