

EQUIPPED FOR TOMORROW



Obsolescence management enables Customer Service to let customers know ahead of time when a machine component will be discontinued. This allows to plan with certainty and saves money.

Felix Haberl, Product Manager in the Customer Service department, is responsible for obsolescence management which he considers a very important tool to prevent, for example, unplanned machine downtimes.



The packaging machine has stopped unexpectedly. A cylinder has broken. The production engineer calls the Customer Service Harro Höfliger to order the required spare part. But the employee there has bad news: The cylinder no longer exists and the available successor is a few millimeters longer. In order to use it, machine sections have to be converted. This is expensive – and time consuming.

Harro Höfliger wants to protect customers from such scenarios with a new service: The obsolescence management for components that will be discontinued. Felix Haberl, Product Manager Customer Service, explains how it works: “Upon customer request, we will check the entire parts list of a machine for discontinued parts. For each component that is no longer produced, our engineers will search for successor products. The results are classified and

categorized accordingly in a table. A basic distinction is made as to whether the parts are still available or can be replaced by a one-to-one successor, or whether minor adjustments or even complete conversions are required.”

TAKING ACTION

The big advantage: Thanks to this service, customers can plan and determine the required measures at an early stage. This also became evident in a pilot project with a pharmaceutical company, where Harro Höfliger compiled overview lists for two large lines and then jointly developed the following strategy: It made sense to stockpile individual components that were still available as spare parts. Since other sections of one machine needed to be optimized anyway, a planned conversion with the new product versions was the obvious solution. Felix Haberl summarizes: “This service means an enormous added value for every customer. With this information customers can be proactive and avoid machine downtimes.”

The Customer Service team creates a systematic overview of the availability of spare parts.

