

## CENTRAL SERVICE



### **BMZ launches quality offensive „repair factory“**

**Karlstein am Main, 18th January 2019** – BMZ GmbH, the leading manufacturer of lithium-ion based battery systems, launches a quality offensive to increase product quality and optimize sustainable processes. In times of online trade, driven by big global companies, the expectations of the product qualities are getting higher and higher, but also the price pressure is increasing. Always cheaper prices with constant or even increasing quality standards are factors which market leaders have to be measured.

The benchmark for service is also a big part of the delivery concept. After-sales is just as relevant for companies in the capital goods sector as it is for end consumers in the consumer goods sector. An electric car should not stop, just like the electrically powered truck or tool. But just as the e-bike rider relies on his battery and in case of service, lead times are of utmost relevance.

These topics are prioritized on project lists for the BMZ Group, so solutions are being worked out together with the employees and implemented on January 1, 2019. The entire service process was newly aligned to the customer's requirements - throughput times with on-day-goal was the planning size. This has been achieved through the elimination of downtime, shorter distances between workplaces and lean management, which is based on the product philosophy of the automotive industry. The repair process is integrated into the ERP system, so that the customer has online status information and is informed by e-mail. "By digitizing the repair order in our system, not only the employees can access the process from every workstation, the status quo is also transparently displayed to the customer," says Max Merget, Team Leader Backoffice & Logistics, who's also responsible for the Business Development at Central Service.

#### **Success factor shop floor management**

The employee is in the focus of the processes, so inclusion was a key component right from the start. Shop floor management in lean management means that executives and employees meet every day for a 10-minute standing meeting. Standardized processes are discussed, problems are analyzed and eliminated, and improvements are addressed and implemented. Written data means commitment and visualization. All processes and information are recorded on a board and can be easily read by traffic light.

"We have not only created optimized processes, quality has also increased noticeably. But most importantly, employees feel valued and performance and satisfaction are greatly improved. Our executives are coaches and always responsive to improvements and problems. We've achieved something unique in the industry - I'm very proud of my departments," sums up Roman Kinast, CQO (Chief Quality Officer) - BMZ Group.

**About BMZ Group:**

The BMZ Group is a global player in the production of lithium-ion system solutions. The group is headquartered in Germany and has production facilities in China, Poland and the US, as well as offices in Japan and France. In addition, there are research and development sites worldwide. Around 3,000 employees work for the BMZ Group worldwide.

**About BMZ Central Service:**

The BMZ Central Service offers a Europe-wide service with on-site support for the dealer, a globally accessible 24-hour hotline as well as a digital ticket system with which the service process is documented and made transparent to the customer. The customer benefits from a long availability of original parts, a spare part supply within 24 hours, as well as a large selection of rental batteries for the e-bike. The product range in the Central Service also includes motors, displays and cable harnesses. With the service tool, BMZ also offers a free interface with which the dealer can independently read the first diagnoses. In addition, BMZ also provides services to large batteries from 48V, such as Energy storage systems.

The name BMZ stands for maximum sustainability with innovative, high-quality products and after-sales service. Customer satisfaction is clearly in focus - BMZ accompanies the customer throughout the entire useful life of a product.

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