

SERVICE INFO

May 2008

EXPANSION OF OUR RANGE OF SERVICES: An overview of our service catalogue can be found on [page 2](#).

REPORTS FROM THE WORKS: Revamping of a forging press after major fire. Further information on [page 3](#).

SMS MEER GOES GLOBAL: Find out about our worldwide presence on [page 4](#).

SMS Meer Inside

Planning spare parts requirement well in time

The global high demand for industrial plant and machinery products has in many areas resulted in supply shortages. In the metallurgical plant and equipment industry, 2008 will be the fourth consecutive year of a special business cycle.



Factory premises SMS Meer GmbH Mönchengladbach

The boom, however, has its drawbacks: Production capacities are being stretched to their limits. The reasons for this are bottlenecks at fabrication workshops and component suppliers as well as the tense situation in raw-material markets. Therefore, many factors contribute to significantly longer delivery times for certain spare parts.

As a manufacturer and service partner, our most important goal is to keep our customers satisfied. In addition to OEM quality products, we give top priority to short delivery times and first-class service. It is for this reason that we have initiated a series of actions that are designed to cope with this unusual market situation.

One of these measures includes the upgrading of our production capacity through the construction of a new production building. Comprehensive state-of-the-art machinery ensures a high degree of self-manufactured components and reduced door-to-door times for spare parts.

The redesign of organisational structures and work processes will additionally accelerate the supply of spare parts. Integrated production processes and separate material flows for spare parts provide flexibility and room for action. Shorter door-to-door times and a more flexible production set the course for reducing delivery times.

Another central measure is the monitoring of the entire value-adding chain in order to be able to counteract delivery and supply bottlenecks as early as possible. The transparency thus created in the order structure is also showing first signs of success which will make themselves felt also at your end.

Furthermore, long-term and farsighted planning in the stocking-up of spare parts helps to ease the delivery time situation. Involving us at an early stage in your requirements planning will improve flexibility. Please use the opportunity for open dialogue with us and inform us of your long-term arrangements for spare parts. Parts with long delivery times can thus be identified, ordered and made available by us in good time in keeping with the requirements. We will be pleased to assist you in all matters concerning your spare parts planning.

We consistently put all of the aforementioned measures into practice and are confident that we can provide you with the customary SMS quality also in the future and thereby remain the service partner of your choice.

Contact person: Frank Jansen
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Editorial

Dear Readers,

You are holding in your hands a further issue of our Service Info. In order that you as our customer can profit directly from our developments, we would like to inform you about our latest projects and products.

Our aim is to offer you a customer-oriented service even after commissioning and over the whole life cycle of your plant. Service Info lets you, our customers, share in our innovative ideas.

At this point we would like to give you the opportunity to enter into direct dialogue with us: You will find the contact data of the respective contact persons at the end of each article.

We will be happy to hear from you at any time for questions or further information.

And don't forget to take part in our competition using the enclosed reply fax.

Wishing you an enjoyable read with this Service Info,

Yours



Friedhelm Bitter
Head of Service

Tell us your opinion and win an iPod!

In order to be able to improve our service and gear it more to your needs, we are carrying out a customer satisfaction survey. We would be grateful if you could answer our short questionnaire and give us your views.

Every reply has a chance to win one of 5 Apple iPods. Thank you in advance for your support!

Contact person: Sarah Krämer
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Win one of
5 Apple iPod-Player
as thanks for
your participation!

SMS Meer Inside

Expansion of our range of services



Intensive life cycle support

SMS Meer is continuously developing innovative services and intelligent solutions tailored to the latest market demands and individual customers' needs. The link between our services and our OEM spare parts service offers our customers a first-class full-line package. Our range of services thus ensures reliable and production operation over the whole life cycle of your plant..



In concrete terms, SMS Meer Service means for our customers:

- Increased productivity
- Higher plant availability
- Improved product quality
- Reduced operating costs
- Assured plant value

Contact person: Dr. Frank Kaiser
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SMS Meer Business Unit

SMS Meer develops and builds plants for the tube, steel, NF metal and forging industry. Here we can draw on a unique wealth of experience.

Tubes	Long Products	Forging	NF Metals	Heat Treatment
S E R V I C E				

Fair participations 2008



This year again, SMS Meer and the Service team will be represented at both national and international trade fairs to present our services to you. The SMS Meer Service experts are looking forward to meeting and getting to know you personally at one of these events. The planned fair participations with the corresponding dates are listed below. You will, of course, be invited to visit us personally in good time before the respective event.

