



Comau
Service Unit



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●●● Company Overview

From its headquarters in Turin (Italy), Comau delivers expertise and assistance through its local companies, offices and facilities anywhere in the world.

Comau meets the highly competitive and continuously evolving global market requirements thanks to the strength of more than 20 companies able to supply either a single product, service or a highly complex automation system.



●●● Comau's Service Business Unit

Comau's Service Business Unit is the leader in Physical Asset Management and Maintenance in Latin America, delivering its clients a complete portfolio of Products that help them achieve high levels of Production Efficiency.

Its Mission is to provide sustainable and innovative solutions focused on the competitiveness of its clients.



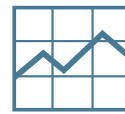
Service Overview

In Latin America, Comau's Service Business Unit is present in Brazil, Mexico and Argentina.

Currently, Comau's Know-how adds value to 80 Business Centers in Latin America in 8 industrial segments, through long term contracts.



employees
7500



revenue
about 700 mi



clients
more than 40



IVECO



PSA PEUGEOT CITROËN



METASA





In this line, the Service Business Unit provides its clients services that integrate Planning, Engineering and Maintenance, Reliability Analysis and Studies for Improvement in the Efficiency of the equipment.

Based on the practices of World Class Manufacturing, Comau can perform a full management of its Clients' Assets, in an integrated way with the Production area.

- Comau Integrated Asset Management
- Comau Global Maintenance Management
- Comau Maintenance Engineering Services
- Comau Productivity Solutions
- Comau Turnaround Planning & Management Services



OUR DNA

Comau's Service Business Unit DNA is in the full management of Physical Assets of Industries. In Integrated Asset Management, Comau develops partnerships which it takes risks in relation to the availability of machines, or even in relation to production.

Besides performing Professional Maintenance, it supports the Client in the implementation of World Class standards in its production process.

