

THE WAY TO MAKE IT



GLOBAL
SERVICE STRATEGY

2

KOMAX INDIA – CRIMPING TECHNOLOGY
WORKSHOPS FOR CUSTOMERS

3

GLOBAL SERVICE STRATEGY

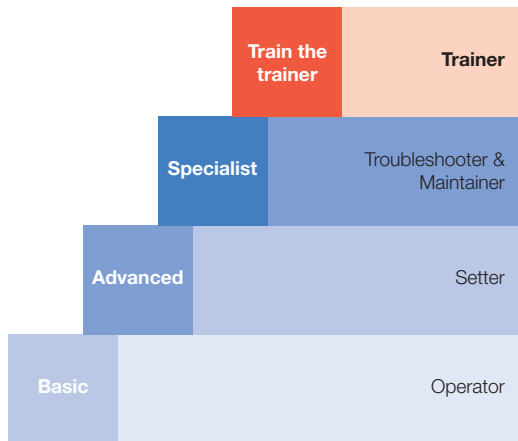
Expertise where it's needed

Competencies close to the customer

The strategy followed by Komax Wire's service department could be summed up in the words "having the right competencies as close to the customer as possible". Our global network of instructors and our customized training concepts enable us to take our knowledge to our customers in a form that offers them the greatest benefits.

Modular training concept

Our training concepts are modular in structure; in other words, they deliver level-appropriate content that is geared to specific job areas and which optimizes the way customers' systems are operated and maintained. This results in efficiency gains.



Modular training concept

Training programmes are specifically geared to the needs of operators, setters, troubleshooters/maintainers, supervisors and trainers. The content delivers theoretical and practical principles plus special knowledge designed to further augment participants' competencies and efficiency in the course of their daily work.

It goes without saying that we are also happy to take individual requirements on board and design courses to suit customers' specific needs. For example, in addition to courses covering the general principles of crimping technology, we also offer tailored courses on the Komax machines and processes used by our customers. Courses take place at either a Komax branch or at the customer's own factory.

If needed, we will also train customers' employees as instructors so that they can share the knowledge they have acquired within their organization without our assistance and in a way that is appropriate to their business. In-depth knowledge of the various ways in which wire processing machines can be used and integrated into production processes increases autonomy in resolving operating problems and thus improves the availability of the installed machine base.

Our experience, your success

Komax Wire's service department has many years' experience of organizing and conducting customer training courses worldwide. We are constantly refining the content of these courses and adapting it to the latest circumstances and trends. Naturally, we also develop our instructors' skills on an ongoing basis as part of this process. Our customers benefit from this concentrated pool of knowledge because we make it available in a direct, structured and clear way that is geared to real-life requirements. <

"We offer course content that reflects real-life needs, improves participants' efficacy in their daily work and increases process efficiency at the customer's end."



Jürg Schneider
Head of Technical Services & Internal Sales

Your benefits

- Access to professional, reliable contact people
- Course content that reflects real-life needs
- Short response times
- Short downtimes thanks to fast, expert fault rectification
- Increased production efficiency

KOMAX INDIA – CRIMPING TECHNOLOGY WORKSHOPS FOR CUSTOMERS

Technology seminars add value to the services offered to customers

About crimping workshops

Komax India has been conducting about 4-6 workshops per year for small, medium and key account customers at three major industrial hubs in India (Delhi, Pune and Bangalore). These workshops are conducted by the Komax India team at the customer's premises or in hotel business centres.

Agenda

Such workshops cover a broad range of topics, starting from an overall introduction to wire processing and extending to applicators and set-up, crimp validation (with a demonstration of Crimp Lab), cause and analysis of crimping defects, machine set-up for efficient changeover, salient features of Topwin, and CFA training etc.

Komax India caters to two different set of customers. It runs dedicated workshops for the key account customers, preferably at their premises or in a conference hall. The agenda is decided by mutual agreement with the customer. Usually engineers from the maintenance, production engineering and quality departments participate, and the approximate group size is 20-30. Workshops for small and medium-size customers are held in conference halls with a group size of 35-40. Typically, participants presently use or want to use Komax CS (Cut and Strip) or CC (Crimp to Crimp) machines or even use third-party products. These workshops conclude with a test, after which each participant receives a certificate of attendance. Finally we invite participants to give us their feedback so that we can further improve both the way workshops are organized and their content. <



Workshops in hotel business centres

“Being a leading supplier of wire harness equipment, Komax India takes the lead of sharing its over 25 years gained knowledge and experience in the form of Crimping Technology Workshops.”



Mahesh Gulati
Director, Komax India

Your benefits

- More effective and efficient use of machines results in better OEE
- Improved end-product quality
- Enhanced capability to handle process-related issues autonomously
- Development of internal know-how (internal instructors)

Why workshops for customers?

- Technology seminars add value to the services offered to customers
- Limited availability of training in crimping technology elsewhere
- Lack of knowledge about crimping technology
- Inefficient use of machines due to lack of understanding of basics and/or quality tools
- Frequent change of operators and maintenance staff

“We found the programme very useful. Would request you to organize more such programmes in future also so that more members of our group-wide team can attend.”

“Thank you for the detailed training, it will definitely help us to use our Komax machines to their full potential and upgrade our skills.”

Customers' feedback

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