

In Your Face, The Service Connection



welcome to **Kurtz service news letter May 2009**

“In times of great stress or adversity, it’s always best to keep busy, to plow your anger and your energy into something positive”

– Lee Iacocca

Message from your Kurtz Service Specialists

Process Control, what a noble concept, the ability to know in real-time how your facility is performing and knowing when a situation arises before it becomes a problem. Imagine managers and maintenance supervisors being able to see everything that is going on with your steam, air, electricity and water, along with utilities, right from their desk top. Imagine having minute-by-minute, hour-by-hour, day-by-day records of performance, which would allow you to correct operations of the day as well as plan for the future. Imagine having the ability to control your peak usage and set schedules, which minimizes the use of your facility during utility peak cost hours. There is no “black magic” here, by the use of **“D - LOG”** you can bring forth what was once hiding behind the machines into the light, the true real-time usage of your utilities. Now you have process control and the ability to make educated adjustments to that process.

Remember those little round things with the a needle that moves up and down, or maybe you have one or two that just got really tired and aren’t moving at all or laying in the bottom? Some of us call them gauges; others call them manometers, either way these important instruments help you see what is happening at each station. But what happens when you walk away from your boiler to your air compressor? Can you see what is happening now, at the boiler? No, well to be honest no one can; so you just hope the boiler is running at optimum performance, right?

By installing **“D - LOG”**, you would have details of every second of every piece of equipment you hook up to **“D - LOG”** from your own desk or from a monitor at a desired location in your facility. No magic here, it is real information, and no set of gauges can record the information as extremely accurate as the **“D - LOG”**. Imagine you want to see how well your boiler was running on third shift, or how much air is produced by running just one of your compressors, and knowing when to turn off or on your back-up compressor, with **“D - LOG”** the information is available and you can retrieve specific data during a specific time line, again no magic, just real information.

What does the term “D - LOG” mean? It is not a toy but a valuable tool in the operation of today’s industry by the use of the modern technology, and a programmable series data manager, which gathers the desired information, and evaluates it. It also allows storage of the information which allows the user the ability to review and correct any item or situation to maintain the operation of their facility. At today’s cost of energy, knowing the usage of your steam, air, electricity and water, you can adjust your system to eliminate waste and save money.

For more information on **“D - LOG”**, please contact the Kurtz North America Engineering Department by calling 920-893-1779 or kurtzservice@kna.net



Celebrating 25 Years, what a Ride!

It is hard for me to believe that I would be writing something like this, but it is true. On the 18th of May 2009, I celebrate my 25th year here in North America, splitting my life equally between Germany and the USA. Who thought that a simple question to me about coming to the USA to do service work for one year would have such an impact on my life! That was a question from Walter Kurtz, and it changed my life in a way I never imagined. He asked me to try it for a year. I must have used the wrong calendar.

I left Germany on the 18th of May 1984, landing in Chicago and met Pete Menne for the first time. I remember the ride to Wisconsin. I counted more cows than people, thinking “what did I do?” But looking back now it could have not been any better!!

Starting out in “Big Pete’s” basement (I was “Little Pete” thanks to Walter) with two desks and parts on “Grandmas Farm” in an old kitchen cabinet and the “chicken coop”. I had to service 18 machines with a few more coming.

Today, we have 40,000 square feet, over \$1,000,000 of inventory and a group of 25 dedicated employees serving the North American market. Did I mention we take care of over 1,500 machines in our three divisions; Plastics, Metals (Foundry)



and Electronics (ERSA Solder Technologies)?

A lot has changed in 25 years. From the Telex machine running over a Commodore computer to get my information to the iPhone I carry with more computer power than we had to fly a man to the moon. We have evolved from toggle switches on our machines and contactor controls to the Touch Screen Displays of today's machine. Only thing missing is the link to my iPhone!

Our economy has changed over the years, too. You bought machines by the dozens and the word "check is in the mail" was correct. Today, we all have to look and squeeze our pennies to get the most out of whatever we use. I also found the Love of my Life, Faythe here and will be married 15 years in October! I also traded in the dream of owning a 50-foot sailing boat when I turned 50 for two awesome kids, Krystle (13) and Kyle (11). I guess the next goal is a Harley at 60. Need something to work for!

Over the last 25 years, with all these changes, the one thing that has not changed for me is the love and passion I have for working with you on anything that can help you to reach your goals. For this I say to all of you: Thank you from the bottom of my heart for the friendship, support and loyalty you have shown me and Kurtz for the last 25 years! I hope we see these economic times as a challenge to all of us in a positive way and together with the dedicated employees of KURTZ Worldwide my wish to you is prosperity and God's Blessing!

Let's do 25 more!!

Tip of the Month

Electrical glitches? One way to prevent some of these unknown electrical situations is to perform an electrical audit on every machine control cabinet to assure proper contact between all connections.

Scheduled properly the audit could be performed on one machine at a time during the year so you need only one total power shut down a year – for the main panel. Remember to be safe and always power down and lock-out.



KNA Webcast Adventure

WEBCASTs are now available from archive. For a list send e-mail to kurtzservice@kna.net

In conjunction with the **Plastics Industry Show, EPS Expo**, held at the Pfister in Milwaukee, Kurtz North America hosted a dinner event Thursday evening, March 26th. Customers were bused from the Pfister to Kurtz North America in Plymouth. Guests were greeted by the staff of Kurtz North America, toured the facility and examined the machinery.

All attendees were treated to a German dinner and enjoyed a presentation by Alan Beaulieu of EcoTrends, An Economic Outlook.



Parts Specials:

We have competitive pricing on commonly used molding products, examples:

WC55.75.003	8X3 SILICON MOLD GASKET	(50M coil)	\$0.93/M	(\$0.28/ft)
WE10.13.102	PVC-HOSE dia20x26	(61 Meter coil)	\$3.10/M	(0.95/ft)
WD07.23.002	PA-HOSE 8/6 WHITE	(150M coil)	\$0.88/M	(\$0.27/ft)
WD07.23.001	PA HOSE DIA 6/4 WHITE	(150M coil)	\$0.52/M	(\$0.16/ft)
WC50.22.006	NA SEAL LIP 16X24 HNBR POS 34 FOR FILLER		\$0.99 EA	
WC52.11.002	PISTON SEAL Double 35x28 FOR FILLER		\$2.49 EA	

Call for quotes on all your molding parts. Check us out!

Call Tom Schirmer (920) 892-9256 for more information of non-Kurtz parts, and B-Jet EPS and EPP fillers.

MANOMETERS - MAY MONTHLY PARTS SPECIAL

Gauges (Manometers) play an important part in obtaining/maintaining efficient machine cycles.

During the month of May mention the KNA newsletter for 25% off on commonly stocked manometers.

Lean Manufacturing

We discovered the value of Lean last year and decided to implement it in our daily business. Since implementation, we discovered not only cost savings, but also a new sense of ownership by the employees using this concept. By implementing Lean, we have experienced better organizational skills, better shop flow, timely schedules and forecasting abilities. Communication has opened up and the production personnel feel they are making a difference. The value of Lean has added more pride that has lead to more hands-on involvement.

If you are not using the Lean concept in your business, do yourself a favor and look into it, the opportunities are huge.

If you know of someone who should be on this list send an e-mail to kurtzservice@kna.net and we will be more than happy to include for future mailings.

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more about KURTZ: www.kurtznorthamerica.com

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Sign Off

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