



HAAS Service Model

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HAAS Service Model

HAAS Automation Inc. Est. 1983

Company started building HA5C rotary

First VF-1 machine built 1988

First VF-1 machine sold for \$49,900





HAAS Service Model

Current VF-1 machine base 45,995

Have produced approximately 125,000 CNC machines

Company built around solid service

HAAS employs approximately 1270 people at the factory





HAAS Service Model

Key values of the of the service department and the company

The Customer comes first

service is number one in the company

We do what it takes to exceed the customer's expectation

"If it is the right thing to do for the customer then do it"





HAAS Service Model

HAAS Service Department

27 full time Service Technicians

Divided into three groups

HAAS Applications Department

8 Full time Applications Engineers





HAAS Service Model

HAAS Engineering Group

Mechanical Engineering

Electrical Engineering

Design Engineering

Groups work hand in hand to improve reliability



HAAS Service Model

Service Parts

Consignment parts stocked at every HAAS Factory Outlet

Vendor Managed Inventory

HAAS Factory Outlet Service Vans




HAAS Service Model

HAAS Factory Outlet
United States

Approximately 24 HFO's

58 locations throughout the United States

Approximately 240 service technicians



HAAS Service Model

HAAS Factory Outlet
Europe

Approximately 40 HFO's

46 locations throughout Europe

Approximately 125 service technicians





HAAS Service Model

HAAS Factory Outlet
China

Approximately 19 HFO's

20 locations throughout China

Approximately 140 service technicians





HAAS Service Model

HAAS Factory Outlet
India

Approximately 8 HFO's

9 locations throughout India

Approximately 43 service technicians





HAAS Service Model

How the various departments and HFO's work together to
improve reliability of our machines

Service process from start to finish

Initial design of the machine

Follow up with customers on new machine designs





HAAS Service Model

Service call from the service group
Parts returned to HAAS Automation Inc.
MRB reviews and logs part
Engineering group studies the failure





HAAS Service Model

Once root cause is determined, fix is put in to place
Decision is made to put in to production and/or retrofit
design in the field





HAAS Service Model

Warranty
Standard warranty
Non warranty approval process





HAAS Service Model

What does service mean to HAAS?

The corner stone of the HAAS business model

Using the information to build a more reliable machine
tool

Providing the customer a value that exceeds their
expectation





HAAS Service Model

Questions?