



Product information

Maintenance Management Agreement (MMA)

You concentrate on your business, we'll be there to maintain it

MMA – profit more by doing less

The Maintenance Management Agreement (MMA) is a framework agreement for maintaining the ABB turbocharging solutions in your fleet. It optimizes your maintenance, frees up your resources and reduces your workload – living proof that less can be more.

As the world's leading turbocharging specialist, ABB Turbocharging is constantly improving its product and service portfolio. Sharing information is central to this evolution. That is why we regularly contact our customers to find out in detail how your needs are changing and how we can better serve you. The pay-off? Products and services with genuine added value.

The Maintenance Management Agreement, or MMA, is a service product developed with and for ABB Turbocharging's customers. Designed as the most flexible and fully transparent approach to turbocharger servicing, MMA is a lasting investment that guarantees a service offering that is made specifically for your assets and operational needs. The objective is to reduce the cost of your turbochargers over the course of their lifecycles through optimized maintenance planning.

MMA offers standardized services globally at fixed prices, services tailored to your specific needs, simplified ordering of service jobs, the highest possible delivery time discounts and it takes into account observations from previous services.

The flexibility to customize the services to fit your needs makes MMA a collaborative service support model that gives you the freedom to act as you see fit on our recommendations. And, whenever you choose to follow our recommendations, we provide the spare parts at the best possible price and perform the service for you.

If you are looking for a full-service offering that gives you an active role and full transparency in terms of service, MMA is right for you. Over 300 of our customers are already convinced. They have chosen to cover some 15,000 turbochargers under an ABB Turbocharging MMA, and that's not just because of the possible 20 percent in savings.

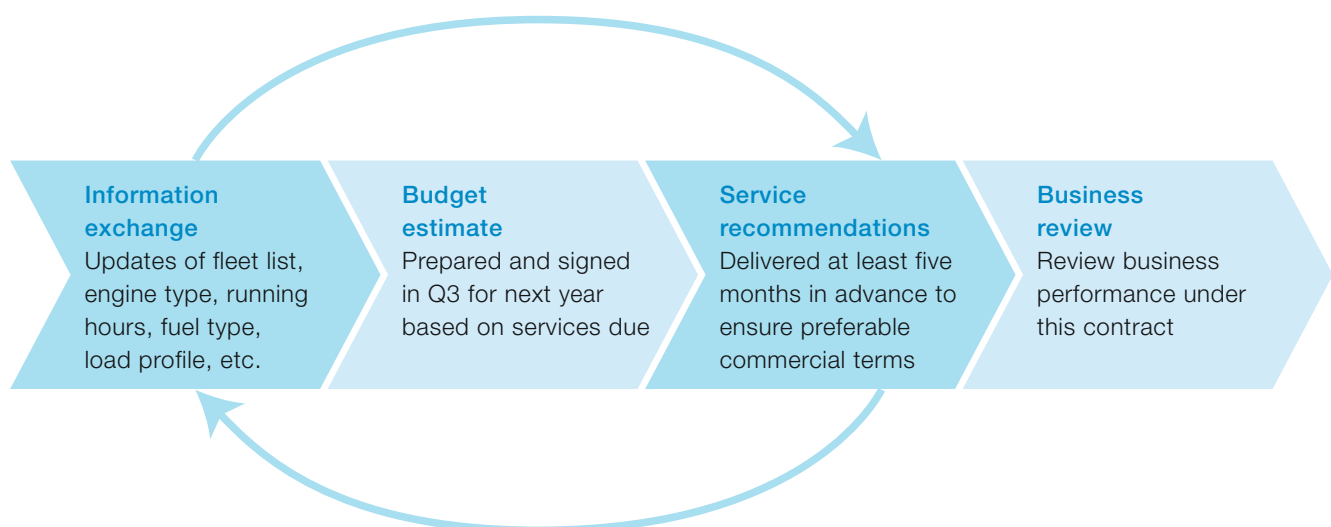


You expect	ABB Turbocharging solutions supporting MMA
Safe and reliable turbocharger operation	ABB's unique ATURB product and service database provides first-hand knowledge of your specific application data
Access to supplier's know-how and technical expertise	The worldwide ABB Turbocharging Service network, OEM product design and know-how
Support with budgeting annual services and no hidden costs	Annual transparent cost management
Reliable support, anytime, anywhere	ABB's automatic turbocharger maintenance scheduler and 24/7 service network support

