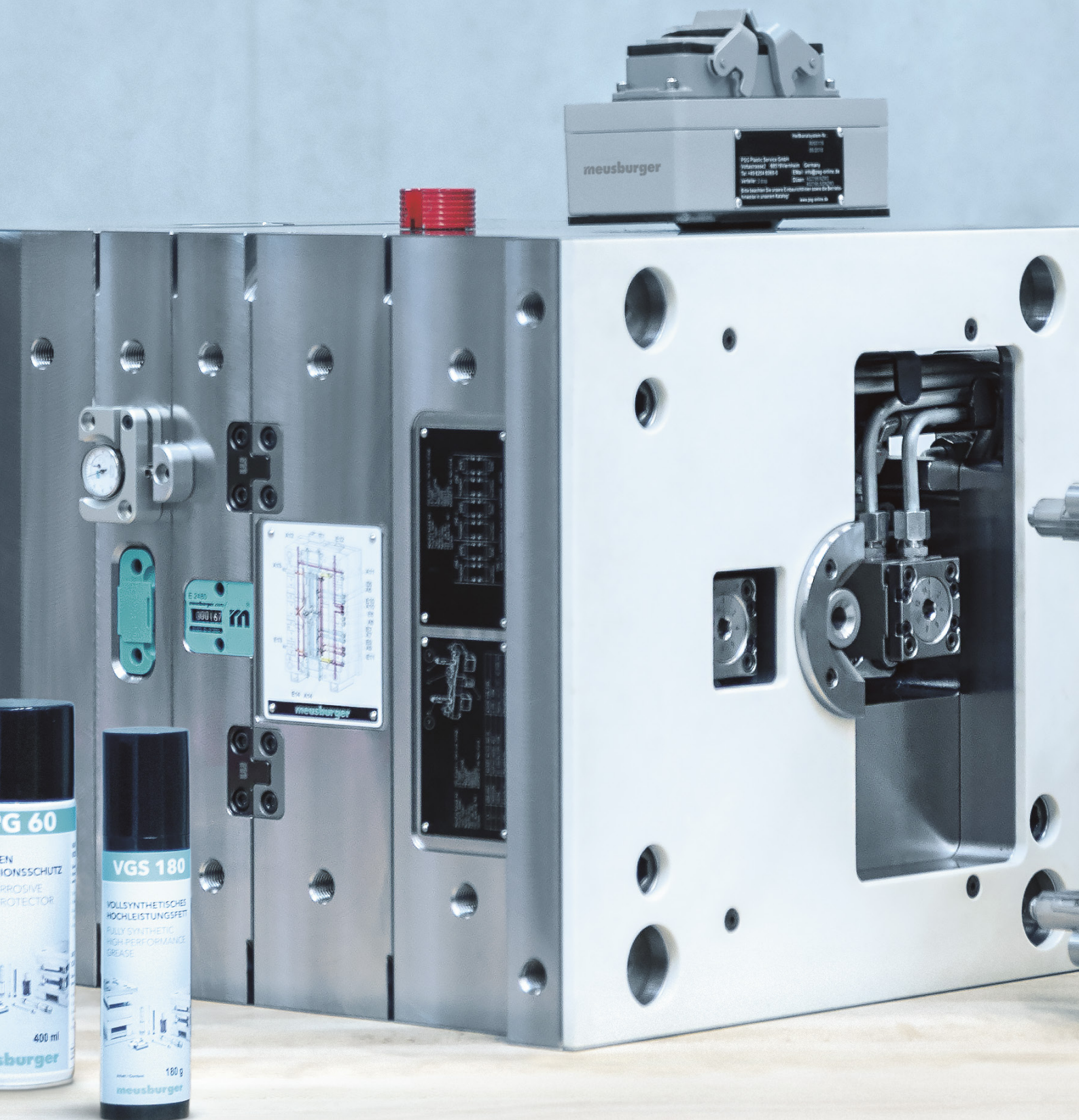


» *Our divisions at a glance*



Hello,

After the mould and die making crisis already apparent in 2019, especially in the automotive industry, 2020 has been a year like I have never experienced before. In addition to the coronavirus, the unforeseeable challenges that arose with our long-planned software changeover have been keeping us busy.

At the beginning of March, we had a major project under way at Meusburger with our intensively prepared software changeover, which we had to master at the peak of the coronavirus crisis. In the end this took longer than we thought, mainly due to the unforeseeable problems that arose after the changeover. You can read more about this experience in my interview on page 11.

I am very thankful that you have remained loyal to us over the past months, despite the bumps in the road. I can assure you that we strive to always provide you with the best possible service on all levels. As a full-range supplier in mould and die making, we want to supply you with the products you need for your projects. On pages 6-9 you can find out what exactly 'full-range supplier' means to us and the product diversity that stands behind each of our eight business segments.

We had reason to celebrate this year at our subsidiary company in China, where we opened our first location outside of Austria ten years ago. What started with just two employees has now developed into a company with over sixty employees today. Read more about the anniversary on page 16.

I hope you enjoy reading our latest edition of 'informs' and I look forward to continuing our work together in the future.

S. Meusburger

M. Eng. Guntram Meusburger
Owner and Managing Director



Read all about...

...the various aspects surrounding this year's main topic 'Meusburger as a full-range supplier' in this latest edition of our company magazine.

Everything revolves around our experts, who support you in your projects every day; our product variety, which is perfectly matched to the mould and die making industry; and our digital features, such as the brand new Meusburger NX tool.

Let us surprise you!



Meusburger



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A top-down view of a person's hands typing on a silver laptop. The laptop is open, and the screen displays the word "meusburger" in a teal, lowercase, sans-serif font. The laptop is placed on a white circular surface, and the background is a dark blue textured wall. The person's arms and hands are visible, and they are wearing a teal-colored top.

meusburger

Full-range supplier



More information





You need it? We've got it.

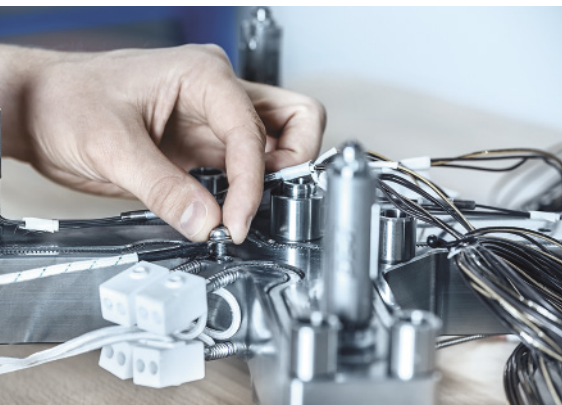


As a full-range supplier in mould, die and jigs and fixtures construction, we offer practically everything that is required along the entire value chain and provide you with many advantages. Are you familiar with them all? Find out for yourself right now – we have summarised everything for you right here.

Before we go into detail about how our product range contains everything you need to realise your projects, we would like to give you an example from everyday life.

Imagine you would like to build a small summer house. You need a variety of materials and products: wood – ideally already cut – and screws, nails and the right tools, a protective cover for the roof, and probably also paint or wood stain and much more. To buy all of this, you will probably go to the hardware store and get everything there from just one source. You save time and can start your project immediately. That's exactly how you can realise your projects in mould and die making with us.

DON'T WASTE TIME



YOU WILL FIND EVERYTHING YOU NEED TO REALISE YOUR PROJECTS IN OUR RANGE.



No matter what you need to realise your mould or die making project – we are there for you as a reliable full-range supplier.

Gerhard Krammel, Head of Product & Marketing

Do you like the sound of that?

So do we – which is why we offer you exactly the products and services you need, true to the motto ‘everything from one source’. Whether it is a complete mould base, individual plates, very specific components, products from the hot runner and control systems division or something for your workshop – you will find it with us. Our comprehensive range of around 96,000 products not only offers great variety in individual product lines, but the products

themselves are also perfectly coordinated. This is also how our over 55 years of experience in the industry benefits you. It guarantees that we only include products relevant to the various technologies in our product range, making time-consuming searches and comparisons a thing of the past.



