

PROCESS ANALYSIS

Performance Optimization



Customer Care Program for sustainable performance

The competitive nature of your business requires continuous optimization of your operational processes and equipment to ensure you maintain a competitive advantage.

manroland's Customer Care program ensures you maintain the highest quality, maximize performance, and remain profitable. This consultative service allows you to identify operational needs and proactive opportunities that will position you to be competitive in your market and provide the highest level of satisfaction to your customers.

How it works

Your Customer Care Specialist will visit your facility at pre-defined frequencies to review press performance and press operating practices. Working with your press crews and maintenance staff, he will specifically target issues impacting overall press performance.

Because your Customer Care Specialist is assigned to your facility, he is well positioned to focus on sustainable performance improvement by monitoring press performance and operating processes over time. He will continually review the outcome of previous training and service activities to ensure you are benefiting from your maintenance investment.

This proactive service can also identify eminent mechanical failures, reducing the risk of unplanned downtime. Minor repairs may be rectified while on site reducing your maintenance costs and eliminating additional travel expense.

As your customers needs change and new technological advancements are made, your Customer Care Specialist can make recommendations that will ensure you continue to support your customers and are positioned you to move into new print markets.

With sustainable support and expert advice, you can feel assured that manroland's Customer Care program will position you to remain successful. ■■

Focus Areas

- Press performance
- Press materials & printing consumables
- Press operating parameters
- Press operating procedures
- Press maintenance
- Press upgrades

Benefits

- Reduce unplanned downtime
- Maximized press performance
- Reduced make-ready and production waste
- Achieve highest quality
- Gain visibility of new production possibilities
- Continuous improvement of performance and operating processes

Scheduling

Flexible duration frequencies

- Quarterly
- Semi-Annually
- Annually

©manroland Inc. - Performance Optimization - Updated 06/2009 - printed in the USA



manroland Inc.
800 East Oak Hill Drive
Westmont, IL 60559
USA
Phone (800) 533-7561
Fax (630) 920-3999
www.manroland.us
psweb@manroland.us

manroland