INTEGRATED ASSET MANAGEMENT



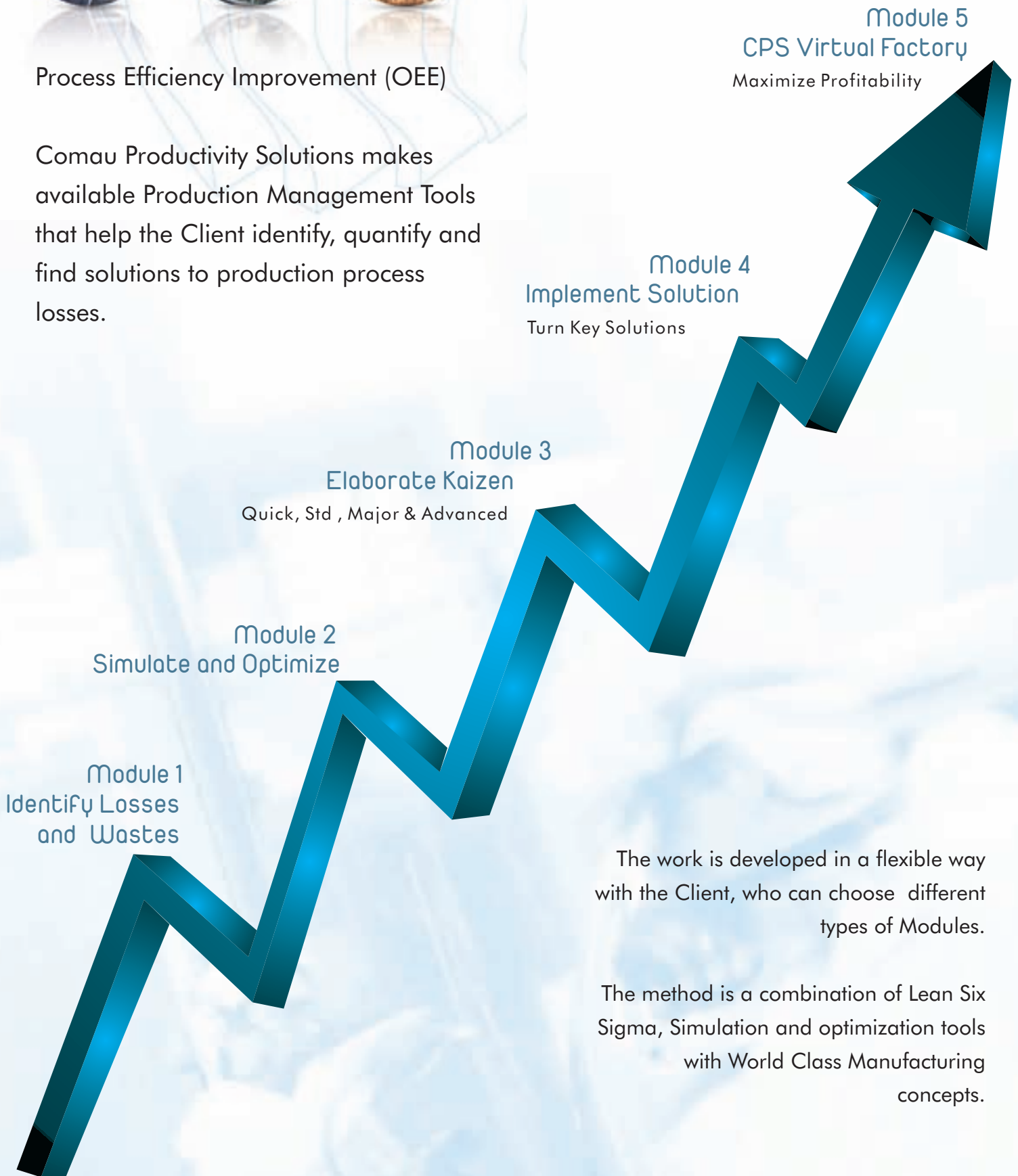
●●● Product Lines

Comau Productivity Solutions



Process Efficiency Improvement (OEE)

Comau Productivity Solutions makes available Production Management Tools that help the Client identify, quantify and find solutions to production process losses.



The work is developed in a flexible way with the Client, who can choose different types of Modules.

The method is a combination of Lean Six Sigma, Simulation and optimization tools with World Class Manufacturing concepts.

Example of Contract Payment Model

Variable revenue contracts elaborated along with Clients and adequate to the scenario of each Industrial Plant, it might be another assurance that Comau and the Client's objectives are perfectly aligned.