Find out more about our product variety on our website:

www.meusburger.com



*Even stronger
together*

Mr. Meusburger, 2020 has been a challenging year for Meusburger, partly due to the software changeover at the beginning of March. What did you learn from this phase?

The challenges actually already started as early as 2019, when the mould and die making industry and especially the automotive industry went into crisis. The situation did not get easier as we carried out our intensively prepared software changeover precisely during the coronavirus pandemic. These elements together brought us to a year unlike any I have ever experienced in 20 good years at Meusburger. Which made me even more pleased with the way that all our employees came together and worked to solve the problems that arose. I know that the intensive planning phase and the first weeks and months after the introduction of the new system were very difficult, and that working in both the old and new system at the same time meant a double workload for many. That's why I was very impressed with the great team spirit that I felt during my daily rounds and discussions with those involved, from the warehouse to the office. I would like to take this opportunity to thank all employees for their outstanding commitment and perseverance before, during and after the changeover.

What were the exact reasons for the changeover and were the customers directly affected?

Unfortunately, despite long and intensive preparation, unforeseeable problems arose which had an impact on our delivery performance. I would like to apologise once again for any inconvenience this has caused. I am very grateful that our customers have remained loyal to us during this time and that we are able to again provide them with our usual outstanding delivery performance after this difficult phase. With the necessary software changeover, we have laid the foundation for future-ready development. Together with the comprehensive standard parts warehouse and our wide product range, we can meet the requirements of our global orientation and our large delivery and service range in the

coming years. We can now offer our customers even better service in terms of lead time and quality, which would not have been possible with the old system.

In addition to the software changeover, COVID-19 has been a major topic in recent months. Did Meusburger have noticeable limitations during the peak phase of the virus in the spring?

Of course, the coronavirus outbreak also presented us with various challenges. Close to the start of the initial restrictions in Austria, we had five employees test positive. Thanks to the exemplary response of those affected, we were able to react quickly and take the right measures to protect the health of our employees. This prevented further outbreak within the company at an early stage. In terms of the impact on business operations, our well-filled raw material warehouse and our high degree of in-house production were major advantages. As a result and thanks to the wide variety of products we offer as a full-range supplier in mould, die, and jigs and fixtures construction, we were able to continue production and keep supplying our customers despite slight declines.

You mentioned the great product variety at Meusburger. What do you mean exactly with 'full-range supplier'?

It's really very simple. We want to offer our customers everything they need to realise their projects, in our usual high quality and through one contact. It makes no difference whether the customer just needs a finished mould base, high-quality plates, a hot runner mould, hot runner controller, the right workshop equipment or different components – at Meusburger the customer gets everything from one source. Our goal is to support our customers along the entire value chain of mould and die making.

Knowledge Management has played a major role at Meusburger for many years. What advantages does this offer?

Employees' knowledge is often stored in various documents at different locations on the server. Even though the docu-

ments are usually found in the end, time is wasted looking for them. WBI prevents this with the WIVIO software by collecting knowledge in the Knowledge Documents and making it accessible to everyone in one place. This significantly increases everyone's ability to work efficiently. That's why we practise Knowledge Management every day at our company and we are convinced it can greatly benefit other companies, especially in the mould and die making industry. And that's why starting this year we offer you the opportunity to learn more about Knowledge Management directly from our Meusburger field sales representatives and establish contact with WBI experts.

Finally, let's look towards the future. What are Meusburger's goals and how can they be achieved?

After the challenges from the software changeover and the global restrictions from the coronavirus in 2020, we are looking to the future with a positive attitude. As a full-range supplier in mould, die, and jigs and fixtures construction, our goal is to make our customer's daily work easier, to provide them with the best possible support for their projects and to continue to stand by them as a reliable partner. Thanks to the important software changeover, we have now created the basis that will enable us to fulfil this promise in the long term. I look forward to continuing our work together in the future, and wish everyone all the best for the end of the year and into 2021.

Thank you for chatting with us, Mr Meusburger.

Many experts – one goal

WAREHOUSE AND DISPATCH STAFF

Thanks to their experience and all the automated processes in our automated small parts warehouse, everything you order is dispatched the same day. This guarantees that you will receive your products soon after ordering them.

LOGISTICS

They constantly improve the logistics and the transport processes optimised for you and enable us to offer you the shortest lead times on the market. 'Ordered today – delivered tomorrow' is a motto we live by.

SKILLED WORKERS IN PRODUCTION AND OUTGOING GOODS INSPECTION

Our well-trained skilled workers and state-of-the-art production are a further guarantee for precision and dimensional accuracy. To make sure that only the highest quality products leave our company, our experienced staff take another close look at them at the end.

OUR CUSTOMERS

As you can see, thanks to our experts you save a lot of time and can achieve your projects as desired. And if you have ideas of your own, you're welcome to start a whole new cycle!

10

9

8

7

6



FURNACE OPERATORS

The stress-relieving heat treatment is also closely monitored. This ensures low-deformation processing, which leads to shorter machining times and longer service life of moulds, dies and tools at your plant.

Supplying you with high-quality products so you can easily achieve your project goals is top priority for us. To ensure this, we have numerous experts on duty every day. You might be thinking, 'It can't be that many.' See for yourself, you'll be surprised!

FIELD SALES AND FIELD ENGINEERS

They are at your disposal every day as your personal contact and as a collectors of ideas for product development.

1



2



3



4

5



PRODUCT AND TECHNOLOGY MANAGERS

They guarantee that our product range is perfectly matched to the requirements of the respective target group. That way, as a full-range supplier, we can meet all the needs of mould and die makers.

PRODUCT DEVELOPERS

Because we are only satisfied with the best, they continue to develop our products daily and are happy to work on any ideas you may have. Our digital wizards and configurators are also constantly being optimised so you save time for the more important things in life.

STEEL PURCHASERS

They select only the most renowned steelworks as our suppliers. Since only the best raw materials guarantee exceptionally good products.

STEEL QUALITY INSPECTORS

Thanks to the hardness tests and the spectral analyses, only flawless materials pass our 'quality security' on the way to the finished product.

The world in numbers...

Facts about die making

Market size

Worldwide ranking

- 1 China
- 2 USA
- 3 Japan
- 4 Germany
- 5 South Korea

Top 5

Patent applications in the industry

Ø per year



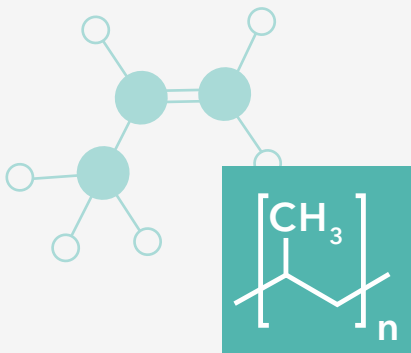
Everything about plastic

€ 65.1 billion

Plastics processing industry turnover in Germany

Exports of injection moulds

in million €



Polypropylene (PP)

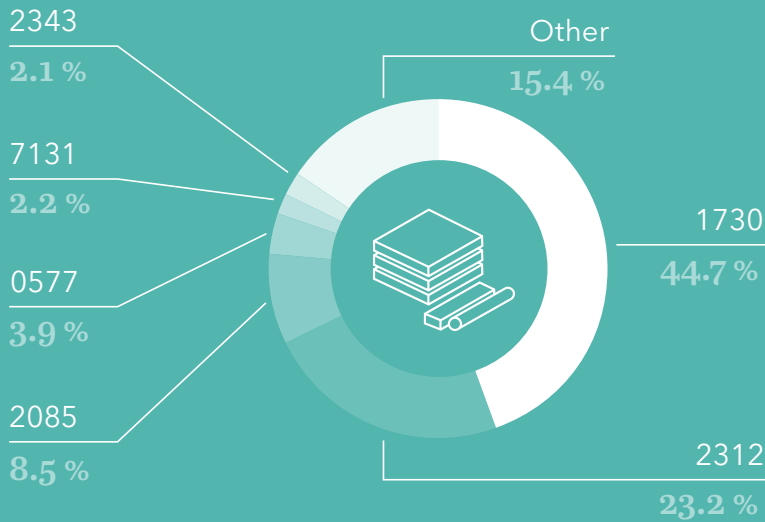
Most produced type of plastic in Germany

