

## Industrial Service Business Day

Hyvinkää 12.5.2005



## Our path to Performance Partnership

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ABB Oy, Service



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# Facts about ABB

- **Headquarters: Zürich, Switzerland**
- **About 102.500 employees in around 100 countries**
- **Orders in 2004: \$ 21,7 billion**
- **Revenues 2004: \$ 20,7 billion**
- **Listed on stock exchanged in Zürich/London, Stockholm, Frankfurt and New York**

- **ABB is a leader in power and automation technologies that enable utility and industry customers improve their performance while lowering environmental impact.**



# ABB Group – two core divisions

## Automation Technologies



### ■ Automation Technology Products

- Induction and synchronous motors
- Electric drives
- Low-voltage switchgears
- Instruments

### ■ Process industry systems

- Automation, optimisation and plant information systems

### ■ Systems for the manufacturing industry

- Robots and production automation

### ■ Production effectiveness and life cycle services

## Power Technologies



### ■ Products for power technologies:

- Power and distribution transformers
- Switchgears
- Breakers
- Products and technologies for high- and medium-voltage applications

### ■ Systems for power technologies:

- AC and DC power transmission and distribution systems
- Automation systems for utilities

### ■ Services for power technologies:

- Repair, retrofit, refurbishment
- Asset management and diagnostics



# ABB in Finland



- Year 2004
  - revenues about 1,4 mrd EUR
  - exports about 70 % of revenues
  - personnel about 6 100
  - 7 % of revenues to R & D
- Biggest production sites in Helsinki and Vaasa
- Market leader in its core competence areas



# Service in Finland



- ABB Full Service
- Equipment Performance Management
- Consulting
- Product and system services