1 ADDED VALUE PROJECTS

ADDED VALUE GUARANTEE

2 BONUS / PENALTIES

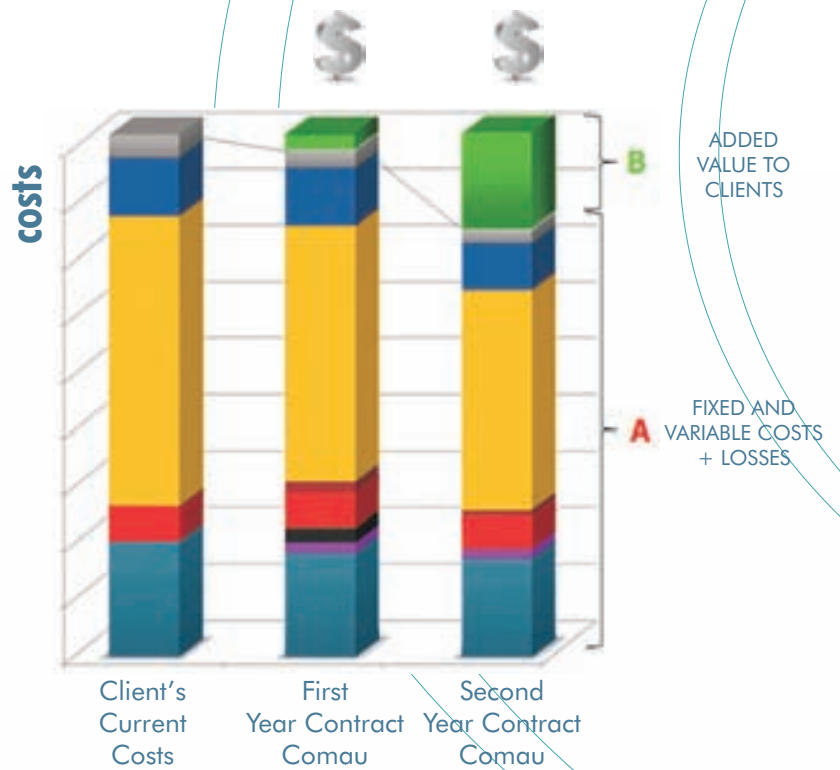
PERFORMANCE INDICATOR

3 OVERALL PERFORMANCE IMPROVEMENT

OEE +
REDUCTION IN OTHER LOSSES
= GAIN SHARING

4 VARIABLE REVENUE

VARIABLE REVENUE ACCORDING TO PRODUCTION



Product Lines

SPECIALIZED MAINTENANCE SERVICES

In this line, the Service Business Unit performs multi-specialized Maintenance and Inspection services according to the Plan set by Clients.

Specialized Services
(Mechanics, Electrics,
Automation, Metalworking)

Predictive Inspections

Machine Retrofitting

UTILITIES & PRODUCTION SYSTEMS OPERATION

In this line, the Service Business Unit operates and is responsible for the maintenance of part of the Client's Assets and it can be paid based on production output or fixed price based on performance indicators.

Utilities Operation &
Management

Production System
Operation

PRODUCTION SUPPORT PROCESS MANAGEMENT

In this line we are responsible for carrying out Services in Processes that aren't directly related to Production, but are essential for good industry performance.

Industrial Residues
Management

Spare Parts Management

Facilities Maintenance
Execution & Management

Technical Cleaning Execution
& Management





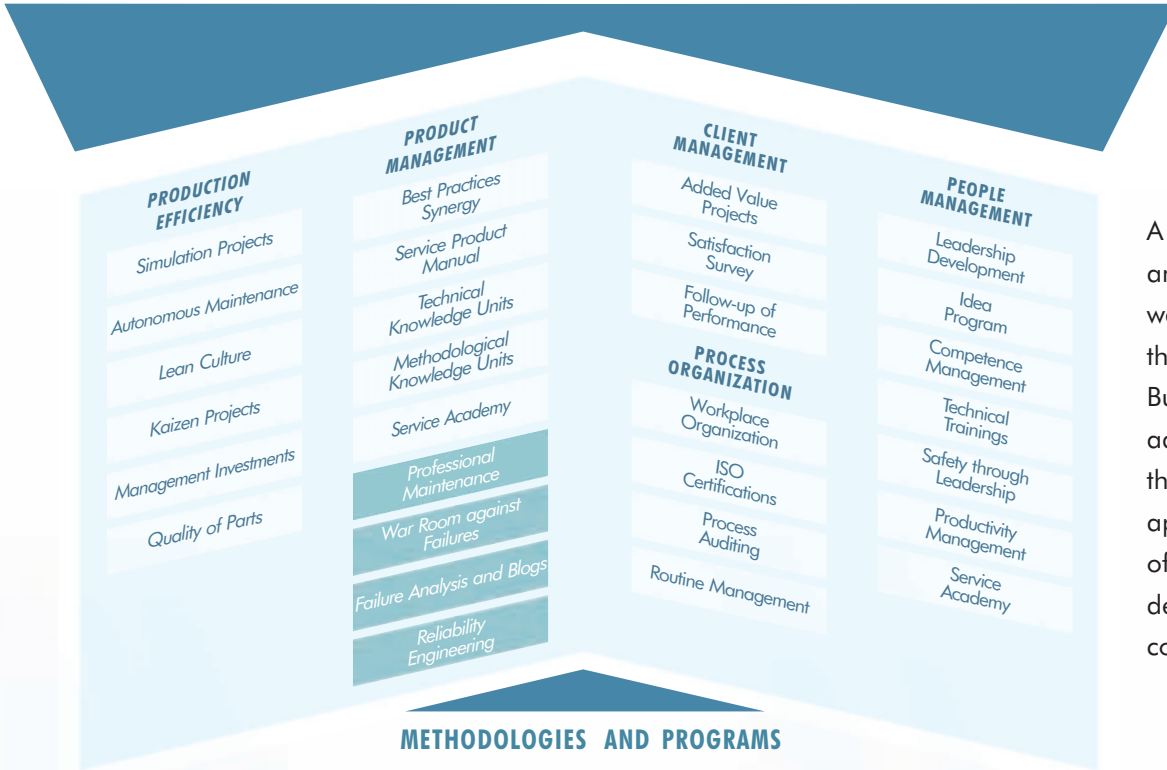
Well structured processes support our products

GLOBAL ASSET
MANAGEMENT

UTILITIES & PRODUCTION
SYSTEMS OPERATION

SPECIALIZED MAINTENANCE
SERVICES

PRODUCTION SUPPORT
PROCESS MANAGEMENT



A series of good methodological and management practices were designed to be applied in the development of the Service Business Unit's Products. An adequate implementation of these programs, which will be applied according to each type of contract, guarantees that the desired results are achieved with consistency and quickness.



