



Agile and responsive project management delivers top customer satisfaction

Engineering and project execution for Alfa Laval Packinox

Alfa Laval Packinox heat exchangers are well proven for providing outstanding thermal performance and high energy efficiency in some of the most challenging refinery and petrochemical duties. But the benefits that customers can expect from choosing Packinox start long before they begin operating the equipment.

Equally well proven is the unique level of project management and customer support that the Alfa Laval Packinox team offers. From the start of the purchase process through delivery and beyond, our dedicated staff work according to a clearly defined process that ensures a dependable, timely and cost-effective installation. As feedback from customers all over the world shows, these efforts have set a market standard for reliability and efficiency in project execution.



Alfa Laval Packinox is designed to provide high heat recovery with minimal fouling in challenging duties, and in many cases, a single Packinox unit can replace several large traditional shell-and-tube heat exchangers. This combination of benefits enables reductions in both CAPEX and OPEX to ensure a fast payback time. However, ensuring the absolute optimal ROI requires careful planning from the very start of the project.

Packinox heat exchangers are used in highly complex and demanding industrial processes, often in the refinery and petrochemical industries. As a result, each Packinox is a custom design, manufactured specifically to meet the unique demands of its intended position.

This means there is no margin for error during the engineering of the equipment. In most cases, it also means there is a tight window for installation during a planned shutdown, necessitating strict project deadlines.

To handle these challenges, Alfa Laval has developed a systematic approach to Packinox project management, based around a single point of contact. This gives us the ability to maintain continuous dialogue with the customer throughout the project, allowing for the agility and flexibility to quickly respond to any questions or necessary design changes. It also provides for greater project efficiency, ensuring we can always deliver according to expectations and on time.





A responsive and knowledgeable customer contact

As soon as the purchase process is completed, the sales team hands the project off to a dedicated project manager who will be the customer's sole point of contact going forward. This starts with a standardized "kickoff" meeting, during which the project manager is thoroughly briefed on all relevant details of the project. They therefore begin their relationship with the customer having total, comprehensive knowledge of the project up to this point.

With one dedicated project manager assigned to their project, customers never have to wonder who they should call at Alfa Laval for information on a specific issue. Whether it has to do with thermal calculations, fabrication scheduling, or potential changes to the process design, they can always reach the same person who will then coordinate internally to make sure the information gets where it needs to go. Not only does this save the customer time and provide them with a fast response to questions, it also prevents potential problems in the delivery by ensuring that no important project details are missed.

Designed to maximize planning flexibility

All Alfa Laval Packinox project managers have a solid background in mechanical and thermal engineering, meaning they have the expertise to answer many customer questions themselves. For more specific matters, they contact a skilled and dedicated project team within Alfa Laval, and can relay the information back to the customer.

This means the project managers are well-prepared to work with the customers and address any issue that can come up during the design, engineering and fabrication phases of the project. Coordinating with the internal team, the project manager can adapt based on feedback received from the customer along the way, enabling a very high degree of agility and flexibility during the project.

The project manager was extremely attentive to detail and understood all aspects of the project. E-mails were replied to promptly and with the right information. There were minimal variances raised through the smooth fabrication process. The bundle was manufactured on cost and schedule to a very high quality, and our inspector didn't have any issues with the work done. All documentation exchanged was done so promptly and to a high quality. What we requested at the start of the project was delivered without any prompting.

Quote from an Alfa Laval customer in the refinery industry, who appreciated the fast responsiveness of their dedicated and well-informed Packinox project manager.

Our experience throughout the project execution was very positive. It is noticeable that the Alfa Laval Packinox team strives to execute the work and treat the customer with the highest standard. We understand that this is a result of a joint effort made by the company management and its employees. As the customer, we are thankful for it. It is impossible to overstate our project manager's importance to the success of our project. He treated any of our requests and questions with the highest standard of professionalism and knowledge. He was very patient, accommodating and polite, always answering any of our queries completely, clearly and on time.

Quote from a first-time Packinox customer. This customer greatly appreciated the flexibility and close cooperation with their Alfa Laval project manager, which has laid the groundwork for further projects in the future.



Delays are not an option

Delivery time is critical for Packinox customers. The equipment must be installed either during planned shutdowns for revamping projects, or according to busy construction schedules for new projects. Delays can therefore cause significant financial losses or disrupt a complicated plant fabrication schedule.

Alfa Laval's approach to project management, with a dedicated contact person and project team, ensures the projects can always be completed in the most efficient manner possible. Regular contact with the customer ensures all parties are kept up-to-date, and makes it easy to coordinate around the customer's planned maintenance or site construction. As a result, Alfa Laval has more than a decade's track record of delivering every installation on time – even under extreme and unplanned circumstances such as weather events and a global pandemic.

“Alfa Laval was engaged with the circumstances, worked hard, and managed to supply this equipment some weeks in advance of contractual date, despite the national emergency declared in March 2020 due to Covid-19 pandemic, complying with all mechanical quality and design specifications. I would also highlight excellent collaborative attitude and client care displayed during the whole project, which was not free from technical challenges to be solved during detailed engineering.”

Quote from a refiner who purchased a Packinox for charge-effluent duties. Despite complex global circumstances, Alfa Laval kept to the project deadline, at the same time the customer's other suppliers used force majeure clauses to postpone delivery dates.

A solid foundation for a long-term partnership

Alfa Laval's customer-centric approach to project management does not stop once the Packinox has been installed. Our project managers follow-up with the customers to ensure everything is operating as it should, as well as to coordinate around future routine service and improvement possibilities.

We also send every Packinox customer a survey in order to get their feedback on the project, enabling continuous improvement by understanding what can be done better going forward. With a 95% response rate, all ranked as “satisfied” or “very satisfied”, it's clear that our customers are engaged. Their replies show they appreciate the long-term relationship built on our unique approach to responsive and agile project management.

“This project has been one of our most successful engagements with Alfa Laval to date. Our project manager has done an excellent job resolving issues in a timely manner. We have been very happy with the level of involvement throughout the course of the project. Having Alfa Laval involved in weekly conference calls has been key to the success, and it will need to continue on future projects.”

Quote from a longer term Packinox customer who, having seen room for improvement in a previous project execution, appreciated Alfa Laval's ability to receive feedback and further strengthen the communication during a recent delivery.

How to contact Alfa Laval

Up-to-date Alfa Laval contact details for all countries are always available on our website at www.alfalaval.com

100003503-1-EN 2104

Alfa Laval reserves the right to change specifications without prior notification.