

Wire Rod Study 2007

Benchmark study for SMS Meer wire rod mills worldwide



How does the performance of your wire rod mill compare with that of the international competition, and what added potential could you gain from it?

The benchmark study for the wire rod mills supplied worldwide by SMS Meer answers these and other questions. In a comprehensive customer survey, we aim to identify, collect and evaluate the key plant, production and operating data of our wire rod mills. The participating companies will then receive the results in anonymised

form as a benchmark study. The data obtained during the survey will naturally be handled strictly confidentially and will not be made available to third parties.

Please contact us if you are interested in participating in the SMS Meer wire rod study 2007.

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Editorial

Dear Customers,

You are holding in your hands the very first edition of the SMS Meer "Service Info". From now on, this newsletter will keep you regularly informed about new service products, current projects and innovative concepts so that you as customer can benefit quickly and directly from our developments.

Our aim is to offer you customised service not just up to commissioning but over the whole life cycle of your plant. We therefore wish to give you the opportunity to enter into a direct dialogue with us. At the end of each article you will find the contact data for our experts who will be happy to provide further information or to answer any questions you may have.

I wish you enjoyable reading with the "Service Info".



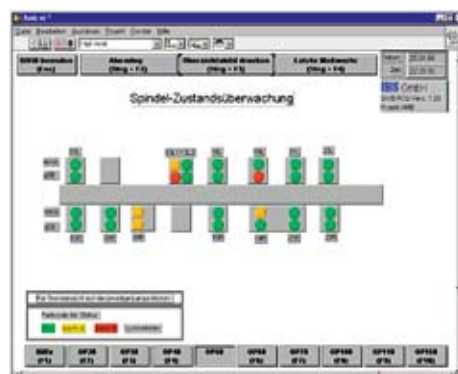
Friedhelm Bitter
Head of Service

New measuring technologies at SMS Meer

Know-how and equipment from a single source

SMS Meer has expanded its range of modern measuring technologies for technical plant inspection, because the reliability of your mill is crucial for your production plan. Regular monitoring of the mill condition by measuring the vital parameters therefore offers planning reliability and helps to reduce unscheduled machine standstills. It forms the basis for condition-oriented maintenance and also provides you with an objective assessment of the service work. As the manufacturer of your plant, SMS Meer knows all the necessary machine parameters and provides both the

measuring equipment required and the expert personnel. Our metrologists have extensive



knowledge of signal analysis, data evaluation and diagnosis of damage symptoms. The service spectrum covers vibration and torque measurements, thermo-optical analyses and laser-based surveying.

We would be happy to submit a quotation for an analysis tailored to the specifications of your plant.

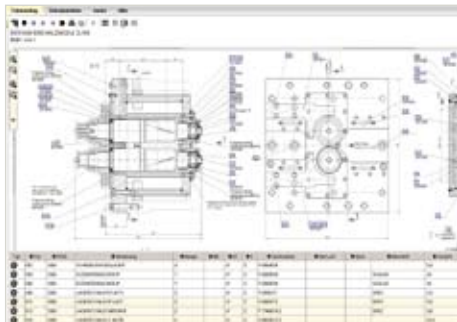
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Electronic spare parts catalogue

Simpler, quicker and more precise – offering you new possibilities

With the introduction of the spare parts catalogue system based on the Docware® software platform, SMS Meer has optimised the availability and identification of spare part and service information. All service and spare part-relevant data on your plant are now available on an individual, machine-specific spare part catalogue CD. Simple and quick access to all the necessary information for spare parts orders is



ensured by the linking of design parts list, drawings and machine documentation.

The clearly structured and user-friendly representation of complex plant information makes identification of the necessary parts with technical specification quicker and more effective. The required spare parts can be selected with a simple mouse click in the drawing or using the integrated search function. The parts are ordered using an integrated shopping trolley function where all the orders are clearly listed and can be sent directly as an e-document by e-mail or printed out and sent as a telefax.

The result: The time-consuming ordering process is significantly shortened. Questions, incorrect interpretations or even

wrong deliveries can be more or less ruled out. The spare parts catalogue can be used intuitively and comfortably and requires not special IT know-how.



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Service enquiry tool "Reqwire"

Tailored service at the click of a mouse

In order to simplify and optimise the service call planning for inspections, overhauls or repairs, SMS Meer has developed the Service enquiry tool "Reqwire".

An efficient standstill coordination routine encompasses not only planning and organisation of the material and personnel resources, but also ensures the timely availability of the tools and materials and provides an exact specification of the work involved.

Here SMS Meer supports you with "Reqwire" in the logistics planning, coordination and handling of your service

enquiries that are drawn up quickly, clearly and in detail with the new, specially developed software. All quotation-relevant information is bundled, services and responsibilities are clearly defined and displayed in a logical manner. The enquiry form can be sent directly by telefax to your SMS Meer Service advisor, minimising time-consuming questions or misunderstandings.

Your software-generated enquiry forms a sound basis for our quotation, ensures exact planning and hence optimises our service for you.



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