Customer Success Story

Reduced Lead Time Keeps Pet Food Manufacturer Operating

Challenge
One of the largest pet food manufacturers in the US performs weekly inspection and maintenance every Monday. After inspection it was discovered that a screw conveyor was near failure. The Motion Industries Account Manager was on site and helped the maintenance crew measure the screw needing replacement.

Solution
Motion Industries contacted KWS the following day with the specifications for the replacement screw. KWS responded with a quotation within an hour. An order was placed the same day. Normal delivery for the replacement screw was 12 working days. Understanding the end user’s need, KWS responded by manufacturing and shipping the screw within 4 working days. The replacement screw was installed on the next Monday and the plant avoided a failure and unprofitable downtime. If the replacement screw did not arrive on time, the screw would have been repaired with materials on hand and a much bigger problem developed if there was a failure.

Working together, Motion Industries and KWS provided a value-added solution to the Customer’s needs. The cost savings on the one screw conveyor would be multiplied as Motion and KWS continued so solve problems throughout the plant.

DOWNTIME AVOIDANCE

Total Savings: $480,000.00

SAVINGS ANALYSIS

8 days x 24 hours/day x $2,500.00/hr = $480,000.00

KWS exceeded our expectations again! Thanks for the top quality, quick delivery and excellent service! There is more to come!

— Predictive Maintenance Manager

Motion + KWS = Problem Solved