



AHGROUP



How AH Group Tackled Major Motor and Reducer Reliability Challenges

AN AH GROUP CASE STUDY

JULY 2025

TABLE OF CONTENTS

INTRODUCTION	2
THE SCENARIO	3
THE OBJECTIVE	3
THE INITIATIVE	4
THE RESULT	6
CLIENT FEEDBACK	7
QUESTIONS	10

INTRODUCTION

In fast-paced environments like a Fortune 500's high speed fulfillment operations, every component is vital to keeping productivity high and downtime low.



When maintenance teams decide to repair and rebuild parts instead of replacing them, a common question arises: Can the repaired parts match the original ones in quality and reliability? This case study highlights how AH Group partnered with its platform repair providers to ensure motor and reducer repairs met OEM-quality standards. By pinpointing and fixing key process gaps together, AH Group upheld the Fortune 500 retailer's performance benchmarks and demonstrated the strong value of quality repairs over full replacements.

THE SCENARIO



In several cases across the retailer's sites, motors that were repaired historically began to fail prematurely. Although labeled as "functional" after servicing and testing, these units often broke down shortly after being reinstalled, frustrating busy site teams and raising serious concerns about the reliability of the repair process.

THE OBJECTIVE

AH Group's Supply Chain Engineers set out to pinpoint the root cause of the repeated failures. AH's broader aim was to work closely with the repair facilities responsible for repairing these particular motors to upgrade their processes and deliver repaired components that met the same standards as the OEM.



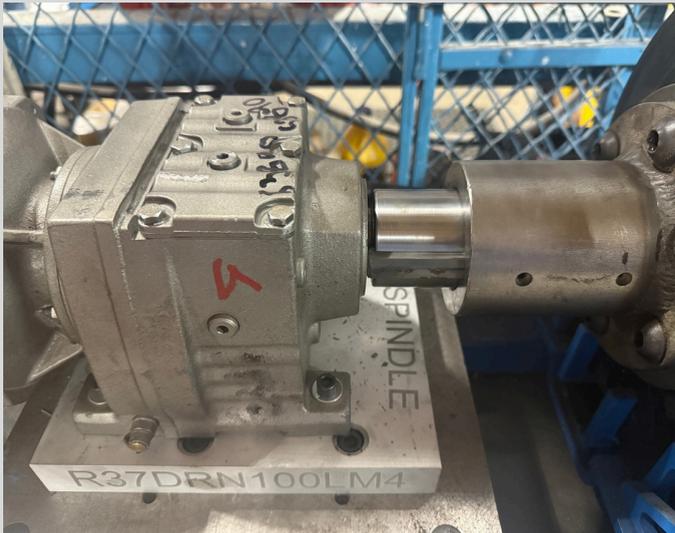
THE INITIATIVE

AH Group took a hands-on approach, directly engaging with the specific repair facilities.



The AH Supply Chain Engineering team carefully reviewed each step of the repair workflows, quality control procedures, and testing procedures, and failure reports. Through this collaboration, they found that the testing protocols in place were inconsistent with the OEM's, which meant the repair facilities were not able to fully replicate the workings of the motors as if they were installed on the equipment at the customer sites.

THE INITIATIVE



To address this, our Supply Chain Engineering team contacted the OEM for detailed technical guidelines to help enhance the testing procedures following repair at the supplier facilities.

Additionally, AH Group continues to vet and score each of the suppliers in our network to improve overall repair standards. Quarterly, the AH Group supply chain team assesses each of the suppliers in the network, providing them with a score based on quality, timeliness, pricing, and more. If the team finds areas for improvement among suppliers, we communicate our needs with them and craft a plan for improvement.

THE RESULT

Thanks to AH Group's proactive approach, the vendor network's testing procedures for motors and reducers were reworked to more meticulously test these critical components.

After discovering that inconsistent testing was the main cause of the issues, AH Group worked with the repair facilities and the OEM to introduce more stringent, OEM-compliant protocols. These upgrades greatly enhanced the reliability of the repaired motors, making sure they met original performance standards and supported the Fortune 500 retailer's demanding operational needs. The joint effort among AH Group, the repair vendors, and the OEM didn't just fix the immediate problem—it also laid the groundwork for stronger long-term quality control in future repairs.



CLIENT FEEDBACK

RME Planner at a Fortune 500 Retailer

We've been working with AH Group for a few years, primarily relying on them for motor repairs. Earlier this year, we began to notice recurring issues—motors returning from repair were still defective, often with missing parts or unresolved leaks. I raised these concerns with our Account Manager at AHG, and her response was nothing short of exceptional.

Our Account Manager [from AH Group] immediately took ownership of the situation. She reached out to the motor repair vendors to dig deep into the problem and collaborated closely with our team to gather detailed feedback from technicians.

CLIENT FEEDBACK

After identifying key failure points, AH and the repair suppliers flew directly to our site to investigate firsthand. They met with me and site leadership, rolled up their sleeves, and personally inspected the motors. Their hands-on approach and attention to detail were exactly what the situation demanded.



CLIENT FEEDBACK

During their visit, AH Group delivered two comprehensive documents outlining a revised repair process tailored specifically to our needs. They introduced a new tagging system that clearly identifies what was repaired, replaced, and tested on each motor. More importantly, they established a new standard with their vendors: **every motor must be thoroughly tested to the new specifications before leaving the facility**, with all results clearly communicated to our technicians via a detailed tagging process.



QUESTIONS?

When you start a repair program with AH Group, it is in our blood to put your needs first as your single-source MRO repair management partner. Are you interested in starting the road to reliable repairs? Reach out to us at info@ahgroupna.com for more information.