Revenue in Finland 260 MEUR, Personnel 1900

Over 40 locations

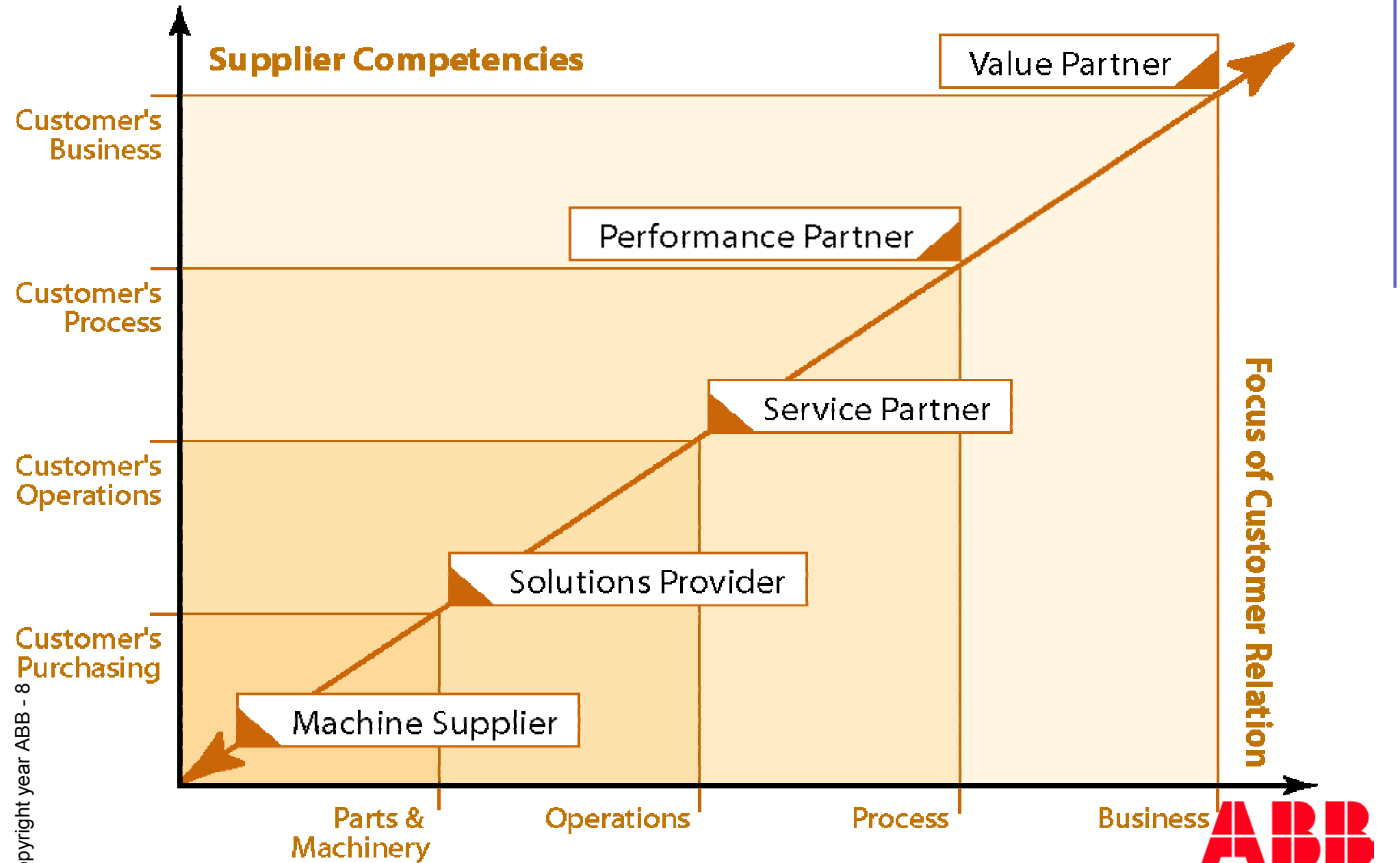


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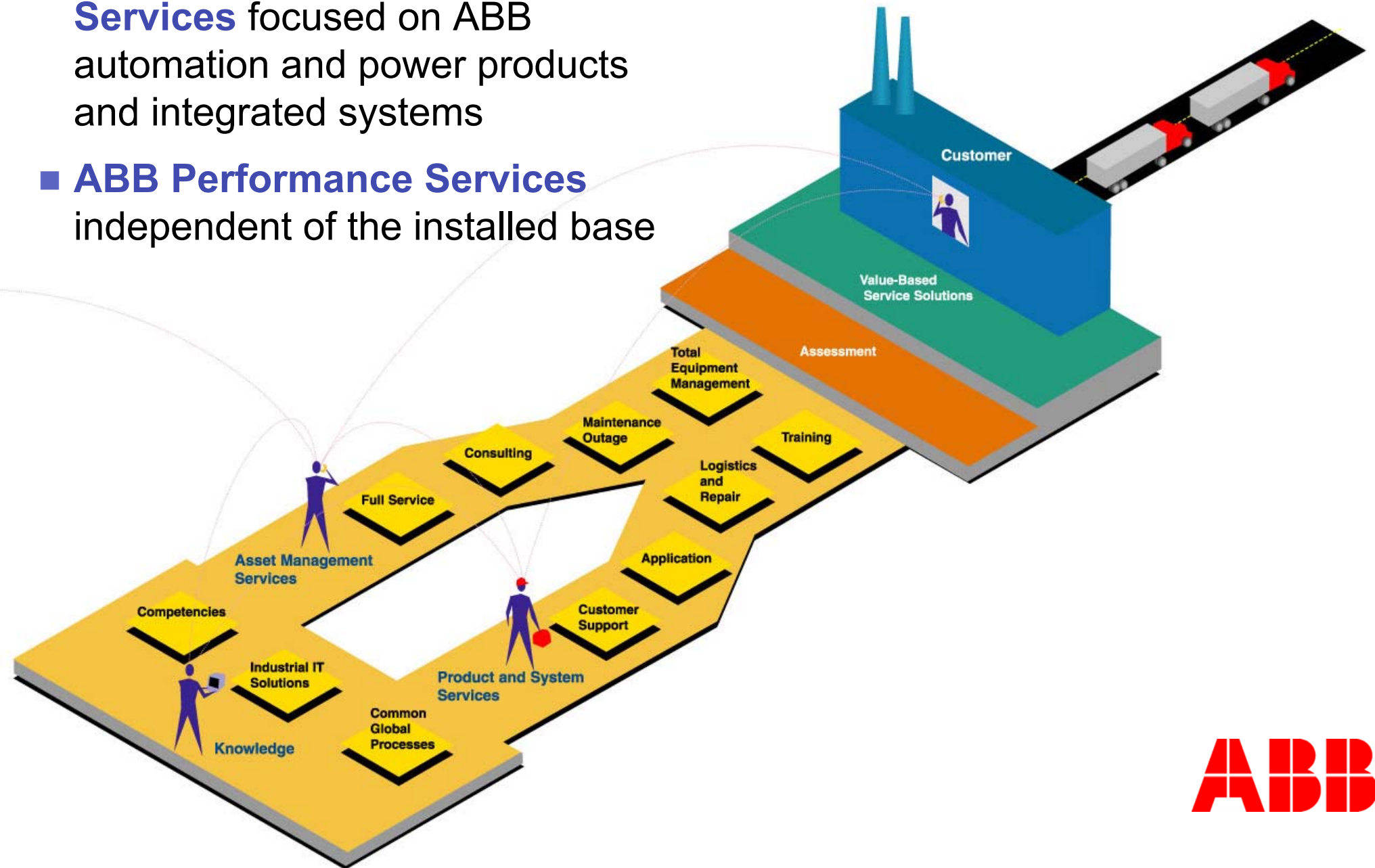


