

# Production Support Services



## On-site Expert Assistance for Optimizing Production Operations

The unavoidable reality in most companies is that the “experts” are always busy. These experts are often too busy to keep up with their own workloads, let alone monitor equipment and personnel for hours or days at a time. Imagine what could be learned if you assigned an expert to monitor your equipment while in production. Sometimes minor errors and inefficiencies fester until they become major issues. COE Production Support is the solution for this complicated problem. Our trained experts will work alongside your operators and maintenance staff during critical production and/or daily production to insure your equipment and personnel are optimized.

### Operator and Maintenance Training



We're intent on offering more than just a machine. COE can also support your organization with customized training and education programs on-site at your facility. Our service technicians are trained to educate your team on the latest products and technologies available, helping you achieve maximum effectiveness from your equipment for increased productivity and quality.

### Basic Inspection



COE will inspect and document the condition of each critical component of your equipment and fix any immediate issues. After the inspection, we assemble a comprehensive field inspection report that delivers information on:

- Repairs performed on-site during the inspection
- Actions that should be taken to prevent problems in the future
- Upgrades that can improve your productivity
- A preventative maintenance plan, which can add years of life to your feeds, straighteners and reels

### Spare Parts Monitoring



COE will supervise and upkeep your spare parts needs. We stock and maintain a wide range of standard replacement and repair parts for our product lines, with the majority of orders shipped within 24 hours. For special parts, COE's vertically integrated manufacturing capability allows us to manufacture on-site to produce the parts you require efficiently and cost-effectively.

### Coil Changeover Reduction



If you are looking to boost your output without the significant cost of purchasing new equipment, COE can help you look at reducing your changeovers or setups. If you typically spend 15 minutes to change coils and run 8-10 coils per day, you are spending 2 days a week, or over 100 days a year, of potential production time. Minor changes in your process can reduce changeover time almost immediately.

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## Equipment Setup and Tuning



Machine tuning can reduce wear and improve cycle times. We accomplish this by fine-tuning mechanical and electrical components to ensure proper operation. Although factory parameter values allow a machine to operate in a general range of conditions, your current job requirements may be different. Machine tuning can help determine if a particular problem is mechanical or electrical.

At the end of our service, we provide a report summarizing what was done and our recommendations for additional actions required to achieve optimum performance. Through tuning, we can optimize your machine to your exact conditions and help maximize its potential.

## JIT Support/Critical Deliveries



JIT implementation can increase productivity by lowering inventory levels, reducing material handling, and lowering inventory costs. This also reduces the margin for errors. JIT deliveries are often at risk within hours of an equipment or quality issue. Having a COE technician on-site can improve uptime and ensure on-time deliveries.

## Production Monitoring and Consultation



The most valuable information in planning for improvement is to know precisely where most of your problems lie. COE's on-site analysis helps you focus on areas where the most important changes are needed. This could reveal a machine with below average reliability, a rising trend of falling quality, a team needing additional training, etc.

## Process Improvement



We can help identify small ways to lower costs and increase output, which can be the difference between meager growth and soaring profits. No matter how good your team members are, improving the environment in which they work will insure the best possible results. Making work easier on the production floor helps to increase productivity and create a better product.

## Line Speed Optimization



Adjustments in equipment and processes can dramatically improve line speeds and increase output. Our expert technicians will identify "bottlenecks" and make any necessary adjustments while on-site. A detailed report of these changes and any additional recommendations are provided after each visit.

**COE Production Support. A Sound Investment.  
Call COE today to learn more +1 (586) 979-4400**

*COE strives to offer cutting edge services and technology to support the industry. While working with you on-site, our experts will make suggestions and improvements to optimize your operations. After our service engagement, COE will provide detailed documentation of our findings, preparing you for the next level of productivity.*



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