> 200

Types of plastic

We love steel

Distribution of finished material at Meusburger in %



180t

Steel consumption at Meusburger per day

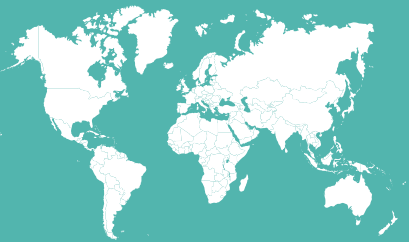
1.8 billion t

Crude steel produced worldwide per year

25,000t

Amount of steel in stock at Meusburger

Travelling internationally



194

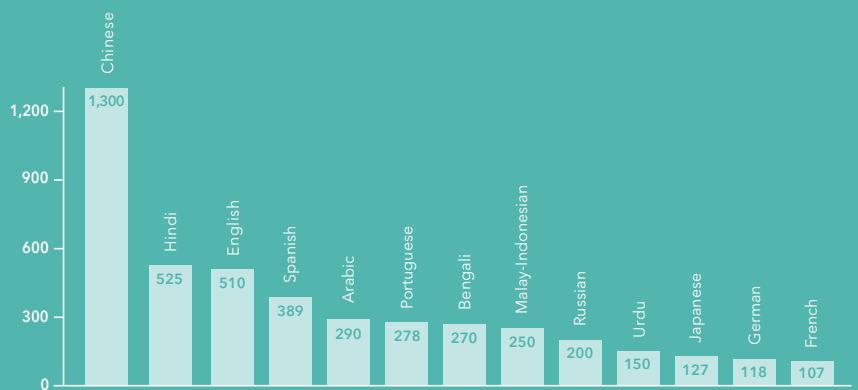
Countries worldwide

Meusburger supplies

82

Most spoken languages (in millions)

Based on the number of speakers as native or second language*



* Foreign language spoken in everyday life

There for you every day

Package deliveries

275,000

at Meusburger

International package deliveries worldwide per year: **87 billion**



Meusburger employees

1,670



Languages spoken as native or second language

34

Anniversary in the Middle Kingdom

When Guntram Meusburger took over as managing director of the company in 2007, the desire for globalisation within the company also grew. This ambition started in China, and it is now the tenth anniversary of the founding of the subsidiary company in the Far East.

But first let's take a look back: In 2010, our first subsidiary company was founded in Wuxi, China with two employees. As a company already well-established in Europe, we took our first global steps in a small office near Tai Hu, the third largest freshwater lake in China. Quick growth early on prompted us to look for a larger facility, so our subsidiary company moved into an 800 m² office in Taihu International Science & Technology Park.

**GLOBAL GROWTH
AT MEUSBURGER**

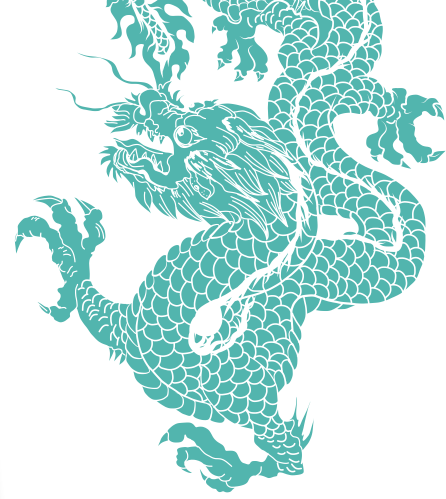
In 2016, the acquisition of the renowned German hot runner and control systems manufacturer PSG, now our subsidiary company Meusburger Deutschland, provided the next stage of growth. More employees meant more space was needed and soon enough another move was necessary - this time to the Huishan Economic Development Zone where we now had space not just for offices, but also for a warehouse and in-house quality inspections. In addition, an area for the assembly of hot runner systems was set up. Today we employ more than 60 people at this location.

Growth on all levels

As a result of the merger, we were able to increase both the number of employees as well our customer base. The products from the hot runner and control system divisions complemented the existing range of standard parts perfectly. The 250 m² office space in China enables much faster lead times for components within Asia. Since we stand for short lead times, we were able to set a global example for the European standard of Meusburger. In order to offer our customers the best service locally, we also expanded our sales network in China in recent years to fifteen field sales representatives – sales people and specialists – and five internal sales representatives. They look after our 620 customers throughout the country and participate in ongoing training courses on our products and technologies. Some field sales representatives have already been our guests in Wolfurt and were able to take many exciting experiences back to China with them. The sales team is in close and

**LOCAL WAREHOUSE
FOR FASTER
LEAD TIMES**





WEI HAIFANG, MANAGING DIRECTOR OF MEUSBURGER CHINA

regular contact with our staff in Europe. Deliveries are made from our headquarters in Wolfurt to the subsidiary company three times a week.

Tradition is close to our heart

As you probably already know, preserving local traditions and customs is very important to us. That's why we rely almost exclusively on Chinese employees on site.

According to managing director Wei Haifang: 'Even though Meusburger is a family company from Europe, we are committed to the concept that the market can be better served by local staff.' Wei Haifang has been with Meusburger China since the beginning and knows the history and development of the company. She views one of the keys to success as the fact that Meusburger responds directly to customer requests, resulting in high-quality product innovations.

CUSTOMER-ORIENTED INNOVATIONS

“*What started in 2010 with two employees in a small office has evolved in ten years to an established company with over 60 employees.*”

Wei Haifang, Managing Director Meusburger China





”

*OUR THREE HIGH-BAY
WAREHOUSES WITH
A TOTAL CAPACITY OF
AROUND 5,000 STORAGE
SPACES ENSURE
CONSTANT AVAILABILITY
OF OUR PRODUCTS.*

STEEL FOR EVERY APPLICATION

For almost all projects it is necessary to coordinate the materials used. But which is the right material to achieve an optimal result not only during machining but also in later use? Let's take a look at the steels available at Meusburger.

Our extensive range of steel heat-treated for stress relief includes 31 different material grades. Thanks to standard and special plates, there is a suitable solution for every requirement.

Not sure how to use the overview?
Here are some tips to help you choose.

1.1730 & 1.0577

For simple applications in mould, die and jigs and fixtures construction, we generally recommend the unalloyed tool steel 1.1730, which has good machinability despite higher strength. But what do you do if weldability is particularly important?

Our tip:

The unalloyed structural steel 1.0577 is suitable for applications in jigs and fixtures construction where good weldability is particularly important.

1.2714 HH

Do you want to save yourself the time and effort of additional heat treatments?

Our tip:

The material grade 1.2714 HH with 1.350 N/mm² (~43 HRC). The material is not only characterised by good high temperature resistance and good impact toughness, but is also very easy to machine despite its strength.

1.2311 & 1.2738

Do you have especially high surface quality requirements and need a steel that is best suited for polishing or graining?

Our tip:

The pre-hardened, low sulphur steels 1.2311 and 1.2738 are ideally suited for this purpose. From a thickness of 200 mm, the increased nickel content of tool steel 1.2738 is positively reflected in the improved through-hardening.

1.2343 & 1.2344

Our hot-work steel 1.2343 has been a tried and trusted material in injection moulding for many years and is mainly used for inserts. For more delicate cavity designs, the ESR grade is preferred because it has a much more homogeneous microstructure. Which material is suitable for die casting?

Our tip:

Due to the high-temperature resistance, it is advisable to use steel 1.2344 (preferably ESR).

1.3343

Do you need a high surface hardness and a tough core for when the going gets tough?

Our tip:

High-speed steels like our 1.3343 get the job done. They are the best choice for the manufacturing of highly wear resistant inserts as well as cutting and fine blanking punches.

1.2083 & 1.2316

Corrosion resistance plays a major role in temperature regulation with aggressive mediums and in the processing of corrosive plastics. Which material is appropriate for such cases?