# Industrial services - framework

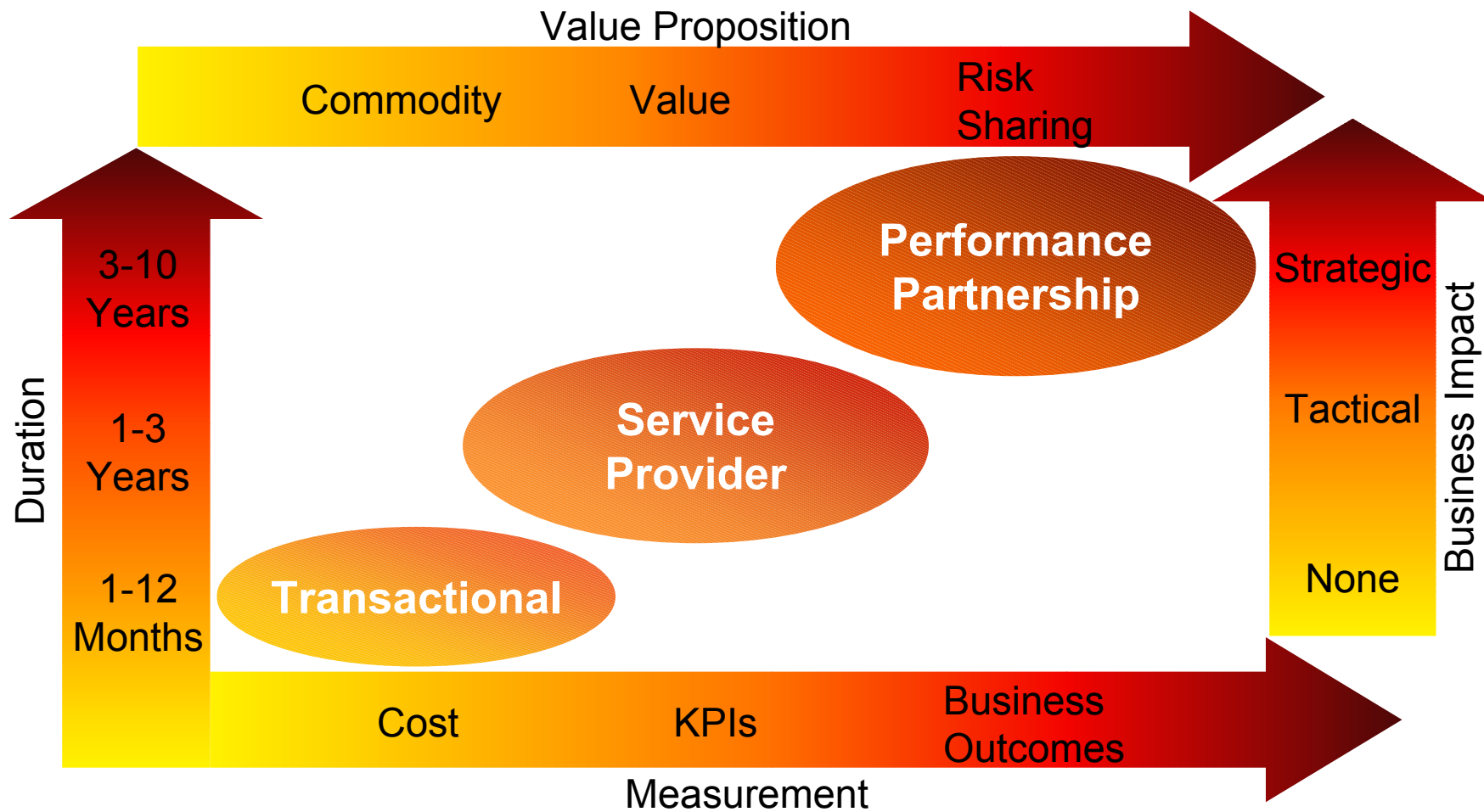


# ABB Service Portfolio

- **ABB Products & Systems Services** focused on ABB automation and power products and integrated systems
- **ABB Performance Services** independent of the installed base



