



Faith with a plan

After-sales & service: A key element for industrial companies

Nowadays, companies are characterised by continuous changes in their target markets. The requirements associated with their own activities need to be adapted continuously.

Gone are the days when the after-sales & service domain played the role of a customer service department which merely had to sort out problems.. Preventive maintenance of production facilities reduces malfunctions and prevents the emergence of emergency situations. It also increases the systems' service lives. Regular servicing and maintenance activities preventively secure the reliability of the production operation, improve the satisfaction levels of operative employees and sustainably strengthen customer loyalty.

Qualified personnel make it possible for several companies to independently carry out as many device servicing operations as possible. Predictive maintenance enables companies to predict the ideal point in time for repairs or device replacements in advance. Predictability saves time and money.

Special custom-made cables connect our world

Located in Wipperfürth, Germany, with more than 350 employees in the research & development,

production and sales departments, HEW-KABEL develops and manufactures client-specific cables and lines for domestic and foreign clients.

“The high qualification level of our dedicated employees from the production department makes it possible for us to respond to our clients' special wishes in a speedy, flexible and often creative manner.”

The group of clients includes companies belonging to the automobile industry, the medical technology sector, the robotics domain, the control technology sector and the energy machine construction domain. The number of diverse cable solutions is very large indeed. The individual customer support offerings are supported by HEW-KABEL's multi-year experience and extensive service portfolio. The internal processes are subject to the most stringent requirements associated with quality management.





01 Opportunities not exhausted

Changes involving the operating and maintenance personnel have been made over the course of the several years during which the company has been operating facilities in which 26 continuous inkjet alphaJET devices have been using pigmented and non-pigmented inks to carry out marking tasks. Knowledge has been transferred from employee to employee. This involved a partial loss of expertise and skills. This also resulted in more frequent production disruptions, which could only be rectified with the help of telephonic support from the helpdesk/hotline or short maintenance visits carried out by KBA-Metronic.

*Lisa Tintelnot
Technical purchaser*

“We have bound ourselves to a stringent quality requirement. The advanced training measures allow us to fulfill the requirements of our skilled employees and strengthen our competitiveness in a future-oriented manner.”

02 Solution with potential

HEW-KABEL attaches great importance to qualified employees, and considers this to be a component of its success. In 2015, the new operating personnel participated in the adapted USER operator training programme at KBA-Metronic. The OPERATE training programme provided the technical personnel with training pertaining to maintenance and repairs. Furthermore, all marking systems are serviced and checked within the framework of an agreed-upon rotation system; this is done in a manner that is both predictable and calculable (thanks to maintenance contracts). Regularly-scheduled refresher training sessions allow the employees to cement and update their knowledge.

03 Satisfied conclusion

The attractive conditions in the maintenance contracts and the plannable (thanks to agreed-upon maintenance dates) malfunctions involving the ink-jet printers demonstrably contribute to the strengthening of the company's success. The dedicated production personnel can once again focus their full attention on the core business. Special customer requirements are once again being fulfilled in a bold and creative manner. The cable marking operation is no longer a production bottleneck. The maintenance appointments are used as an opportunity to competently exchange views with KBA-Metronic's service technician.

After-Sales & Service

Our clients require a smooth-functioning production operation and firmly-calculable costs.

We use well-thought-out concepts and individual solutions to make this possible.

Flexible and exceptional – Just like our clients.

For more information: kba-metronic.com/de