Our tip:

Use the pre-hardened tool steel 1.2085 with good machinability for mould bases susceptible to corrosion. The low warping, high alloy steel for through hardening 1.2083 is suitable for mould plates and inserts, and also has the best properties for surface treatment. Please, note however, that this steel only achieves corrosion resistance after hardening. Alternatively, the already pre-toughened steel 1.2316 is also suitable for this purpose.

1.2738 TSHH

Nothing suitable so far? Are you looking for a high-quality all-rounder for flexible dimensions?

Our tip:

The steel 1.2738 TSHH, which we have now also been offering from stock in the form of standard plates since spring, combines good polishability and grainability with high thermal conductivity and wear resistance. This material is also ideally suited for mould plates without dimensional restrictions, with deep cavities, high core loads and high surface requirements.

More information and overviews can be found at:

www.meusburger.com/material-grades



Machining in the spotlight

Is it not possible or time efficient for you to manufacture your own custom products? Then we are happy to be your partner. You can benefit from our over 55 years of experience in machining and processing steel to make products of the highest quality. Our latest achievement: in 2020 we invested in a production line in large machining, which will allow us to serve you even faster and more extensively in the future.

The new facilities complete our range of state-of-the-art production equipment, enabling us to meet your machining needs even more efficiently. An integrated CAD/CAM system and optimally coordinated processes ensure top quality and short delivery times.



Machining at our Lingenau site:



3 new machines for large machining

- Investment amount: 3.5 million euros
- In full operation since mid 2020
- Maximum dimensions: 1,400 x 2,000 x 400
- Machining of plates up to 4 tonnes

Highly-trained employees



Short lead times



Fast & easy

Two things are important for a reliable and smooth injection moulding operation: the use of high-quality moulds and the fast delivery of replacement parts. For this you need a reliable partner who can guarantee products of the highest quality and that is exactly who we at Meusburger want to be for you. We recently added a separate section on our website especially for injection moulders, with guides and tips as well as interesting facts and background information to help support you with your projects.

Don't worry, we are there for you

Machine downtimes and the resulting damage are every injection moulder's worst nightmare. Not because products like O-ring seals are expensive to buy, because they aren't. No, this is about production coming to a standstill – because especially in injection moulding, time is money. That's where we come into play. We have over 96,000 products and we deliver them in record time. With us long downtimes are a thing of the past.

**96,000 AVAILABLE
PRODUCTS**

Let's go through a scenario. Your machine is at a standstill and you need a replacement as soon as possible. To save you the time of looking through a comprehensive catalogue, we have summarised the most important and most common items in the injection moulding division in a clearly arranged brochure. This includes replacement materials such as O-ring seals, coolant hoses and much more. And because a standstill is not always caused by the wrong product, but sometimes an error in assembly, our range also includes the appropriate assembly equipment.

A dream come true for injection moulders

Hot tips on injection moulding can also be found on our website. We have created a special area just for you. The layout is based on our printed information and helps you find the right product quickly and efficiently without losing any time. In addition, you will also find exciting topics and information from our experts. The links will take you directly to our web shop, where you can order the required spare parts immediately. Using our high-quality products will also help you prevent breakdowns in the future.

Our tip for you

An important and often underestimated item, as mentioned earlier, is the O-ring seal. There are many differences in quality for this small but essential part. You can find more details on our website.





For more information visit:
www.meusburger.com/injection-moulders

Standard meets custom

Ready, set, go! Your product ideas meet our solutions: We offer you the right hot runner system for every application so you can make your way through the injection moulding process to the final plastic component as simply as possible. We offer both standardised and customised hot runner systems. No matter which product you decide on, we are there for you every step of the way offering comprehensive project support.

What started as an idea for processing plastics has now developed into a diverse range of hot runner solutions. And our hot runner systems still cover the requirements of demanding applications in terms of physical properties, materials, functional integration, surface quality and special designs. You have the choice between standard and custom:

Do you love standards?

Then we are your perfect choice. Our standardised hot runner systems come in defined geometries and are easy to configure. The 3D data is immediately available in various data formats and the pre-assembled systems are delivered quickly. Additionally, you can order the complete mould base and receive a finished FH hot runner mould. We see you through and provide you with complete customer service, both before and after your purchase. Each part of our modular systems can be ordered and replaced individually.

**QUICK AND EASY
TO DESIGN.**

Custom-made...

...is also an option: Our customised hot runner systems are as unique as your applications. Based on

standardised hot runner components, we complete our systems so that they are tailored to your needs and requirements. That way they are perfectly matched to the plastic, injection moulding machine, and peripherals and allow an optimal production process. You receive your hot runner systems ready for installation and connection. Insert, fix, connect, and get the injection moulding process started – that's how easy it is with us. We focus on the best possible handling for your system during service and assembly – and of course on the process-reliable functionality, and in the end achieving the optimum quality for your plastic moulded part.

INSERT. FIX.

CONNECT. MOULD.

We are there for you

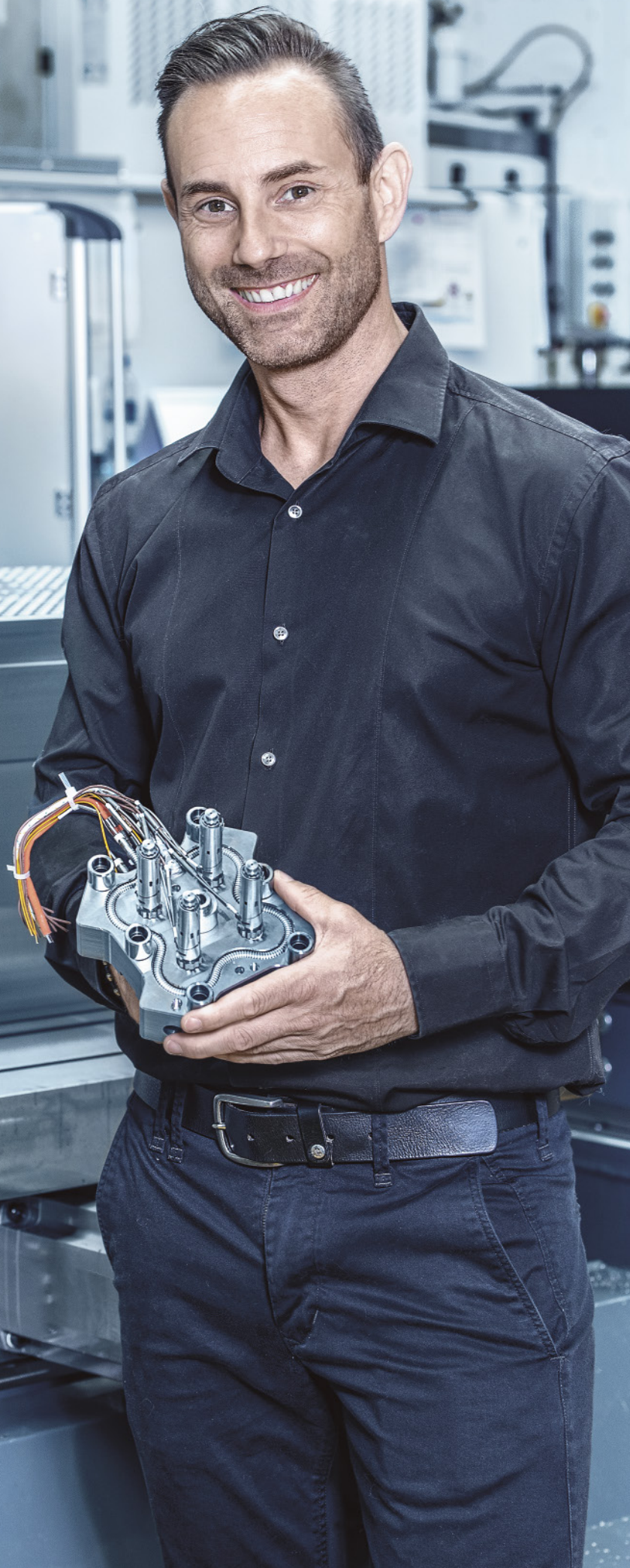
From the conception and design phase for the system layout to commissioning and maintenance, our team will provide you with comprehensive support. You receive feedback in every project phase within 24 hours. Our experts in process technology ensure that you achieve the optimisation you want. Let our decades of experience benefit your projects – whether in the optimisation of the injection moulding process, the processing of various materials or the design of your mould concepts. We are here for you.



