

WANTED: Outstanding Manufacturing Service Provider

When Renishaw needed a company it could trust, the “Mercedes Benz” of testing equipment turned to Phillips Corporation.

“We weren’t going to just choose anyone. We wanted an organization with the highest level of technical skill,” said Bill Cox, a District Solutions Manager for Renishaw, a world leader in precision calibration and repair tools.

With its business expanding, Renishaw needed a partner who could help train and certify manufacturers in its cutting-edge tools. Having met Renishaw’s “high bar,” Phillips became one of only two entities in the United States certified to provide training for Renishaw’s cutting-edge QC20-W ballbar.

“I think it really speaks to Phillips’ technical prowess,” Cox said. “We needed someone who understood manufacturing and high-tech tools, and that was Phillips.”

Phillip’s intense focus on after-sell service was also a factor, especially given today’s demands for 24/7 production.

“It’s not like it was in the past. Companies rely on their machines for maximum uptime and Phillips gets that,” Cox said. “If we were going to send someone out to represent us, it made sense to pick a company that delivers a very high level of service.”

Cox doesn’t know if customers realize just how well-equipped the Phillips service team is compared to other companies.

SERVICE: SECOND TO NONE

When it comes to high-end machinery, every day lost to service issues can cost thousands. Yet too often companies leave customers waiting for a week or more.

Phillips is bucking low industry standards like these by providing service described as “second to none” including:

- **Rapid Response Times** of 24 to 36 hours – compared to sluggish industry averages of 4 to 7 days.
- **Highly Skilled, Degreed Engineers** (not just technicians) capable of handling complex high-end machinery.
- **A Proactive Service Philosophy** including a comprehensive Machine Performance Evaluation Program to ensure machines are performing to OEM factory specifications – heading off problems before they arise.
- **State-Of-The-Art Diagnostic Tools** – Phillips is the only vendor in the country using the Renishaw XL-80 Laser System for precision installation and recalibrations. That means no guess work with test results from state-of-the-art test equipment calibrated to NIST Standards.”.

“We saw what was happening in the industry and went in the opposite direction,” said Steve Link, a service manager for Phillips. “Our plan was to be head and shoulders above anyone else in terms of service and I believe we’ve done that.”

“They’ve outfitted their support engineers to the teeth with the proper tools for measuring, repairing, and doing preventative maintenance. It’s impressive and not as common as you think.”

Phillips’ years of training experience shows in its intensive one-day training course for the QC-20 W ballbar and other products, Cox said. “They’ve developed a great course that pretty much answers everything you want to know,” he said.

For Cox, it’s been a great match.

“Personally, I don’t think there are that many organizations that reach Phillips’ level of service in terms of technical skills, practical knowledge of manufacturing, and access to the latest high-tech calibration and repair tools. That’s how companies are going to reach the high standards they need to meet today.”

A LOOK AT PHILLIPS RENISHAW TRAINING

Phillips Corporation is one of only two non-Renishaw companies in the United States certified to provide training in Renishaw’s precision measurement and repair tools. The low-cost, on-site training and certification process for the QC-20 W wireless ballbar takes a day and covers everything from reporting to corrections. It’s also customized to each customer’s workplace. “We spend a lot of time focusing on practical implementation in each customer’s environment,” said Steve Link, a service manager with Phillips.

A LOOK AT RENISHAW

Renishaw is one of the world’s leading engineering and scientific technology companies, with expertise in precision measurement and healthcare. The company supplies products and services used in applications as diverse as jet engine and wind turbine manufacture to dentistry and brain surgery. Renishaw currently has more than 70 offices in 35 countries, with over 4,000 employees worldwide.