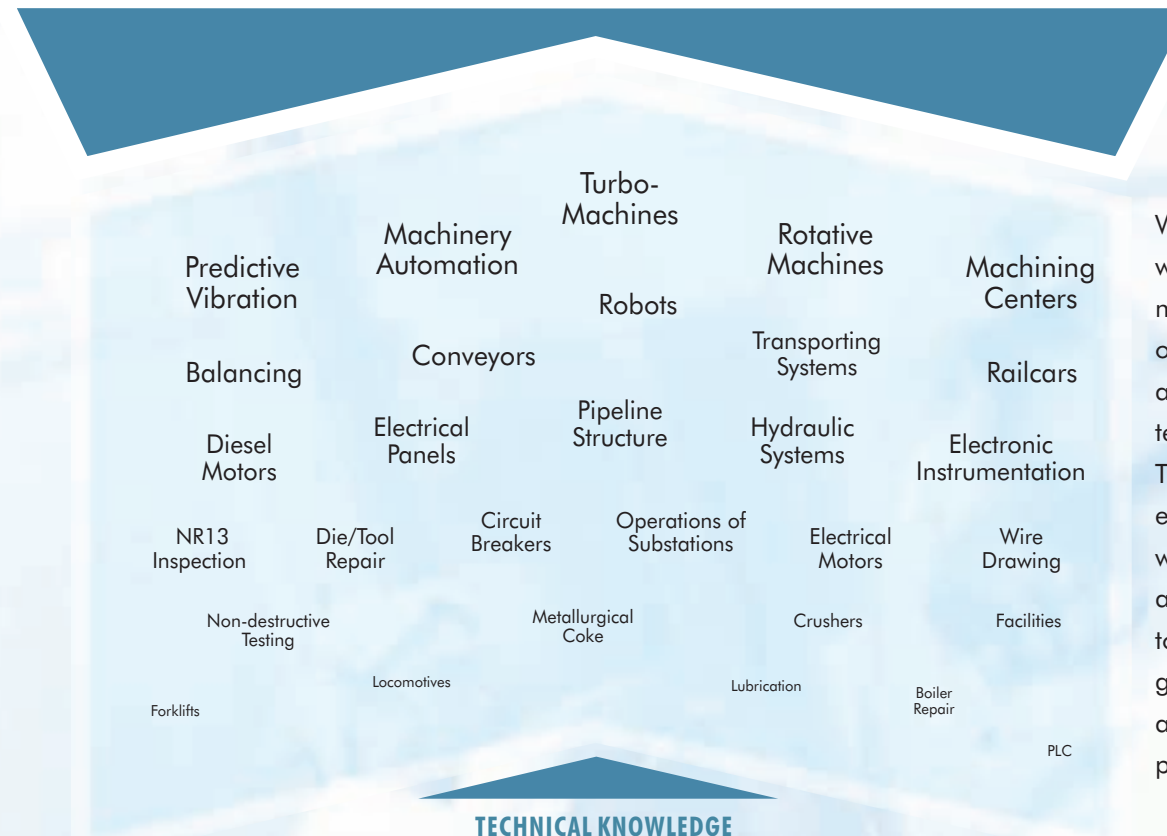
Multi-specialized Technical Knowledge facilitates a good development of all Product Lines

GLOBAL ASSET
MANAGEMENT

UTILITIES & PRODUCTION
SYSTEMS OPERATION

SPECIALIZED MAINTENANCE
SERVICES

PRODUCTION SUPPORT
PROCESS MANAGEMENT



Working in several industries, with the responsibility for the maintenance of a wide variety of equipment, Comau has absorbed a differentiated technical knowledge. The procedures for work execution and professionals who master these techniques allow the Service Business Unit to be able to respond with good flexibility to the needs and emergency in the industrial plants where it works.