- | | |
|-------------------------|---|
| 27 – 30 May | Metallurgy Litmash
Tube, Russia Aluminium /
Non-Ferrous 2008, Moscow, Russia |
| 3 – 6 June | Metal & Metallurgy China
Shanghai, China |
| 7 – 12 September | IFC 2008, Chicago, USA |
| 1st half of Dec. | Metal Bulletin, 12th Middle East
Iron & Steel Conf., Dubai, UAE |

SMS Meer local

Successful repair and modernisation after major fire



Everything from a single source: From the damage assessment through to recommissioning

A huge fire in April 2007 caused horrendous damage to the open-die forging press and surrounding plant components at Schmiedewerke Gröditz, Germany. Thanks to professional project management, the necessary manufacturer expertise and an exceptionally flexible procurement management from SMS Meer, the 27/36 MN forging press was back up and running in automatic mode only six months after the fire.

The appearance of a machine damaged by fire is very different from that of a machine with damage caused by wear and ageing, and often surpasses the experience to date. The complexity of the fire damage and the large number of machine components destroyed demand extensive manufacturer know-how and transparent project management in order to be able to react quickly and cost-effectively to the situation.

Technical and commercial concepts were drawn up for the repair in close cooperation with the customer, and took product and system-oriented modernisation potentials for the plant systematically into consideration.



Condition of the open-die forging press after the fire

After a cost/benefit analysis, the whole scope of services and the project schedule for the necessary repair work were drawn up. At the same time, the specialists from SMS Meer began the spare parts procurement in order to shorten the delivery times and ensure quick recommissioning.

Thanks to the technical competence of the service personnel and strict project



Open-die forging press after repair and modernisation

control by SMS Meer, the installation and erection of the components affected and commissioning of the plant were achieved on schedule, much to the satisfaction and relief of the customer.

Contact person: Hans-Dieter Niers
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PREVIEW



In "SMS Meer local" in our next issue of Service Info in autumn 2008, we will be reporting on the SMS Meer maintenance management in a Russian large-diameter pipe mill.

In addition you can look forward to an extensive interview with the owner of the mill on the service agreement concluded with SMS Meer. Increasing plant complexity and higher availability demands in the whole value-added chain require optimised maintenance.

You, too, can avoid high standstill and consequential costs and increase your

productivity with the SMS Meer maintenance management. We offer you customer-specific solutions right through to the full-service contract.

Should you require further information or have any questions, please don't hesitate to contact the SMS Meer Service team. We are looking forward to talking to you personally!

Contact person: Matthias Burrichter
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SMS Meer worldwide

International service from SMS Meer

Worldwide service network becoming bigger and bigger

Quick support, directly on site, in the local language and, above all, with the plant manufacturer's know-how. These are the basic demands placed by our customers on our service department. Which we satisfy through the rapid and systematic expansion of our international service locations.



In **Russia** we have been catering to our customers' needs since the end of 2007 through our own Russian service company in St. Petersburg. In addition to the spare parts business, our subsidiary offers tailor-made full-service agreements and performs extensive maintenance work. Thanks to our competent and qualified team in Russia, we are able to offer our Russian customers the entire range of services.

As early as the beginning of 2007, we successfully set up SMS Meer Service Inc. as an independent service company with 20 employees in **North America**. The entire region is served from the locations in Cranberry and Bellefonte. Here, going beyond our current SMS Meer plant spectrum, we specifically offer services for the traditional brands Sutton, Aetna Standard, Berrenberg and Etchells.

In the **Gulf** we have strengthened our Dubai team by recruiting trained service personnel to ensure optimum

customer care also in this region. The same applies to **India**: With the new company SMS Meer India Pvt. Ltd., our Indian customers benefit from short routes and from our service with manufacturing competence.

In **China** too, we are experiencing an increasing demand for service. In view of the large number of installed plants, we will be forcing the pace with our service in China even before the end of this year so as to be able to offer our entire product portfolio. This will enable us to create all the preconditions for longstanding and close cooperation with our customers.

Contact person: Nadine Frey-Rütten
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SMS Meer special

How well do you know the world of SMS MEER Service?

Small tip:
 You can find all the answers in this Newsletter or on our homepage!

Across:

- 2 offered Service („OEM-...“)
- 3 customer survey for
- 4 improved press
- 6 traditional label
- 7 Service location in USA

Down:

- 1 office in Germany
- 5 Software-Tool („electr. ... catalogue“)
- 8 trade show in september

Solve the puzzle and win an iPod.

Send us the right solution using the enclosed reply fax. Have fun!

SERVICE INFO



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To:
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Germany

First name

Family name

Company

Position

Street

Post code / City

Country

Telephone

Telefax

E-Mail

Yes, I would like to participate in the competition.

The right solution is:

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.**