



CASE STUDY

Burgess Pet Care uses ShireSystem Maintenance Maturity Reviews to drive continuous improvement

How a leading manufacturer is using
ShireSystem's Maintenance Maturity Review to
improve processes, engage stakeholders, and
unlock greater value from its CMMS investment.

Burgess[™]
SINCE 1790

Overview

For engineering teams, implementing a CMMS is only the beginning. The real challenge is ensuring the system continues to evolve alongside the business and delivers measurable value year after year.

For Burgess Pet Care, a leading UK manufacturer of premium pet foods, the ShireSystem CMMS Maintenance

Maturity Review has become an important part of that journey. By benchmarking their maintenance operation, identifying improvement opportunities, and providing clear evidence of progress, the review process has helped the engineering team strengthen their use of ShireSystem while supporting wider business objectives.

Building on a strong foundation

Matthew Lindus, Engineering Manager at Burgess Pet Care, has worked with the business for over 13 years and leads a maintenance team consisting of a team leader and six engineers operating across three shifts.

Having already used ShireSystem in a previous role, Matthew introduced the solution at Burgess after finding other CMMS platforms more difficult to use.

"We seem to have gone from strength to strength since we brought ShireSystem in. It's helped us improve quite a lot. It's so easy to use. I think that's the best bit about it."

Although the business already had a mature maintenance operation in place, the Maintenance Maturity Review revealed there was still significant potential to extract more value from the system.



“ Having the review and seeing something there on screen to show us what we could do, pushed us on so that we did actually use it to our advantage.

Matthew Lindus, Engineering Manager, Burgess Pet Care

Turning insight into action

One of the most valuable aspects of the review process was its ability to highlight specific, actionable improvements. Following the initial assessment, the engineering team introduced several changes, including:



Expansion of the Work Requester application across the factory



A complete review and clean-up of asset data



Greater use of the stock management module



Additional documentation linked to assets and maintenance activities

These weren't necessarily new ideas, but the review provided a clear framework and evidence that helped prioritise them.

Demonstrating progress to the board

Like many engineering leaders, Matthew is regularly required to demonstrate the value of maintenance investments to senior stakeholders.

The Maintenance Maturity Review has become an important reporting tool, helping him communicate progress to the Board and justify future investment.

"I send this report on to my manager who's on the Board and she discusses it in the board meeting, which helps the whole company, not just our department."

The review provides an objective way to benchmark maintenance performance and demonstrate continuous improvement over time.

“ It's useful when we have our senior managers' meetings to show them how we are progressing and the advances we are making.

Matthew Lindus, Engineering Manager, Burgess Pet Care



Revealing opportunities for growth

One surprising outcome of the first review was discovering that Burgess had already achieved a high level of maintenance maturity.

"To find out we were at level four already was pretty good. That gives us a boost and makes us take that next step ."

At the same time, the review highlighted areas where additional value could be unlocked, particularly around asset management, data quality, and wider use of ShireSystem CMMS capabilities.

The process also encouraged the team to move beyond simply using the CMMS as a planned maintenance scheduling tool.

"We definitely weren't using it to its full potential. We were just using it as a PM system."

Supporting maintenance evolution

As the maintenance function continues to mature, Burgess is expanding its approach beyond traditional preventative maintenance.

The engineering team has introduced additional greasing schedules, implemented oil analysis programmes, and is beginning to adopt vibration monitoring as part of a move towards condition-based maintenance.

The review process has helped provide the structure and confidence needed to support that evolution.

Delivering real business value

While many benefits of maintenance improvement can be difficult to quantify, Burgess has already seen tangible business impact.

One example involves a critical production asset where improved maintenance planning, condition monitoring,

and better use of ShireSystem data enabled the business to safely extend servicing intervals.

The team has also moved from time-based servicing to runtime-based maintenance using meter readings captured within ShireSystem, enabling more accurate maintenance planning.

“ We used to do a full service on our main machine every 12 months. Because of the system, doing the PPMs on time and bringing in oil testing, we've been able to safely push that out to every two years now. That's a massive saving for the company. I mean, over £100,000.

Matthew Lindus, Engineering Manager, Burgess Pet Care

A continuous improvement framework

Having completed two reviews already, Burgess now sees the Maintenance Maturity Review as an ongoing part of its maintenance strategy.

The business has committed to repeating the process every six months to monitor progress, identify new opportunities, and maintain momentum.

"It showed us how much we'd progressed. Hopefully on the next one we're going to improve further and just keep going."

Matthew describes the review as a valuable maintenance checkup that helps ensure the team remains focused on continuous improvement.

"For how quick it is and what you get out of it, I think it's brilliant."



“ The instructions on how we needed to improve were very clear. We knew exactly what we needed to do. As we've seen from the second one, we have improved on quite a few areas.

**Matthew Lindus,
Engineering Manager, Burgess Pet Care**

Maintenance maturity review recommendation

When asked whether he would recommend the Maintenance Maturity Review to other ShireSystem users, Matthew's answer was straightforward:

"I would highly recommend it. It's helpful to know what you need to do. Just getting the information is so useful."

For Burgess Pet Care, the review has become far more than a benchmarking exercise. It provides a clear roadmap for improvement, supports stakeholder engagement, helps justify future investment, and ensures the business continues to maximise the value of its ShireSystem CMMS.

Key results



Achieved and maintained a Level 4 maintenance maturity rating



Completed a major asset register overhaul



Rolled out Work Requester across the factory



Introduced greater use of stock management and documentation



Improved work order management and scheduling discipline



Extended servicing intervals on critical production equipment



Progressing towards condition-based maintenance



Established six-monthly maturity reviews as part of continuous improvement strategy



Safely generated savings of more than £100,000 on a major asset



I would highly recommend it. It's helpful to know what you need to do. Just getting the information is so useful.

Matthew Lindus, Engineering Manager, Burgess Pet Care

Learn how our market-leading CMMS software can run your maintenance programme.

Book a ShireSystem demo today.



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