Example

A Norwegian customer signs an MMA agreement with the ABB Turbocharging Service Station in Oslo. Based on the "information exchange" the Oslo Service Station prepares a "budget estimate" covering services due in the year of signature. This "budget estimate" is prepared every third quarter. In a joint "business review" meeting at the end of each year, the customer and staff from ABB Turbocharging review the performance based on the agreement and adjust the operating conditions as required. Throughout the year, based on updated

information the customer will then receive "service recommendations" at least five months in advance of when a turbocharger service is due. When the customer decides on which recommendations to follow and defines the most suitable port, the ABB Turbocharging Service Station arranges everything – from delegation of the service to the local Service Station and ensuring the availability of the spare parts to reporting details and observations during the actual service job.



Customized service agreement

MMA lets you play an active role in how your turbochargers are maintained and serviced. You decide, choose and confirm. We remain at your disposal every step of the way.

Customer proximity

For Original Service, whether maintenance, overhaul or repair of ABB turbochargers, we are always readily accessible on a global basis. We ensure that your investment performs optimally for its entire lifetime through unrivalled expertise and a wide service portfolio that guarantees Original Parts and Original Service anytime, anywhere.

First-class logistics

To ensure global availability, our sophisticated Original Parts stocking and transportation arrangements at our Swiss Service Center underpin a 24 hour order-to-dispatch system which makes every Original Parts order a fast-track order.

Global uniformity

All ABB Turbocharging Service Stations are equipped to the same high standards, implement the same frequently updated best practices and employ only service staff that are trained and qualified in-house.

Our ATURB database also documents full details of every component fitted to every ABB turbocharger and tracks the service history of every turbocharger including the Original Parts fitted over its complete lifespan. ATURB also ensures that all the technical information, including estimated running hours, scheduled maintenance and engine overhauls are shared with the Service Stations.

Exchange units

Exchange units aim to provide a quick start to increase the uptime during planned and unplanned services. Customers with exchange units have more redundancy, flexibility and ease of planning. This means they can subsequently benefit from the best delivery discounts and reduce their Total Cost of Ownership (TCO) significantly.

Advance notice of order	Discount upon delivery
One week	5 %
Over one month	10 %
Over four months	20 %

Delivery-time discounts: the earlier you order, the more you save



Customer-oriented MMA

Flexibility, accessibility and accountability – MMA keeps the customer's needs and best interest at the core of the agreement.



Service recommendations

MMA is developed based on the individual needs of each customer taking the following parameters into account:

- Turbocharger operation (engine type, fuel type, load, washing requirements);
- Working condition specifics (actual running hours, ease of access, sailing schedule and route, fuel quality, altitude and location);
- Local variables (labor rates, shipping costs, taxes, travel).

The analysis of your requirements begins with the Original Parts. A summary is then prepared on a per-turbocharger basis. Observations from the previous service are taken into account and early notification ensures the best commercial terms possible.

You'll hear about a service event and receive our customized recommendations for labor and parts well in advance. We send you service recommendations at least five months prior to the next scheduled service and prepare a quotation in standardized, predefined packages.

Flexibility – you shape MMA

The flexibility of the MMA takes into account your need for one-off solutions. It tailors solutions that fit your unique expectations and applications and ABB Turbocharging does the rest. We provide the annual maintenance budget plan for the services and product exchanges that your asset needs, easing the stress of your financial planning.

It's up to you. You decide which of ABB Turbocharging's service recommendations you would like to implement. MMA offers you the satisfaction of knowing that your turbocharger is well maintained. We take care of your turbocharger, so you can take care of your business.

One contact, one network

With MMA, your point of contact for any service issues is your local ABB Turbocharging Service Station. The Service Station coordinates and organizes Original Service work to be carried out on your turbochargers within the ABB Turbocharging global network.



