

SERVICE INFO

November 2008

Inside SMS Meer

Bundled competence – your Service team for extrusion presses

Following the business merger of the two subsidiaries of the SMS group, SMS Eumuco and SMS Meer, the colleagues from Leverkusen have now moved and been fully integrated into the Mönchengladbach facility.

with the identification of the spare parts, but also provide comprehensive advice. You, too, can profit from the vast experience and competence of the team.

We have now also bundled the repair and modernisation know-how in the team headed by Mr Niers.

Together with you, our experts develop individual modernisation solutions and bring your extrusion press up to the latest technical and economic standard. The integration of new technologies increases the press service life and is a real alternative to the investment in a new machine.

All you have to do is contact us!



Your spare parts team for extrusion presses

Not only the proximity to the whole SMS Meer Service Product Unit, but also the overall restructuring of the Service team offer numerous advantages for our customers.

The team headed by Mr Strake provides comprehensive support in all questions of spare parts for your extrusion press. Our OEM spare parts ensure a long press service life while at the same time incorporating the latest technical innovations.

Irrespective of the manufacturer of your extrusion press, we support you not only

Ihr Team für Reparaturen und Modernisierungen



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EDITORIAL

Dear Readers,

You are holding in your hands another issue of the SMS Meer "Service Info". We will be keeping you informed on a regular basis about our service products and latest projects so that you as customer can benefit directly from our developments.

We put our know-how gained from decades of production of extrusion presses to productive use for you in Service. Thanks to our regional presence, we can also plan flexible "on site" activities exactly in line with your wishes.

Our aim is to look after your press over the whole life cycle with our service support. Together we can safeguard the long-term availability of your machine park and optimise your processes.

Wishing you an enjoyable read with this Service Info,

Yours



Friedhelm Bitter
Head of Service

Many thanks for your opinion!

In May this year we again carried out a representative worldwide customer satisfaction survey in Spare Parts Service. Within the framework of this survey, 1000 customers from 78 countries were asked for their opinion on 10 different performance criteria.

contributed actively to the possibility of optimising our performance. Congratulations also to the winners of the iPODs. A catalogue of measures has been drawn up from the results obtained, so that first steps can be implemented straight away.

Many thanks to all the customers who participated in the survey, and who hence

We naturally continue to be at your disposal for your suggestions and wishes.



Yours Frank Jansen
Head of Spare Parts Service



A competent partner

SMS Meer concludes maintenance contract with Nedal Aluminium



Extrusion press of SMS Meer

Maintenance is becoming ever more important for plant operators. Growing competition and increasing pressure of costs are forcing companies to constantly monitor and optimise their production processes. In order to be and remain competitive, more and more companies are concentrating on their key business – just like NEDAL Aluminium in Utrecht, The Netherlands.

THE COMPANY

NEDAL Aluminium produces profile weights of up to 100 kg per metre in various alloys and lengths of up to 30 metres on three extrusion press plants.

THE PROJECT

Since March 2008, SMS Meer has been supporting the maintenance personnel in the inspection, maintenance and repair of the plants. Together with the customer, SMS Meer's main goal is to prevent unscheduled standstills. The maintenance activities are carried out on mechanical, electric and hydraulic

components from the billet shear, press, run-out system and saw line right up to the delivery belts to the profile stackers of the three press plants.

COMMENTS BY THE PROJECT MANAGER

"Successful cooperation, in both the planning and the implementation, is a major precondition for our goal of offering our customers full service and an optimum scheduling of the work to be carried out," explains Hermann Schumacher, SMS Meer's Project Manager.

Rob van der Meij, Plant Manager at NEDAL Aluminium, sees considerable advantages in the cooperation with the SMS Meer Service team:

- Expansion of the preventive maintenance
- Increased reliability of the plants and utilisation of improvement potentials
- Supplementing of the in-house maintenance with the broad experience and know-how (not only limited to SMS Meer machines)

- Exchange of state-of-the-art know-how
- Predictive planning of the maintenance activities
- SMS Meer as plant manufacturer is backing this project.
We can rely on them!

PLANNABLE SUCCESS

For the planning, organisation and documentation of the maintenance activities, SMS Meer uses a "Computerized Maintenance Management System (CMMS)" developed specially for our customers. This computer-aided maintenance system completely images the customer's plant down to the smallest component. Maintenance-relevant information is recorded and analysed here together with the customer's personnel. This forms the basis for a continuous improvement of the maintenance operations.

If you have any questions or suggestions about this subject, then we look forward to hearing from you.

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Hermann Schumacher of SMS Meer with Rob van der Meij, Plant Manager at Nedal

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E-Mail	

We are interested in the services offered by SMS Meer.

Please let us have further information on the following services:

- OEM Spare Parts Service
- Equipment Checks
- Equipment Audit
- Factory Improvement
- Maintenance Management
- Modernisation
- Training Programmes

Please also send us free of charge and without obligation:

- The latest SMS Meer Service presentation.
- A demo version of the electronic spare part catalogue.

- We would like to get to know the service products from SMS Meer in more detail.
Please contact us to **arrange an appointment.**