



---

MT Worcester | 04/22/2011

---

## Going the Extra Mile to Cleveland

**The call came in on Wednesday or Thursday. Vibration detected in a gear box at Charter Cleveland's rod mill predicted a failure could happen anytime. The mill wanted to repair the problem without any downtime. Could the team in Worcester solve the problem that weekend?**

"If we couldn't, our competitors would," said Tony Kondek, manager, services. A solid relationship with a facility in Ohio made it possible to meet the challenge. Steve Delage, senior field service engineer, was on a plane late Friday for an early Saturday start. It was mid-February, and he flew into snow, he recalled. In the space of 12 hours, he worked with a team at the mill to remove two shafts and transport them to the local facility, disassemble them, inspect all components for compliance to specification, re-assemble and return them to Charter on the same day.

"We had to replace all the bearings," Steve explained. The mill couldn't run without that gear box, which was the 3 Hi increaser that drove the Morgan No-Twist Mill. On Sunday morning, the team assembled the shafts into the gear box and cold tested it. The mill was back in operation on Monday.

"We deal with customer failures all the time," Tony said, "but we've never turned it around that fast." The standard response would have been to ship the heavy, output shafts back to Worcester for repair, he noted, but "this customer would not have accepted that."

Ricky Narain, senior proposal specialist, nominated Tony and Steve for a Siemens Industry Solutions "Think Customer" award, and both received \$50 American Express gift cards and a "Think Customer" mug because they went the extra mile. Congratulations to all.

Allison Chisolm

### Contact

Mr. Russell Vanderbaan

© Siemens AG 2011, MT Worcester  
All rights reserved.