Management is guided by four main dimensions:

Efficient Management of these dimensions will guarantee the growth and the necessary results for business sustainability.

PROCESSES

Differential through management excellence

PRODUCT

Reference in asset management and synergy of best practices

Inspiring leadership aligned to the mission

Maximize added value to clients

PEOPLE

CLIENT



Knowledge Management



A Knowledge Management area makes sure that best practices and technical solutions are available to all Business Centers in Latin America.

The Synergy obtained from Business developed in several Industrial Segments enrich the content made available for each one of them individually.





Business Center Strategy Development

The Service Business Strategy is designed to support contracts to fulfill commitments to customers.



The supporting areas systematically evaluate the development of contracts, share best practices available in the company and train local teams for the correct implementation of improvements. This is how we achieve Sustained Growth.



●●● Control over the development of processes in each Business Center

With a survey structured from the Customer Satisfaction, additionally, we evaluate the perception of our process maturity.

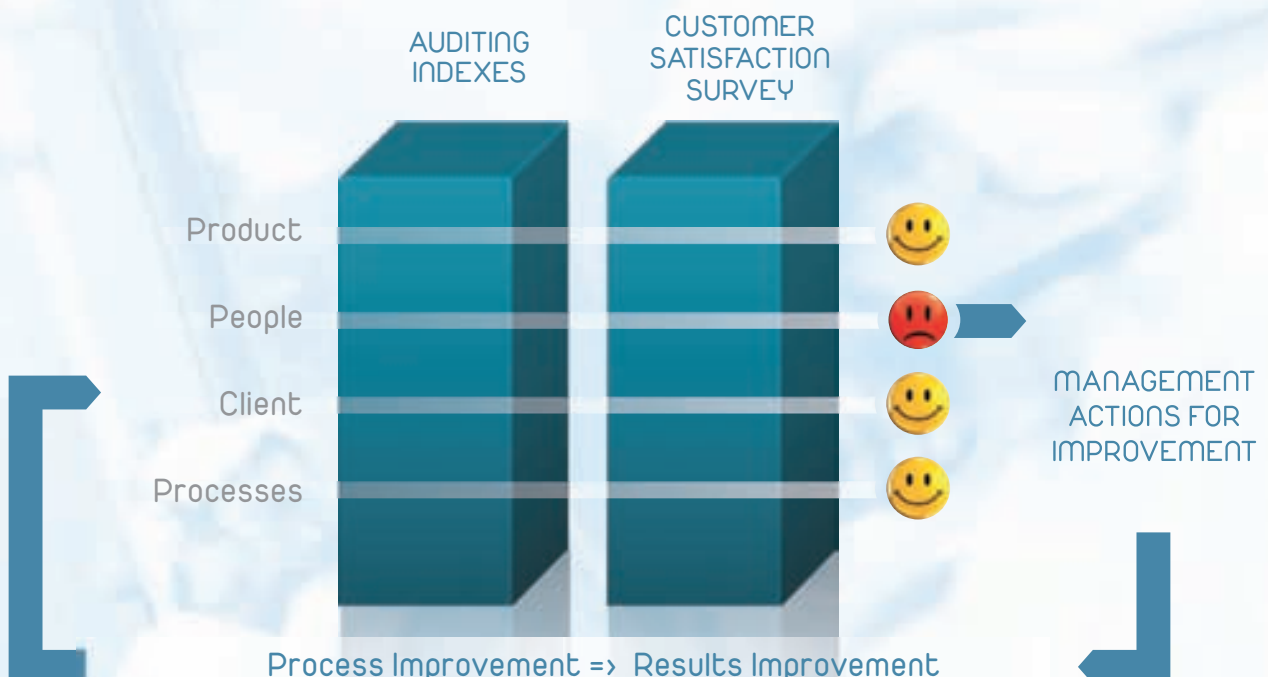


Systematic Auditing to evaluate Management Excellence Indexes in each one of the Business' Strategic Dimensions.

Evaluating weak aspects in a proactive way, the leadership and supporting staff areas act to guarantee the results agreed with clients.

