

Technical News Bulletin

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S-Class Service: How to benefit from fast parts supply



Why fast supply of parts is so important.

The 24-hour, 7-day nature of the container glass production industry places high importance on avoiding machine downtime, but at the same time the demanding operating conditions within a glass-plant make wear of mechanical, electronic and refractory parts inevitable. In addition, the production of a new container often requires installation of different variable equipment. These facts add up to a great dependence on Parts to keep the business running.

Differences between parts

As the world's leading supplier of IS machines and Inspection equipment, Bucher Emhart Glass supports its customers' installed base through its ability to supply more than 150'000 items, of which some 100'000 can be considered to be active at any time. Clearly, not all parts can be handled equally.

Not only are there large differences between these items in terms of size, complexity, materials and tolerances, but also in how these items are required by operators. Specifically, parts which are needed to replace damaged or worn articles are usually needed immediately, whereas items required for a planned machine overhaul project may not be required for several months.

How Logistics are organized

Bucher Emhart Glass has designed its Parts logistics system around these different types of demands, through the creation of 3 categories of Parts, which are treated differently:

S-Class Parts are stocked in large quantities in the parts distribution centre (PDC) in Luxembourg (Hot End + Cold End) and USA (Cold End + Refractories).

Whereas 2 working days are required to prepare most S-Class items for shipping, the additional finishing steps for S-Class refractory items means that these items can be expected to ship within 8 working days of order receipt.

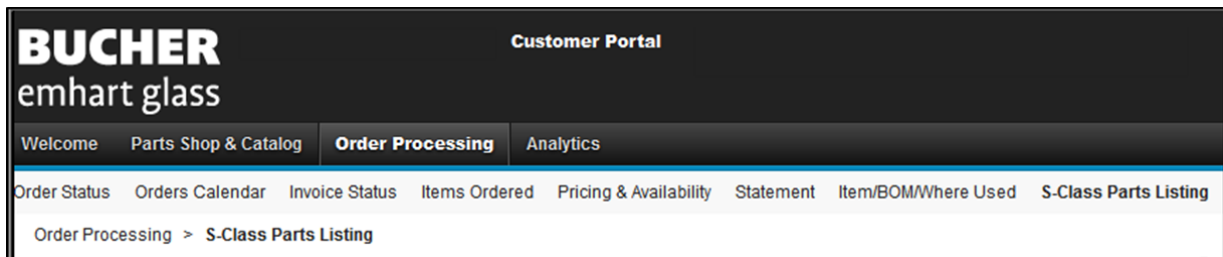
Bucher Emhart Glass supply goals

	S-Class Parts	Standard Parts	Tail Parts
Number of items	4 500	40 000	100 000
Degree of activity	High	Moderate	Very low
Stack policy	Make to Stock	Make to Order	Make to Order
Ready to ship	Hot End within 2 days Refractories within 8 days	Lead time	Lead time
Transit in Europe	1 - 2 days	1 - 3 days	1 - 3 days

**In emergencies, we aim to ship parts the same day,
by the quickest possible method**

How to find which Parts are S-Class

The Bucher Emhart Glass Customer Portal contains an overview sheet:



The screenshot displays a table of parts with columns for 'Item No', 'Desc', and 'Business Area'. The table lists 30 items, with 'Hot End' parts in red and 'Cold End' parts in blue. A red arrow points to a download icon in the top right corner of the table's header area.

Item No	Desc	Business Area
DE-9139	PISTON ROD	Hot End
DE-9898	SLEEVE	Hot End
MSC06020	SHCS, M6 X 20MM	Cold End
P21383001	ID ASSY,SHOCK ABSORBER	Cold End
P30080002	KIT,STEPPER MOTOR RETRO,PROLA	Cold End
SE-11078	ADAPTOR PLATE INTERCEPTOR	Hot End
SE-14778	U PACKING ROD SEAL	Hot End
SE-14901	LOCK RING BLOWHEAD	Hot End
SE-30005	RELIEF VALVE	Hot End
1-1237	SPRING	Hot End
10-0304P	1/2" HAIR PIN CLIP	Cold End
10-2319P	SNAP RING, INTERNAL 28MM	Cold End
10-2489P	T-SLOT NUT, STEEL, M8	Cold End
10-2490P	T-SLOT NUT, ST8, M6	Cold End
10-2602P	DOWEL PIN, 5/16 X 5/8	Cold End
10-2769P	LINCH PIN, 3/16"	Cold End
10-2813P	DOWEL PIN, 1/4 X 1	Cold End
10-2881P	CLEVIS PIN, 3/16 X 3/4	Cold End
10-3284P	BALLS, STEEL, 3/16" DIA CHROME	Cold End
10-3297P	RETAINING RING, 1 3/8 INTERNAL	Cold End
10-3940P	SNAP RING, INT. 26MM	Cold End
10-6916P	STEEL PHOS.	Cold End
10-8792P	SNAP RING,	Cold End
10-9731P	SHIM .406ID X .625OD X .031THK	Cold End

S-Class parts range

Bucher Emhart Glass defines as S-Class those items which it believes are likely to be required frequently and/or quickly by customers, and in addition those which are critical to the continuing operation of the machine. We are open to proposals from customers for adding parts to the S-Class range.

How to take advantage of S-Class parts shipping

There is no special procedure to follow – and you do not need to know if an item is S-Class or not. S-Class and other items can even be mixed together in one order. However, if any delivery restrictions are applied to an order (such as "ship complete", or "regular weekly shipments", or "shipping by a particular mode of transport"), these will apply to all the items in the order, including the S-Class items. To take full advantage of this particularly fast supply service, it is essential that there are no delivery restrictions on any order containing S-Class items.

In order to ensure that Bucher Emhart Glass can continuously offer the S-Class service to all customers at all times, we count on our customers to order only the volume of any part which is consistent with their normal usage. If you foresee a requirement for a larger than normal volume, please contact Bucher Emhart Glass to make special arrangements.

Parts Emergency supply

Sometimes situations occur in a glass-plant where even the special S-Class service is not fast enough to meet an emergency condition. To handle such cases in the shortest possible time, Bucher Emhart Glass has established an emergency call centre on telephone number +41-41-749 41 41. This is open 24 hours per day, 365 days per year, and is set up to provide a fast un-bureaucratic service.

Naturally, it is expected that use of this service will be confined to genuine emergency cases.