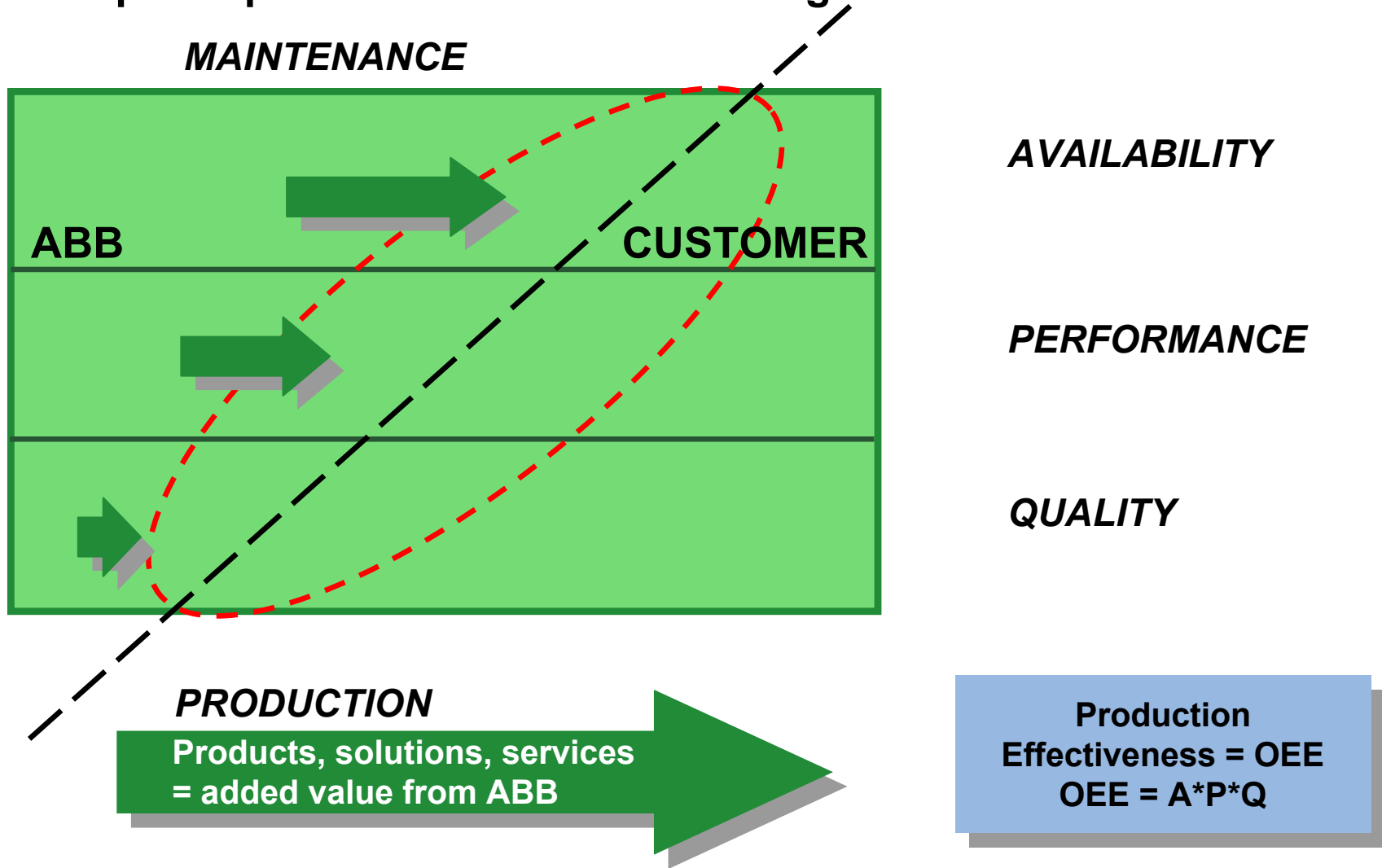
# Co-operation models



*Scaleable levels of sophistication to meet client demands*

# Production Effectiveness Provides Continuous Added Value

We can improve production effectiveness together.