Product idea, design, configuration, injection moulding – with us as your partner you can reduce the processing time of your projects.

Stefan Kraxner, Manager of the Hot Runner Systems Unit

Whether highly robust transport containers, massive quantities of closures, light-weight construction in automobiles or clean room applications with low wall thickness in medicine – we have the right solution for you in the hot runner sector.



From the idea to the product

We are also constantly working on the development of new products and the optimisation of existing products in the control systems area. We are happy to take you up on your ideas, check their feasibility and do everything we can to realise them. To show you just how this works, let's look at the development process of the latest control unit for valve gate nozzles, the profiTEMP+ VCON.

1

A light bulb goes off

When it comes to developing a new product, our product managers, sales staff, and product developers work closely together. This way, concrete product ideas are developed from information gathered from the market, from our customers and from innovative visions. This is also how the control unit for valve gate nozzles, the VCON for our profiTEMP+, was created.



2

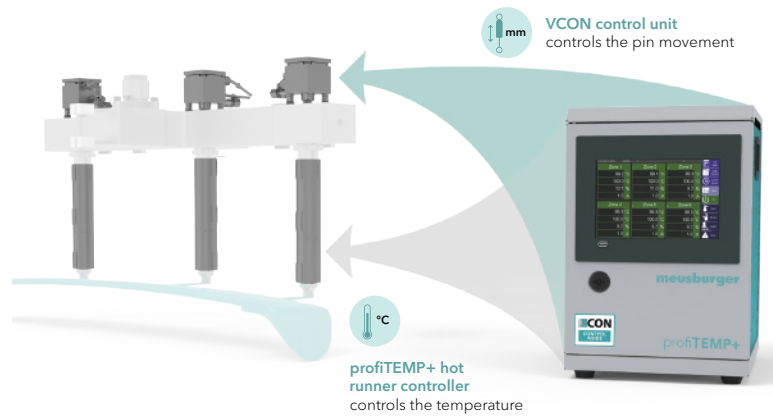
Brainstorming

After the specifications of the idea to be developed had been worked out, the development team got involved and developed solution-based approaches based on the requirements. With the profiTEMP+ VCON, the focus was on controlling the variable speeds of the valve pin with the varioFILL advanced. The resulting specifications document was approved by all parties involved before the project started.



Preparation underway

After the approval for the development project, it was divided into many small sub-steps and a concrete plan was drawn up with regard to the procedure and deadlines. Regular team meetings were held to compare the most recent status. This allowed the planning to be adjusted in good time if necessary. In addition to coordinating the areas of hot runner and control systems, we also called in specialists for the proportional valve control, who worked on the development together with us.



Development

First of all, the process behaviour was analysed in a series of extensive tests. Based on those tests, the creation of the circuit diagram and layout began and the first prototype was created. At the same time, the software department continued to develop and test the product. At the end, the requirements of the specifications and the applicable standards were verified.

And it gets checked

The profiTEMP+ VCON was only approved for special test series and field tests after the safety inspection and the necessary EMC tests. After the data sheets and operating manual were written up, the profiTEMP+ VCON was finally handed over to production and realised for series production. The entire development process was carried out according to ISO 9001.

Goal reached

Then the marketing and sales started and the developer's work was complete. But now they are ready for the next product idea – maybe yours?



More on the profiTEMP+ VCON and its advantages:

www.meusburger.com/profitemp-vcon-en

The search is over



Imagine finding the right everyday workshop products from the limitless range available on the market with just a few clicks. Sounds impossible – but it's not! We save you time, because we have already made the time-consuming pre-selection for you.



There is a very large range of items for workshop equipment available on the market. That makes finding exactly the right products very time-consuming. But this is exactly what we have already done for you. We have compared countless suppliers and put together a selection perfectly suited to mould and die making. Of course we expand and supplement this regularly.

Ordered – dispatched

We rely on manufacturers who meet our own high quality standards, so your products are guaranteed to last. Only products that we have tested ourselves and are tried and trusted in our own production every day are included in our range of workshop equipment. And since all items of measuring equipment, cutting tools, consumables, EDM accessories and much more are in stock in our warehouse, we can also dispatch them promptly.

Of course we cannot list all our products here for you. But on the following page we present a small selection of products from our experts.



The entire range of workshop equipment items can be found on our website at:

www.meusburger.com/workshop-equipment



WORKSHOP EQUIPMENT

TOP OFFERS EVERY MONTH



Find the right product fast



QUICK ADAPTERS (E 2175)

The ideal product for fast detection and location of leaks in the inserts and cavity plates – with easy fixing in cylindrical cooling holes, without the need for threads.



ENGINEER'S BLUE SPRAY (VTP 200 S)

Your time is valuable. Our high-temperature resistant engineer's blue spray enables you to spot efficiently and above all save time.



POWER CLAMP FOR INJECTION MOULDING (HWS 104)

With this power clamp you will not lose any time when clamping injection moulds on injection moulding machines.



ASSEMBLY TOOL SET FOR O-RINGS (V 28100)

With our assembly tool set you have the right tool for installing and removing O-ring seals by hand even in difficult installation spaces.



HSS COUNTERSINK FOR O-RING (WZB 32112)

Have you always wanted the perfect groove for guaranteed tightness and to save time? Want no more. Let us introduce you to our HSS countersink for O-ring.



BALL JOINT VICE (HWS 572)

With just a little pressure on the lever you can machine the clamped work-piece as you like in the ideal working position.

Your knowledge, our passion

The abrupt shutdown of large parts of the world economy in spring 2020 had repercussions everywhere, including the export country Austria. Sales declines, liquidity concerns and supply bottlenecks were urgent challenges that needed to be solved for many companies. But what does this have to do with Knowledge Management and our partner WBI Knowledge Solutions? We have the answer.

The Vorarlberg pump and flow measurement manufacturer KRAL decided to introduce the digital knowledge platform WIVIO from our partner WBI Knowledge Solutions in 2019. This platform makes Knowledge Documents, WiDoks for short, centrally available and provides all users with relevant know-how and current information with the click of mouse. The company, with around 250 employees, made this decision because it wanted to establish a knowledge-based management concept. Up to this point, all company knowledge was stored in different documents in various places. The advantages of the WBI®Method were obvious: Knowledge is collected consistently and made accessible to everyone in just one place. This means that it can be used, developed and updated company-wide.

Launched, implemented, lived

The launch was carried out quickly. After determining the system requirements and the technical environment at KRAL, the WBI consulting team was able to fine-tune the software and subsequently prepare and support the implementation.

The Managing Director at KRAL, Otmar Kräutler emphasises how important the early changeover to WIVIO was:

‘Technical implementation of the system was fast and the users trained quickly, since everyone can handle MS Office documents. A lot of existing knowledge was qualitatively prepared and collected in the knowledge database in the first phase. Of course this process takes some time – after all, the whole company is involved.’ Since then, new WiDoks have been continuously created and existing ones expanded at KRAL.

Everything is current

WIVIO played an important role for KRAL especially during the worldwide coronavirus crisis in spring 2020. Facts, measures and recommendations for action were collected and communicated directly via the platform. Kräutler considers the up-to-date information and the targeted supply of relevant information to the team to be the major advantages of the WBI®Method. It does not matter whether employees are at the company headquarters or in home office. The content manager for the Knowledge Document is clearly defined, so the right contact person can be easily found. In addition, employees can be provided with important information via notification groups. Since every WiDok update has a comment regarding the modification, the

TARGETED SUPPLY OF RELEVANT KNOWLEDGE



While other companies are just getting organised, we are already working with our customers and suppliers on suitable solutions.

Otmar Kräutler, KRAL Managing Director



user can see at a glance how up-to-date the information is. This means that WIVIO becomes the 'single source of truth' – as only the most updated version can be accessed. Furthermore, any point of the development history of the Knowledge Document can be traced. Compared to the usual distribution via Intranet or email with attachments, this type of document control is more efficient, more easily traceable and saves time and storage space.

