

The Pottstown Shutdown



Problem:

A company in Pottstown, PA was experiencing tremendous growth and expanded their CNC Swiss department to thirty two Citizen Swiss machines and twenty operators. The company quickly realized that they had only one experienced operator who could write programs and manage job set-ups and troubleshooting of Swiss machines. Knowledge and skills were not being transferred to other operators and when management questioned the issue, the experienced operator abruptly resigned, resulting in a shutdown of almost all machines.



Solution:

SwissAssist was brought in to evaluate the situation and get production back up and running as quickly as possible.

- Training was scheduled for all Swiss operators on two shifts.
- Each operator was trained on basic operation, set-up, and programming.
- A SwissAssist technician stayed on to manage the Swiss department while Human Resources searched for a qualified Swiss manager to run the department.

Benefits to the Customer:

- All Swiss operators were trained in a consistent format.
- Having an experienced SwissAssist technician in-house, managing the department, allowed the company to get back up and running in a short amount of time.
- Once training had been completed, they immediately saw an increase in productivity and throughput within the department.
- Allowed the Human Resources department to focus their search for a Swiss manager who could move the department forward and ensure all Swiss operators were continuously trained.