

Phillips: Service that “Saves the Day” Every Day

A lot of companies can do something great once or twice, but Joe Schmucker dares anyone to provide the consistency of service that Phillips offers.

“Phillips goes above and beyond every single year. You’re just not going to find anything like it out there,” said Schmucker, president of Volumatic, Inc., a precision parts manufacturer for the aerospace and electronics industry.

With customers that include the Department of Defense, Volumatic’s sophisticated machinery needs to be pitch perfect all the time.

“I can pretty much call Steve any time and he’s going to be there for me,” said Schmucker, referring to Steve Link, a Service Manager for Phillips.

In the fifteen years that Schmucker has been working with Phillips, that high level of service has been consistent.

No matter when Volumatic has needed help, Phillips has come through, he said.

“When I call them, five minutes later they’re calling me back doing everything in their power to get someone to me and get my machines running again.”

A seasoned manufacturer with years in the business, Schmucker knows what it’s like when service providers go AWOL.

“I’ve had some really bad experiences with other companies in the past and it’s made me very careful about who I work with now,” he said.

In the past, some other companies have taken weeks before showing up. “When they get to it, they get to it. They don’t seem to care,” Schmucker added.

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.”

Phillips responds within 24 to 36 hours, 365 days a year. “Our relationship with the customer is very personal. Letting people down is not an option,” said Shad O’Brien, a General Manager at Phillips.

Going “above and beyond” is critical in today’s market, where few companies can afford even one day of downtime, according to Link, who leads a highly skilled Phillips service team dedicated to minimizing downtime and maximizing machine performance.

But it’s not just the “save-the-day” fixes – the times when Phillips comes on the weekend or a holiday – that set Phillips apart, Link said.

“Our value is not in that one time, save-the-day moment, but in the fact that we deliver many, many times, every time we go in.”

Phillips treats every service request as a “save the day” opportunity, always assuming the company’s business is on the line, according to Link.

Schmucker said his trust in Phillips runs deep. During Volumatic’s rare planned shut downs, Schmucker gives Phillips the keys to the plant to perform preventative maintenance.

“That’s how much we trust them,” he said.

PHILLIPS MACHINE PERFORMANCE EVALUATION: Minimizing Downtime and Maximizing Performance

How can you be sure your machinery is performing to the highest standards? Not going to fail during your busiest period? Where can you find “proof” for your customers and “peace of mind” for yourself?

Phillips **Machine Performance Evaluation** is designed to help companies minimize downtime due to mechanical failures *and* ensure equipment is operating to its fullest capacity.

“These evaluations deliver enormous return on investment,” according to Steve Link, a Service Manager with Phillips. Customers receive:

A Highly Accurate Snapshot of their Machines’

Capabilities: Unlike many evaluations that are “subjective,” Phillips employs state-of-the-art measurement and calibration tools, such as Renishaw’s XL-80 laser system and the QC20-W wireless ballbar. “I can tell you what the machine can do, but these tools can prove it,” according to Link. That proof allows manufacturers to quote work requiring a high degree of accuracy. Phillips incorporates conventional testing methods as well, including Granite Master Squares and Precision Ground Test Bars.

Analysis of Current as well as Potential

Mechanical Problems. As part of the evaluation, the service team also looks at each machine’s mechanical integrity. The “health check” doesn’t just focus on what’s happening now, but seeks to anticipate and head off problems down the line, especially in light of each company’s production demands. “We try to understand the customer’s production cycle and schedule maintenance in a way that causes the least amount of disruptions and keeps the machines running during peak periods,” Link said. It’s an approach that’s led to dramatic *increases* in productivity and dramatic *decreases* in downtime for customers, he said.

INSIDE VOLUMATIC

Volumatic, Inc., located in Macon, Georgia, is an award-winning manufacturer of high quality, close tolerance, precision parts and sub assemblies for the aerospace and electronics industries, as well as the Department of Defense. The company employs the most sophisticated manufacturing processes, including 3-, 4-, and 5-Axis machines and works with most materials, including PH 13-8-MO, aluminum, stainless steel and titanium. Castings, forgings, weldments and complete dip brazed assemblies are also machined.