**EFFICIENT, TRACEABLE,
TIME-SAVING**

This enables the family company to react quickly and flexibly to future changes and to communicate important information immediately.

Company: KRAL GmbH

Founded: 1950

Turnover in 2019: 35 million euros

Main products: Screw pumps & flow measurement technology

Location: Lustenau, Austria

Website: www.kral.at



Knowledge Management at KRAL:

Launch: March 2019

Knowledge Documents created: over 4,000

Authors of Knowledge Documents: 120

Advantages of Knowledge Management

- *Organised filing: enables central access and quick retrieval*
- *Unambiguous, traceable versioning: WIVIO guarantees access to the latest version of a document*
- *Clearly defined managers: content managers are also experts in their field and can be found quickly if necessary*



The digital trick up your sleeve

You probably already know about our Meusburger shops and our many useful configurators and wizards. But have you ever browsed through the tips & tricks, product videos or user reports? Yes? Perfect. No? Then read on and find out what possibilities there are.

In our Meusburger shops, which were given a new, fresh look at the beginning of the year and were expanded with many technical innovations, you can order the products you need quickly and easily. Our configurators and wizards, which are constantly being optimised, will help you with this. You probably already know and use these – but of course there is much more to discover on our website. What exactly, and why? Go ahead and keep reading!

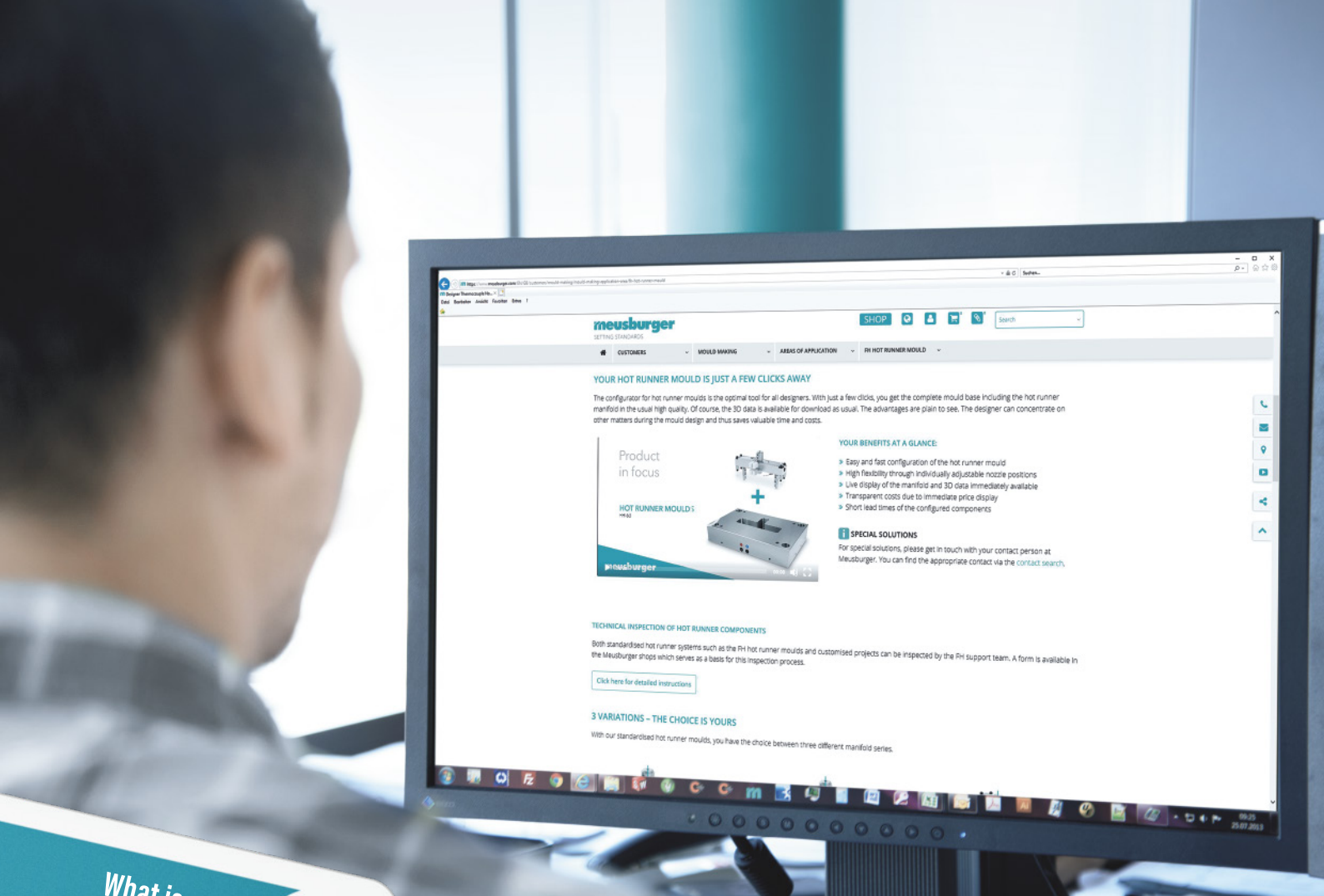
Share experiences

In addition to extensive information on a wide range of products, general information about our company and current news and press releases, there has been a completely new area on our website since the beginning of the year: the menu item 'Customers'. There you will find useful tips and instructions, interesting information on various topics and exciting application examples. Because we want to support you in your projects not only with our products, but also with our many years of experience and the knowledge we have gained in mould and die making – true to our motto: 'Be better together.' In addition to mould and die making topics and many related tips from the area of workshop equipment, there are also interesting facts especially for designers.



Discover more:

www.meusburger.com



What is new in the range

NEW

All the answers are here

THE PORTAL

Even more information

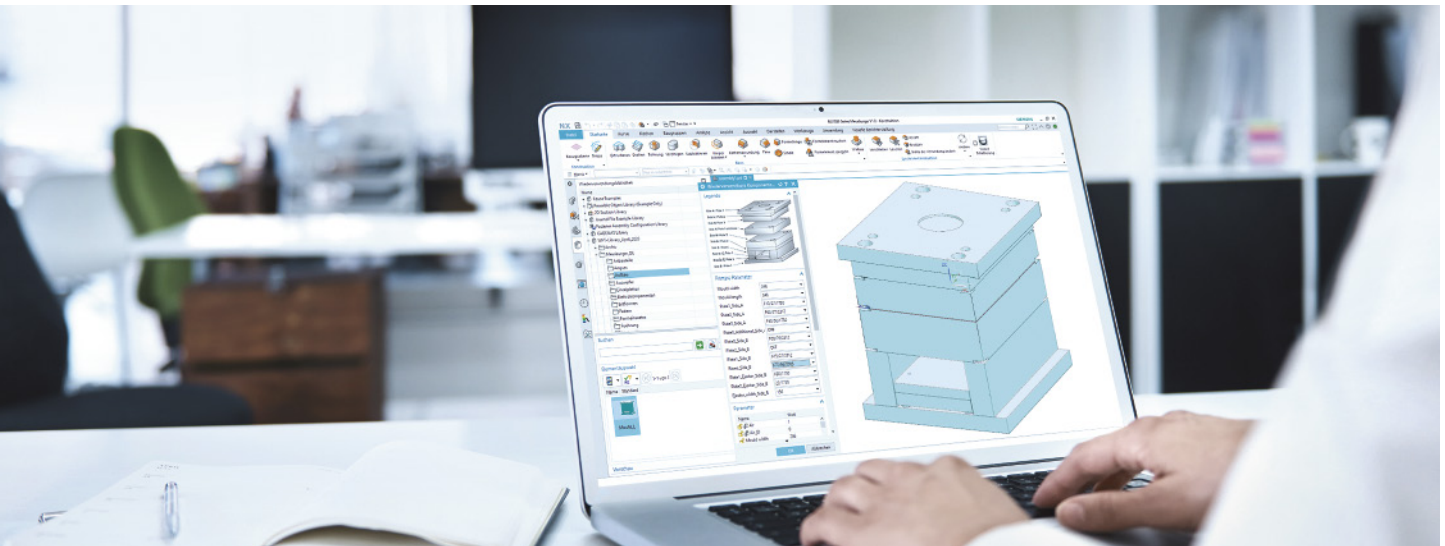
Since we added this special customer area on our website at the beginning of 2020, we have continuously optimised and expanded it. This has resulted in an interactive information blog for the mould and die making industry, in which you will find short explanatory videos by our product experts on many subjects, exciting user reports as well as tips & tricks with links to related topics. That way we offer you the best possible online support for your projects. Check out our website yourself to see all the information we offer.