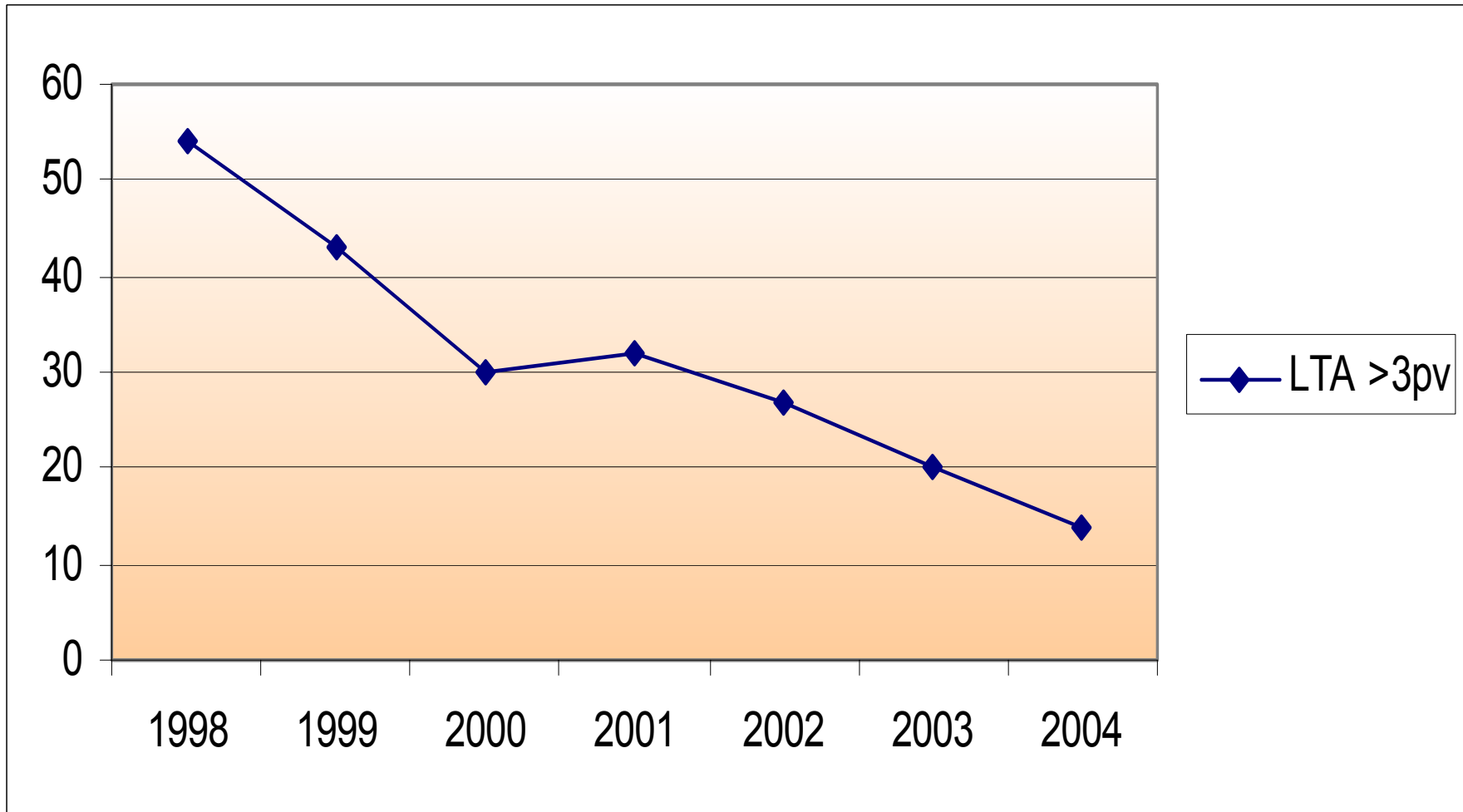
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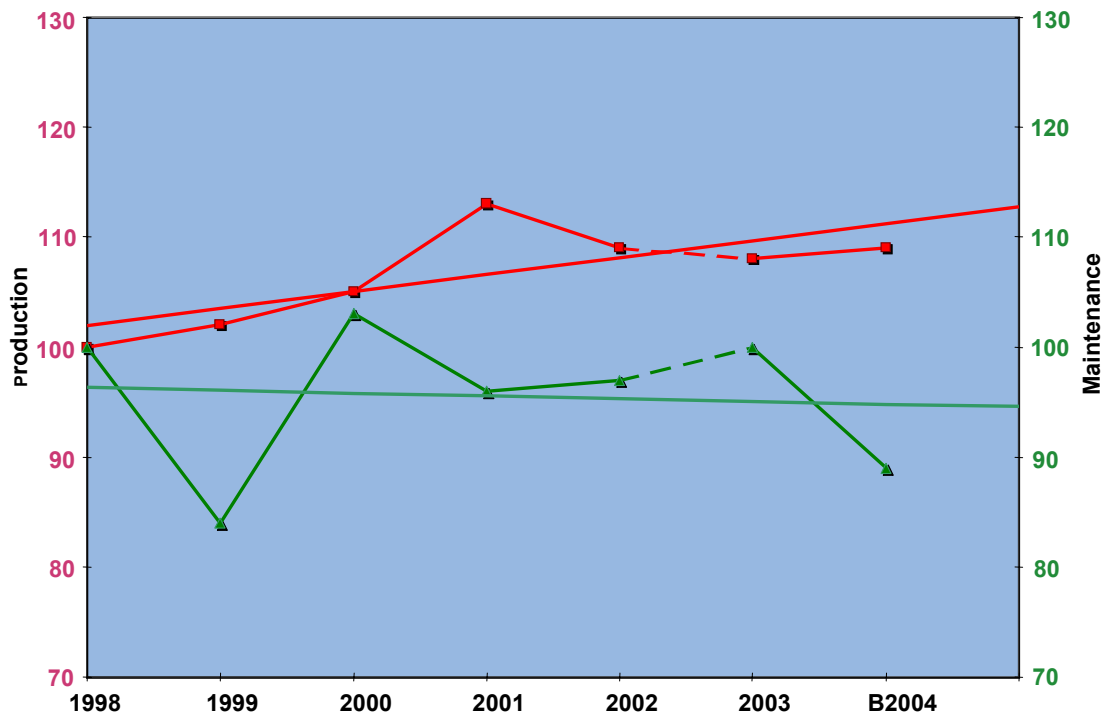