With over 100 Service Stations in more than 50 countries worldwide, we're everywhere our customers need us to be, doing whatever they need us to do.

Simplified administration

For each Original Service job performed, ABB Turbocharging issues a service report detailing information about the vessel, the port in which service took place, the Service Station responsible and the exchanged and repaired turbocharger components. The service report is signed by the customer's personnel on completion of the job.

MMA reports offer you a timely overview of Original Service jobs performed. Customers benefit in particular from the transparency that these reports offer. They enable technical managers to easily keep track of their turbochargers' operational and service statuses.

Planning for the future

You can reduce your total cost of Original Parts by as much as 20 percent by planning turbocharger maintenance early. You can also save even more on new Original Parts depend-

ing on the number of spare parts that you order and how much service is required. Furthermore, every year we conduct a "Business Review" allowing you to benefit from even better commercial terms for the coming year.

Five facts about MMA

1. Customers signing up to an ABB Turbocharging MMA see value added through:
 - Comprehensive service recommendations five months prior to scheduled service;
 - Reduced administration costs;
 - Annual maintenance budget estimate.
2. Every MMA is developed individually and is based on the analysis of your turbocharger and operating conditions.
3. MMA offers you optimized maintenance planning while reducing your overall costs.
4. MMA gives you long-term ABB Turbocharging Original Service support for all of your turbochargers under one single agreement.
5. With MMA, your turbochargers are covered anytime, anywhere.

Q&A

A quick run-through of issues that might interest customers delegating maintenance, repair and overhaul to ABB Turbocharging Service.

1 Does MMA force me to always follow the ABB Turbocharging recommendations, or can I customize, postpone or bring forward the services depending on my needs?

MMA is a fully flexible agreement that lets you take the lead. The ABB Turbocharging Service Station working with you will need your absolute confirmation before any purchases or service arrangements are made and confirmed.

2 The ABB Turbocharging Service Station that I always work with has about 10 people on its staff. Are they equipped to manage my MMA agreement?

Yes. They will initially receive support from ABB Turbocharging headquarters and if necessary to meet your service requirements, can be assisted by larger Service Stations in the global network.

3 How will ABB Turbocharging invoice me?

To keep MMA-related administration to a minimum, unless otherwise agreed, invoices are sent as service jobs are completed.

4 We operate our vessels on a global scale. Will there be an MMA contact in every port?

One ABB Turbocharging Service Station is responsible for each MMA agreement and acts as your main point of contact. The same ABB Turbocharging Service Station arranges all MMA service jobs within ABB's extensive service network, meaning you have a single ABB contact as well as access to service facilities throughout the global ABB Turbocharging Service network.

5 I already give all turbocharger-related service work to ABB Turbocharging. How would an MMA add value for me?

MMA helps you to simplify your budgeting process and cash management. Forward planning with MMA also gives you more control over future costs and can offer the best possible commercial terms and discounts.

6 What about unforeseen incidents?

ABB Turbocharging exchange unit and maintenance kits help to cut maintenance times and reduce the risks of operating interruptions. This means increased reliability, availability and lower maintenance costs. MMA terms remain valid during unforeseen incidents so you shall have our full support during the good times as well as through the tough times.

7 Does MMA entitle me to extra discounts?

Yes! MMA was developed to simplify the budgeting process to ease the maintenance of your turbocharger fleet and to help you benefit from the best delivery time discounts. This significantly reduces turbocharger operation costs for you.

8 How does ABB Turbocharging benefit from an MMA?

MMA allows ABB Turbocharging more one-on-one interaction with you. It also helps ABB reduce internal administrative costs, in particular when delegating the jobs within the network. With this, ABB Turbocharging aims for a better resource management and higher customer satisfaction.

9 What about exchange units?

You can include exchange units in the agreement to reduce downtime – if you want to. This can make sense when time for an on-site service is limited. Work can therefore be carried out in the Service Station itself.

10 What happens if I want to terminate the MMA ahead of the scheduled end of the agreement?

As per MMA terms, either party has the right to terminate the MMA at any given time with 30 days' notice. It's all about flexibility.

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