Exciting details about our Meusburger NX tool and about the advantages of the Meusburger shops can be found on the following pages.



May we present...

We already provide you with support in your daily design work through our various wizards and configurators. But we don't stop there! We have gone a step further by making a proven CAD tool, which is adapted to the Siemens NX CAD system, available to you free of charge. How did it happen? Let's go back in time together and you can see for yourself.



Once upon a time...

The story begins with our customer Schmidt WFT, who had a vision in 2015: a Meusburger library for designers, adapted to the Siemens NX CAD system. Sound like a good idea to you? It did to us, and that was the starting point for

the creation of the Meusburger components library by one of the designers working at Schmidt WFT. About half a year later, the tool was thoroughly tested and used internally at Schmidt. At this time, the majority of Meusburger standard parts were already integrated.

**NATIVE 3D
DATA SETS**

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With the introduction of the Meusburger standard parts library in Siemens NX, a further design standard requiring minimal training effort was created.

A. Rühmeier, Alhorn Design Manager

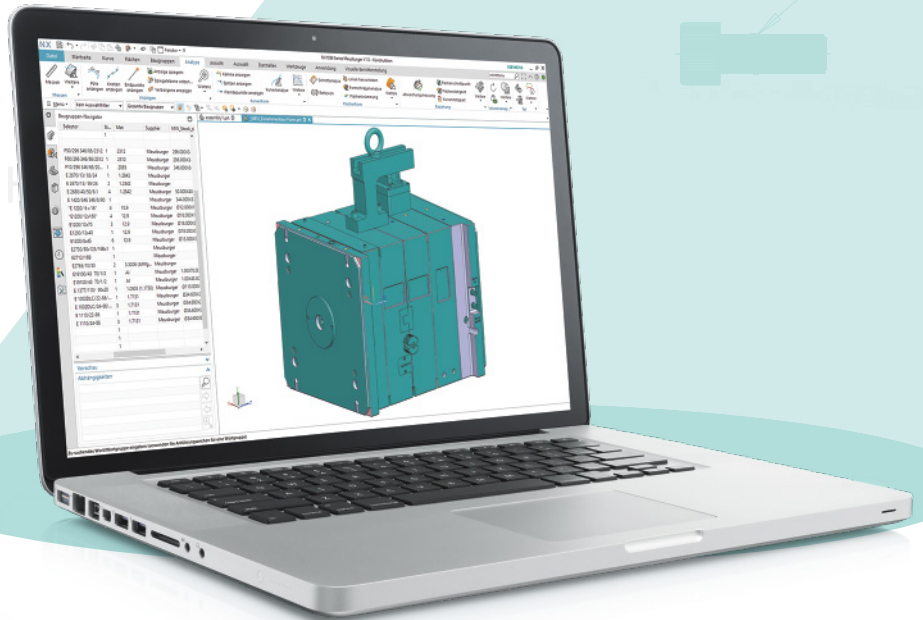
MEUSBURGER NX-TOOL

The Meusburger CAD library
for designers

+ EASY

+ FREE

+ EFFICIENT



Pushing further

After its initial success, the question arose as to why other companies should not also benefit from the tool. At that point Schmidt made the library available to its customers through annual licenses. The data was maintained over the years, the tool was regularly updated by Meusburger during product updates, and feedback from well-known customers was incorporated into the development.

TIME-SAVING
DESIGN

In the home stretch

Now we are almost at the end of the story. This year we went one step further and can now provide you with the CAD tool free of charge. The big advantage: changes can now be implemented even more easily, as all components are immediately adapted to any adjustments. This means the tool enables you to carry out a simple and time-saving design process.

To sum it up

In cooperation with Schmidt WFT, an intelligent tool was developed, especially adapted to the Siemens NX CAD system: the Meusburger NX tool. This allows you to work directly in the CAD system without using the shop. When changes are made, they are automatically taken over, which significantly reduces the time required for adjustments. Almost the complete mould base range as well as all installation spaces including the respective tolerance and surface data are included in the tool. If changes are made, the parts list is also regenerated and can then simply be imported into the web shop for ordering via the Excel import function.

FREE TO
DOWNLOAD

Our conclusion: The tool is not only free of charge, but also already well-established and tried and trusted – all in all an intelligent and efficient solution for designers. Give it a try:



Video and download info:
www.meusburger.com/hx-tool-en

Would you like all-round service?

In mould, die, and jigs and fixtures construction, you are often faced with a number of challenges that are not easy to handle alone. We are happy to help you solve them quickly and efficiently. And these are not just meaningless words: with the help of our shops, which are constantly being developed both in the web and offline versions, we put this promise into practice. See for yourself!

ASSISTANCE

You know the drill: There isn't much time but the project needs to get done. This is when we come into play. But how? It's easy. We offer great assistance with the selection of suitable components and much more. We are continuously developing our numerous wizards, configurators and selection guides in the web shop to make it easier for you to find the right product for your project.



TIME SAVING

Do you want quick and easy configuration of the CAD data? Done! In our shop we provide CAD data in neutral formats and export is possible via direct interfaces to all common CAD systems. With the CAD connection 'CADClick', the data can be configured directly, which also results in huge time savings.



SPECIAL REQUESTS

Has everything gone well with the purchase so far? Great. But there is one more challenge: You have a special request. Of course you can create and request special items in our web shop. Just add a comment for the item or order. The technical details can easily be selected individually.



The website and the Meusburger web and offline shops are available in 21 languages.



SUPPORT

Are you wondering who can answer your questions? We are happy to help you: in addition to our extensive range of digital tools we offer you fast and competent support by phone or email. Our field sales staff will also gladly assist you.



EFFICIENCY

Now that your desired product has been configured quickly and easily, without a doubt you want an equally quick and easy ordering process. True to the motto 'time is money', we enable simple and efficient ordering. The clear display guarantees quick selection of the items and customers can see their individual price including customer-specific discounts. The desired currency can also be set.



EXPERTISE

What if you could benefit from our expertise in machining too? In the cutting data calculator developed especially for you, we will gladly pass on the empirical values derived from our own production. That way you can quickly and easily calculate the appropriate cutting data for your cutting tools.



As you can see, shopping in the Meusburger shops is worthwhile. Give it a try:
www.meusburger.com/web-shop





”

*THANKS TO
OUR EXTENSIVE
WAREHOUSING
SPACES FOR BOTH
FINISHED PARTS AND
PRIMARY MATERIAL,
WE CAN GUARANTEE
YOU 98% READINESS
FOR DELIVERY.*



PLATES WAREHOUSE

Behind the scenes

Enabling you to realise your projects quickly is very important to us. Our spacious storage areas guarantee you an exceptionally high readiness for delivery. How does that work? We are happy to give you a quick look behind the scenes.

We have large storage areas for both finished parts and primary material. Raw material is stored outdoors on an area of approximately 24,000 m² before it is processed further.

