AUGURY

Preventing Costly Downtime:

How Keurig Dr Pepper Irving Keeps Production Running 24/7



Background

The Irving facility stands out as Keurig Dr Pepper's most complex bottling operation, managing more production lines than any other KDP location. Positioned strategically beside DFW airport, this powerhouse runs seven days a week while simultaneously executing ambitious modernization projects. Recent installations and upgrades across multiple bottling lines demand meticulous coordination—maintenance windows squeezed into weekends, every minute of downtime carefully planned. In this high-stakes environment where production never stops, the operations team has mastered the delicate balance between continuous production and proactive maintenance.

Challenge

Three-day shutdowns without warning: When critical equipment like the line eight filler end feed gearbox failed unexpectedly, operations ground to a halt waiting for specialized parts that weren't stocked on-site, creating massive production backlogs.

Knowledge gaps created vulnerability: With recent staffing transitions and new team members taking over the predictive maintenance program, the facility risked losing momentum on their reliability initiatives during a critical handover period.

Sensors failing in wet conditions: Constant washdowns in filler rooms and steamers caused mounting adhesive failures and connectivity issues, leaving teams blind to developing problems in their wettest, most critical areas.

Solution

Prevented multi-day production losses: Early alerts gave weeks of advance notice to source specialized parts and schedule repairs, eliminating 3-4 days of costly emergency downtime per incident.

Accelerated expertise through partnership: Weekly meetings with Augury specialists rapidly closed knowledge gaps during team transitions, transforming new operators into confident diagnosticians despite staffing changes.

Overcame environmental challenges: While solving wet environment sensor issues, the team prioritized monitoring dry, high-impact systems like ammonia compressors—equipment that could halt half the facility—maximizing ROI from working sensors.

Keurig DrPepper

Achievements

100%
Team Response Rate

20 Hours
Downtime Avoided

"

Augury alerted us to problems in one of our gearboxes—a part we don't stock. We got it ordered and ready before failure, avoiding the downtime we'd normally spend waiting for parts to arrive.

Fred Richardson
Operations Manager

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Proving Value Through Action

Prevented multi-day production losses: Acting on early alerts, the team sourced specialized parts and scheduled repairs, eliminating 3-4 days of emergency downtime per incident.

Solved an eight-month diagnostic puzzle: After exhausting standard fixes, the maintenance team partnered with Augury specialists to discover platform shock absorbers were causing false alarms.

Protected critical production capacity: The team strategically deployed monitoring on critical motors and ammonia compressors that could halt half the facility if failed.

Keys to Irving's Success

The team controls costs through predictive planning
With three to four months advance warning on bearing failures, they source parts at standard prices and schedule work during planned downtime—protecting budgets from emergency spending spikes.

Operations focuses resources where failure hurts most
The team monitors equipment that threatens entire production blocks—ammonia compressors that could halt half the facility, boilers that stop all lines—maximizing protection with every sensor deployed.

Maintenance builds expertise through collaboration
Weekly problem-solving sessions transform confusion into capability. The team learned to distinguish equipment issues from platform vibrations, adjust alarm thresholds, and turn every alert into operational knowledge.

The Bottom Line Impact

Zero emergency expediting costs on monitored equipment — Parts now arrive on schedule at regular prices, protecting maintenance budgets from unpredictable spikes.

20+ hours of downtime prevented — Early detection and planned repairs keep seven-day production schedules running without interruption.

100% response rate achieved — Every alert gets investigated and documented, building a knowledge base that makes the team stronger with each diagnosis.

> Minimizing downtime on big motors is crucial—they interrupt entire processes. Even if we have the part, it takes an hour or two to swap. Preventing that keeps our numbers up. This technology pays for itself.
>
> **Jose Gutierrez**
> **Operations Manager**

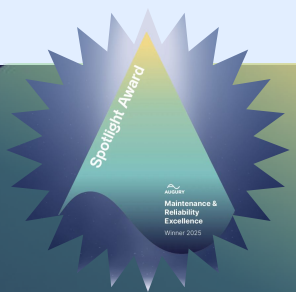
About Augury

A leading Industrial AI company, Augury helps manufacturers leverage real-time production insights to proactively address alerts, minimize downtime, reduce asset costs, and maximize yield and capacity. Combining predictive and prescriptive AI technology with industry expertise, our customers achieve payback in six months or less.

Spotlight Award Winner, 2025

Keurig Dr Pepper's Irving facility earned the 2025 Augury Spotlight Award for Maintenance & Reliability Excellence. Despite recent team transitions, they maintained exceptional performance—achieving nearly perfect serviceability rates, 100% alert response, and preventing significant production losses through strategic predictive maintenance.

This award recognizes the top 5% of facilities for machine health excellence based on fast alert response, robust technical infrastructure, strong team adoption, and measurable results.



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