IEGT	TECHNICAL MANAGEMENT	IEGP	PEOPLE MANAGEMENT
IEGC	CLIENT MANAGEMENT	IEGO	PROCESS MANAGEMENT
IEGE	FINANCIAL MANAGEMENT		

Centralized Actions for Improvement





Results with Comau



Client's competitiveness increase is reached through several actions:

- :: Fixed Maintenance Cost Reduction
- :: Fixed Costs Reduction managed in an integrated way by Comau
- :: Losses Reduction due to equipment breakdown
- :: Equipment Efficiency Improvement
- :: Minimization of Production Losses in OEE
- :: Energy Costs Reduction

Additionally to the adequate result of fulfilling the contract scope, Comau's professionals are stimulated to generate improvements that afford higher competitiveness to our Clients. Thus, Added Value Projects are generated.

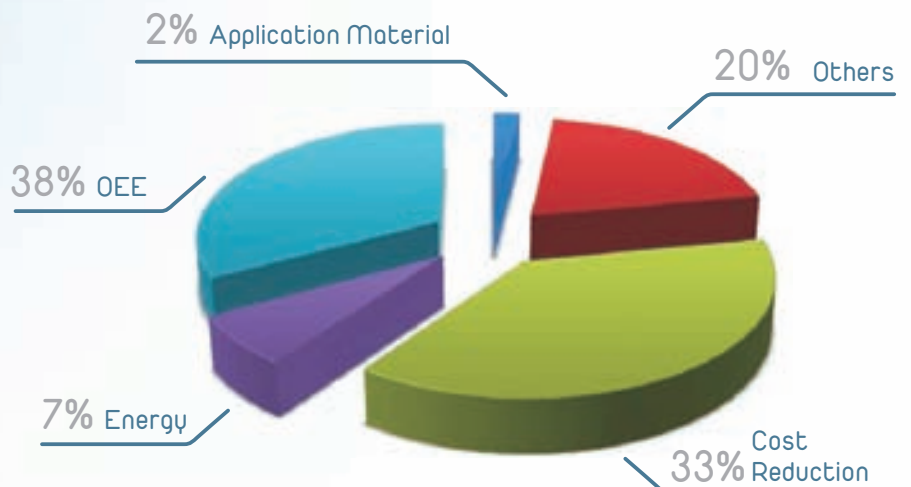


Added Value Projects

Over 5.000 projects developed



TYPES OF GAINS



●●● Recognitions and Certifications

CLIENT'S COMPLIMENTS

In the last 3 years, over 300 acknowledgements for best practices and attitudes which brought great benefits and results.

AWARDS



QUALITAS AWARD
INDIRECT MATERIAL AND SERVICES
2008 Brazil | 2009 Argentina



QUALITY SUPPLIER AWARD
BEST SUPPLIER INDUSTRIAL UNIT
2007-2010



RESPONSIBLE PARTNERSHIP AWARD
BEST SUPPLIER / BIGGEST COMPANIES
2010 - OUTSTANDING COMPANY



HSE AND QUALITY AWARD
6 YEARS IN A ROW IN 1ST PLACE
2005 | 2006 | 2007 | 2008 | 2009 | 2010

SET HIGHER STANDARD ●



- ISO 9001 Product Quality
- EN 16001 Energy Management
- ISO 14001 Environment
- ISO 50001 Energy Efficiency
- OHSAS 18001 Health & Safety

Why Comau?

Comau's Differentials

PROFESSIONAL MAINTENANCE

- :: Application of methods and techniques aligned with concepts from WCM;
- :: Technical support with agility in problem solving.

COMMITMENT AND CONTROL OVER RESULT

- :: Clear and objective contract indicators;
- :: Application of Bonus and Penalty Clauses based on performance.

SPEED IN ELIMINATING LOSSES

- :: Maintenance Process integrated with Plant Productivity Improvement;
- :: Centralized structure for the sharing of solutions;
- :: Solution to manufacturing process productivity improvement;
- :: Focus on the development of Added Value Projects through contract clauses;

MULTI-SPECIALIZED COMPETENCE TO MEET SEVERAL NEEDS.

- :: Synergy and Benchmarking
- :: Innovative maintenance solutions, sustained by a vast portfolio of clients and high competence level of the professionals.



