

DESMA[®]
TEC



WORLDWIDE-SERVICE



Service at DESMA TEC



JÖRG ZILZ

graduate engineer

Manager Technical Service
and Spare Parts Sales

Dear Customer,

All machines need technical service and repair from time to time: DESMA TEC machines are no exception.

We at DESMA TEC see service as part of our sales strategy. One of our main tasks is providing the framework for service planning and organization.

We have all experienced both good and bad service, and we know the effects of either on the customer.

DESMA TEC provides state of the art, reliable shoe machinery for the world market.

We are convinced that excellence in service will further strengthen our position as market leader.

We offer not only typical and well-known service activities, such as:

- » **INSTALLATION**
- » **PUTTING INTO SERVICE**
- » **REPAIR**
- » **MAINTENANCE**
- » **SPARE PARTS SALES**

but see our task as the influencing of the product itself. Close cooperation between the design department, the shop floor and the service department is vital to create a service-friendly product that is highly accepted by the customers.

We use the service reports of our technicians as a basis for product improvements and developments. A return of all the information collected in the service department is very important for our engineers.

A close look at the delivered spare parts, from the statistical point of view, will draw our attention to potential areas for improvement.

Our customers demand – and deserve – a service-friendly product. We are justly proud of our service department – personnel and organization.

Well-trained technicians for active field service are the backbone of the service department. Our technicians never forget they are the face of DESMA TEC for the customer.

The service technician guarantees the execution of professional and reliable repair and proper maintenance. Field repairs, which normally have to be carried out independently by the technician, require a maximum amount of skill and specialized knowledge on the part of the service crew members: technical skills alone are not enough! He also has to give advice and support to the customer, such as tips for the improvement of overall shoe production. The DESMA TEC technician can only be as successful as the service organisation that is supporting him. We at DESMA TEC Achim are committed to doing all that is humanly possible to ensure the customer's satisfaction.



The DESMA TEC Service Department

In the DESMA TEC plant in Achim, northern Germany, close to the city of Bremen, you will find the DESMA TEC Service Centre. Our guiding principle: **“Short ways – short reaction times”** means we have located the following office work stations in agreement with the latest, most modern work place ergonomics:

- » *Central scheduling of the service technicians*
- » *Central recording of spare parts orders*
- » *Customer Training*
- » *Spare parts stock*
- » *Spare parts sales*
- » *Spare parts shipment*
- » *Spare parts identification*
- » *Telephone diagnostics – Trouble shooting*
- » *Teleservice via modem*

All work places are electronically linked and work with SAP R3. Therefore all the necessary information, e.g. spare parts availability, is on the screen within seconds. By entering the serial number of DESMA TEC equipment, we can find every single screw originally in this machine.

» Field Service

- » Centrally organized technical service from Achim (Germany)
- » 20 highly qualified and equipped technicians stationed in Achim
- » 9 worldwide service bases with german and local technicians as well as spare parts (Brazil, China, France, India, Mexico, Russia, Spain, Turkey, USA)
- » Technicians can be reached 24 hours via mobile phone
- » Special services carried out by service engineers
- » Pressure Vessel Testing
- » Inspections of machines according to checklists / service contracts for fixed prices

» Office Duty

- » Telephone diagnostics / trouble shooting: Via telephone we support our customers in fast fault diagnosis. Our most experienced technicians work here.
- » Teleservice: Our engineers in Achim can tie in to the customer's DEScan controlled machines worldwide via modem and support them with diagnosis and elimination of the problem. The advantage for the customer is the extremely short downtime of the machine. Thus they save valuable time and therefore money.
- » A very important document is the machine file with the history of every machine build by DESMA TEC. All technical changes as well as spare part events are carefully recorded from the birth of a machine. Through this we always have a current picture of the machine. Nowadays this machine file is available as electronic data. The employee will have the necessary information on his computer within seconds.

» Wear and tear part service with most modern technology

The inland and foreign spare part sales are organized in accordance with national and linguistic boundaries. For quick response we work with state of the art software and are able to check spare parts availability at the touch of a button. The necessary drawings to identify the spare parts are also available in electronic form in the service department.

» Spare parts stock

We have currently more than 13.000 different spare parts in stock, with an overall value of approximately 8 million Euros resale price. We can supply parts for new machines and also deliver most parts for machines that were built more than 30 years ago by DESMA TEC. In addition to our central spare parts stock in Achim, we have the most frequently needed parts also available in our 6 worldwide service bases. The stockpiling of the spare parts is orientated to statistical data and experience. It is organized in accordance with the latest materials management knowledge. For the worldwide shipment of the parts, we work together with several parcel services, thus allowing us to reach most of our customers all over the world within 24 - 48 hours.

» Training

A DESMA TEC machine in combination with highly trained personnel is the basis for efficient and profitable production. DESMA TEC's own in-house training team offers courses which will help our customers to meet their goals. Some examples of DESMA TEC Training Courses:

- » *Basic machine functions (operator and technician)*
- » *PU/TPU Rubber application (operator)*
- » *DEScan Control System (service technician)*
- » *DESMA S4 Robot Training (operator) – Release agent spray robot – Roughing robot*
- » *DEScm Robot programming system (operator)*

Training (one week) takes place in our factory in Achim or, on customer demand, on their site. The training schedule can also be flexibly adjusted to customer needs.

» Contact

We maintain close contacts to our present customers and are happy to welcome prospective clients.

Manager Service Department	Troubleshooting	Technical Support	Teleservice
Mr. Jörg Zilz Tel.: +49 4202 990 300 j.zilz@desma.de	Mr. Heinz Volkmann Tel.: +49 4202 990 526 h.volkmann@desma.de	Mr. Hanfried Stürmann Tel.: +49 4202 990 419 h.stuermann@desma.de	Mr. Olaf Gienke Tel.: +49 4202 990 444 o.gienke@desma.de
Training	Spare Parts Requests		
Mr. Volker Buse Tel.: +49 4202 990 523 j.zilz@desma.de	Mr. Hansjörg Paeschke Tel.: +49 4202 990 318 h.paeschke@desma.de	Mr. Friedel Steffens Tel.: +49 4202 990 333 f.steffens@desma.de	Mr. Wolfram Tolke Tel.: +49 4202 990 430 w.tolke@desma.de

A request to you – as a golden rule:

Please indicate the machine type and the serial number on all your spare part orders, technician requests, telephone diagnosis and correspondence. This will ensure speedy processing. As you know: "Time is money!" In the Customer service department at DESMA we consider satisfied customers our most important asset. We appreciate their business and do our best to earn their confidence.

Yours, **Jörg Zilz**