

High Speed Inkjet Hardware

J Press / Printbar



TOP 3 SUCCESSES

1. EPAC
2. Structure/Organize
3. J750 OJT

SUCCESS

EPAC

Difficult circumstances overcome, but the team showed tremendous effort and ownership to complete this project.

- Third J750 Install of a new product
- First outside US
- Logistical challenges (tools)

SUCCESS

Structure/Organize

Adapting / learning new responsibilities

- Rod – PSA HSIJ
- Kelly – Support Manager

Develop a planning strategy prior to install

- HSIJ Master Planner
- Re-establish coordinated effort with IPA's
- Shift customer/tech coordination back to scheduling

Evaluate / establish parts list management

- Team discussion to review PM parts.
- Rod/Gomi review of J750 critical parts.

SUCCESS

750 OJT

No official lab training

- Four installs with three tech's per team.
- Numerous obstacles provided an education opportunity. *Our scars make us tougher*
- Tech touches: Ed H (3), Rod H (3), Andy K (2), Steve S (2), Habib (1), Erik (1)

TOP 3 CHALLENGES/OBSTICLES

1. Technical Support Resources
2. Schedule Pacing
3. Multi-tasking expectations

CHALLENGES/OBSTICLES

Technical Support Resources

On-site diagnostics and troubleshooting a new product is challenging. FTSD Techs are the new “R&D” team.

Recommend

- Schematics need to be international compliant
- Documentation translation needs technical review by an English speaking engineer.
- Clearly define the escalation path (Gomi/Max)
- Diagnostic description of error codes need to be clearly defined.
- Collaboration of customer/press needs to be developed.

CHALLENGES/OBSTACLES

Schedule Pacing

We continue to encounter compression of time required to install or respond to customer needs. Customer expectation and/or sales expectation.

Recommend

- Customer signature for new install – min 8 days.
- Presite “*sign-off*” needs to be completed before tech’s are scheduled.
- Establish a reasonable expectation for response time.
- Define mile-stone stopping points (agree to continue)

CHALLENGES/OBSTICLES

Multi-Tasking Expectations

Due to the limited resources, tech's are asked to problem solve issues at other customers while on-site at another call.

Recommend

- Direct both sales and customers to a single point of contact (Jenny?)
- Scheduler can find the proper source (TRC or field) to resolve.
- Follow the SOP sequence before field handoff. (Brian/Kelly to develop)
- Set proper expectations for call return.

CUSTOMER PERSPECTIVE

Service Support

Our customers depend on their press running 24/7 and have production scheduled way out. Customer expectation is that FTSD is available for on-site repair with a 24 hours response. Our current structure does not support this. Depending on install surges, we struggle to respond that fast. Customers are aware of this issue

Recommend

- Reserve at least one tech available for break/fix activities.
- Provide “Level 1” training to customers to become first responders.
- Deploy the on-site parts training for print heads and jacket cleaning

THREE YEAR PLAN

Additional Resources Needed – J Press

Planned growth for the J Press – 2019 = 6 presses

- Tech - 0
- Applications Specialist +1
- TRC - 0

Planned growth for the J Press – 2020 = 15 presses

- Tech required + 2
- Applications Specialist + 1
- TRC + 1

Planned growth for the J Press – 2021 = 15 presses

- Tech + 2
- Applications Specialist – 0
- TRC + 1

THREE YEAR PLAN

Additional Resources Needed – Printbar

Planned growth for the Printbar– 2019 = 10 presses

- Tech + 1
- Applications Specialist + 1
- TRC - 0

Planned growth for the J Press – 2020 = 15 presses

- Tech required + 1
- Applications Specialist – 0
- TRC + 1

Planned growth for the J Press – 2021 = 15 presses

- Tech + 2
- Applications Specialist – 0
- TRC + 1

THREE YEAR PLAN

Challenges

- Increased break/fix due to aging equipment.
- Unknown fail points makes it tough to determine necessary parts to warehouse.
- We will experience an increased need for a broader understanding in the various “applications” customers will explore. This introduces more R&D troubleshooting.

Recommend

- Actively monitor the critical parts list and update as new part fail
- Cross-train field technicians on applications and visa versa.
- Specify the “supported” parameters of the press capabilities.

STRUCTURE/ORGANIZATIONAL

Suggestions

- An R&D business plan that includes a budget for in-field development.
- The capitol equipment business model requires a concise and regimented plan. An emphasis and development in the IPA role needs to grow.
- Change the perspective that service is a “commodity”, to a necessity that comes at a price. This requires effort on both sales and service to uphold this directive.

THINKING “OUTSIDE THE BOX”

Suggestions

- **PRINTING SPECIALISTS:** With the possibility that break/fix activities might slow down as the customer skills and experience grow, FTSD should offer the professional skills for optimizing the customers pressrooms efficiency. For instance - color, production techniques, new features, media handling, finishing...
- **WAREHOUSING:** There are/will be a few J720's that may not have resale value. It would be to our advantage to purchase one of these presses for parts and possibly “life support” for printbars in our inventory.
- **PM TEAM:** 2 tech's need to be assigned as the PM team. Assignment can be rotated quarterly.