# Safety , ABB Oy Service

- 1998-2004 Lost Time Accidents/million hours: LTA >3days



# Metals



1998 = 100  
Production  
Maintenance

- **Example:**
- Development of production effectiveness of two companies as a result of Full Service partnership (five-year reference period):

- Production increased approximately 9%
- Maintenance costs decreased 6%



# Pulp & Paper



*ABB signed a Full Service partnership agreement with a pulp & paper company in New Zealand in January 2003.*

*The Finnish team was strongly involved in the various phases of development of the partnership*

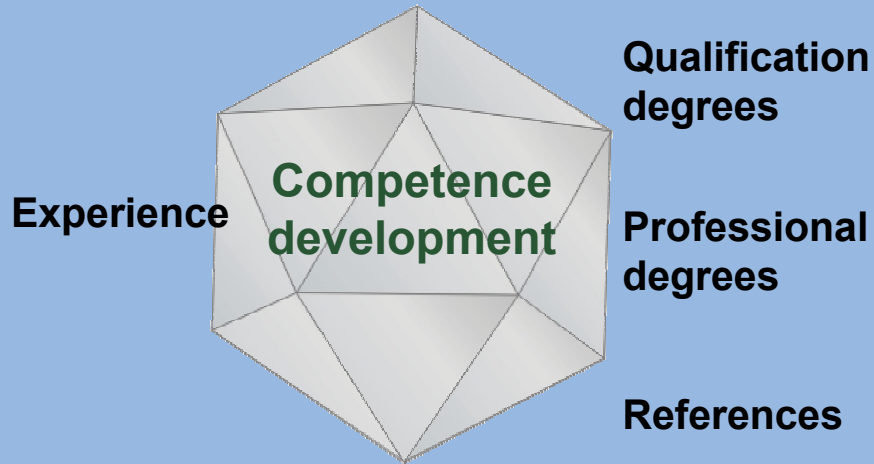
The achievements and development of the company in 2003

- OEE increased by 1,5% unit
- Production (t) increased by ~10%
- Maintenance cost reduced ~15%
- CMMS actively used by production people
- Maintenance hours reduced from 700.000 to 400.000
- Halved overtime hours per person
- Health & Safety certificate AS 4801



# Competence Management and Development

## Striving for top expertise in the field of maintenance



*Separate courses and programmes*

*Personal development and learning plans*

*Competence surveys*

## Networking as support for competence development

Customers

**ABB**

ABB Oy  
Service

Customers

**Stora Enso**

Fortek Oy  
Varenso Oy  
Kymenso Oy

**POHTO**



**KOSTI**

KUNNOSSAPIIDON  
OSAAMIS- JA TIETOKESKUS



**AABB**