

# Multicraft maintenance crews prove to be more efficient

*Knight Industrial Services*

As maintenance services to plants and pipeline facilities have changed, Knight Industrial Services has evolved into a multicraft service company to meet the ever-changing demands of its customers.

“In 2003, we started to put crews together that could perform the services of painting (sandblasting), scaffolding and insulation. We found that these three serv-

ices combined is an efficient and effective way for customers to spend less of their maintenance dollars — in other words, get the most bang for their buck,” said Joe Briscoe, general manager of Knight Industrial Services.

By combining all three crafts, one crew can perform all three services. Crews are made up of a working supervisor and crafts-

men — all of which can perform any of the three crafts. On one jobsite in particular, one 10-man multicraft crew took the place of a 20-man maintenance crew. By using the multicraft personnel, the work is performed in a more efficient and productive manner, and standby time is eliminated.

“Other companies talk about multicraft services but it is more about the types of services they provide. Knight Industrial is a multicraft company because its employees can perform more than one craft,” Briscoe added.

For example, if a break-in or hot job that requires three craftsmen comes up, they can stop the work being performed, perform the break-in job and return to the previous job they were working on.

“The value is being able to perform three services without any additional cost versus having to call three different contractors to perform each service,” said Fred Lowe, operations manager for Knight Industrial. “The manpower to perform these services is sometimes hard to find but once a crew is put together, they work as a productive team.”

By reducing manpower to perform all

three services, cost can be cut by 50 percent, and personnel exposure is reduced. Productivity is increased, and operations will be able to get production back online faster.

Knight Industrial has also incorporated multicraft crews into its pipeline (28)