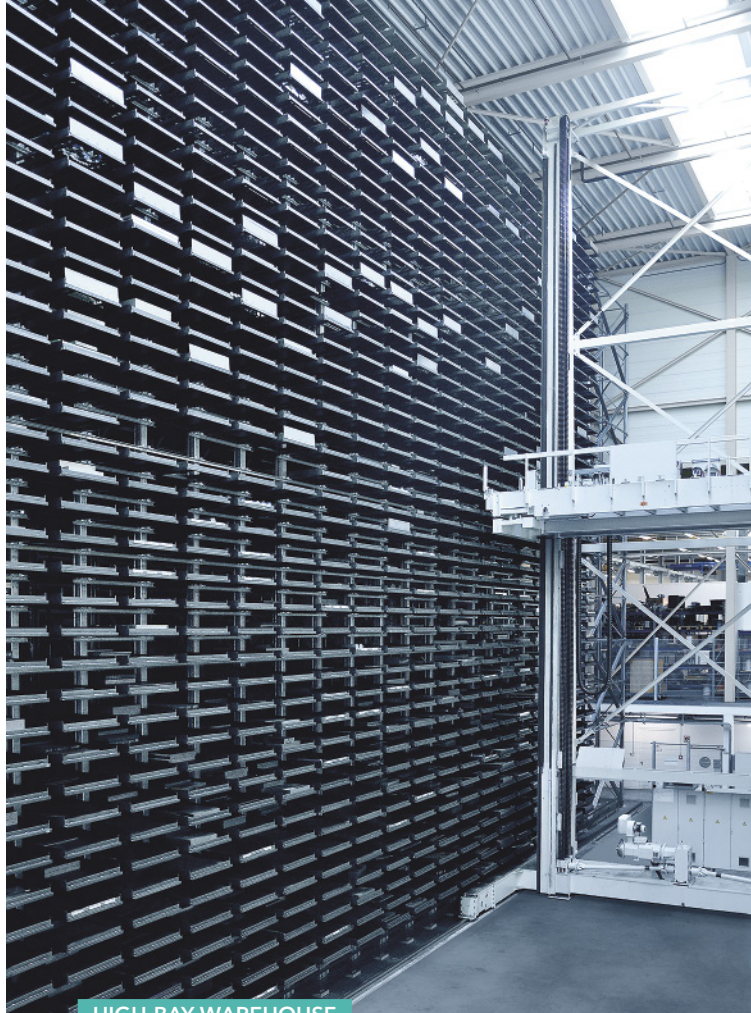
The three high-bay warehouses have a total capacity of around 5,000 storage spaces.

For our finished parts, we have a considerable storage space of approximately 18,000 m². A large part of this

is the plates warehouse, where about 25,000 items are stored. Plates with a weight of less than 30 kg are stored in shelving systems, and plates with a higher weight are stored on the floor in designated areas. Parts with high space requirements or a weight of over 5 kg are stored in the manual small parts warehouse along with hazardous substances and cleaners.

Growing for you

In order to continue to guarantee the constant availability of goods in the future, this year we have significantly increased our capacity in the automated small parts warehouse. Here, the goods are picked at the push of a button and are then dispatched.



HIGH-BAY WAREHOUSE



ORDER PICKING STATION IN THE AUTOMATED SMALL PARTS WAREHOUSE



OUTDOOR STORAGE AREA FOR RAW MATERIAL

Automated small parts warehouse facts

Capacity expansion
from approximately 30,700 to around
46,000 container spaces

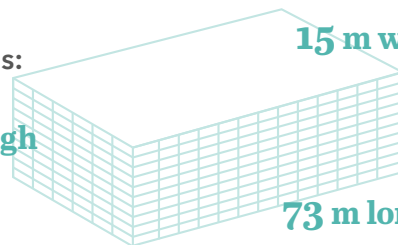


Dimensions:

12.5 m high

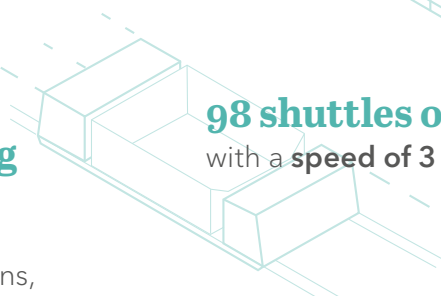
15 m wide

73 m long



Containers with a
load capacity of 50 kg

98 shuttles on 41 levels
with a speed of 3 m/s



- 7** order picking stations,
- 2** goods storage stations and
- 8** packaging stations

How you benefit:

- Increased capacity
- Continuous availability
- Lower error rate
- Higher throughput



Do you want to take a look behind the scenes? Just contact your field sales representative and see for yourself during a company tour.


Nature meets industry





Vorarlberg has been considered a very successful business area for many years and is home to various world market leaders alongside us. This is partly due to its central location in Europe and the population's high level of education. But not just that. The diverse natural landscape attracts those seeking work from all over the world.

A lot has happened since our company was founded in 1964. However, one thing has remained over the years – the connection to the Vorarlberg region.

This has several advantages:

- 

Our convenient location in the middle of Europe is a big plus. After all, the good connections to international transport networks are essential for our short delivery time.
- 

In addition, there is the high-quality education system. From apprenticeships to technical studies, there are unlimited opportunities in Vorarlberg. And it's thanks to our well-trained staff that we have been able to guarantee you high-quality products for many years.
- 

The uniqueness of the region attracts many skilled workers from abroad to Vorarlberg. From swimming in Lake Constance to activities in the mountains, there are endless possibilities for free-time activities all year round. The best way to experience Vorarlberg is to visit us and see the company and all the region has to offer for yourself. We promise it is worth the journey!

Besides all of the business advantages, there is one special regional feature that we are particularly proud of: our dialect, which is rarely understood in other parts of Austria. Even within the small state of Vorarlberg, there are so many differences between the local dialects that sometimes even the locals have difficulty understanding one another. Do you want to give it a try? Take a look at our dialect quiz!

**A UNIQUE
DIALECT**

Looking ahead to the future

Move it or lose it! We take this saying seriously by looking ahead and planning our future. Since our headquarters in Wolfurt is starting to fill up, we bought a plot of land in Hohenems, about 15 kilometres away, at the end of 2019.



**PREPARATION FOR THE START
OF CONSTRUCTION IN HOHENEMS**

Vorarlberg dialect quiz

What do the following
5 terms mean?

- gsi
- ghörig
- wellaweag
- Hääs
- potschat

Answers:

gsi: had been, was / ghörig: property, right, good /
wellaweag: anyway, nevertheless, either way /
Hääs: clothing / potschat: clumsy

Zeawas!

The local greeting
(casual)

In the first construction phase, an additional office building for our employees will be built on this site. There is also enough space for future expansion of our warehouse and production areas. This summer the last preparations were made on site. The power lines are up and construction can start soon.

We are already looking forward to the additional location – especially because it will enable us to remain loyal to Vorarlberg and create new jobs for people in the region.



NEW HABITAT FOR BEES IN LINGENAU



High tech

We train our skilled workers of tomorrow ourselves so we can continue to guarantee the high quality you expect from us in the future. In the 2,100 m² training workshop at our HQ in Wolfurt, each apprentice has enough room to develop his or her abilities.

Just like our wide range of products, we also offer a variety of apprenticeships in our company. The reason for this is simple: In order to maintain the high-quality of our products, we will continue to rely on our in-house experts in the coming years. And since you can never have enough experts, we train them ourselves in apprenticeships for milling, mechanical engineering, electrical engineering and mechatronics. In addition to these technical professions, we also offer digital training in information technology. Besides the specific vocational training, our team of trainers also finds teaching social competence very

important – so there are regular apprentice events to strengthen team spirit and solidarity.

Milling out

Our main focus is on the milling technician trade in which we train around 25 apprentices every year. The youth learn, practise and experience quite a lot in the three and a half years it takes to complete their apprenticeship.

Milling technician trade

1st training year

Every year in September, new apprentices start their training at Meusburger. During the first 365 days, the focus is on learning the basics of machining: this includes milling, turning, and drilling. Of course handiwork such as filing, soldering and welding and comprehensive material science lessons are also part of the training. Using our extensive state-of-the-art-machinery is the main emphasis here.



2nd training year

In the second year of the apprenticeship, it's time to get down to business, which is: CNC – the computer numerical control. The apprentices are introduced step by step into the world of CNC production, in which much of the work again revolves around milling, turning, and grinding with different controls and machines. An important part here is also CAM programming and the use of our CAD drawing software. At the same time, they expand their knowledge in the areas of quality management, material science and heat treatment.

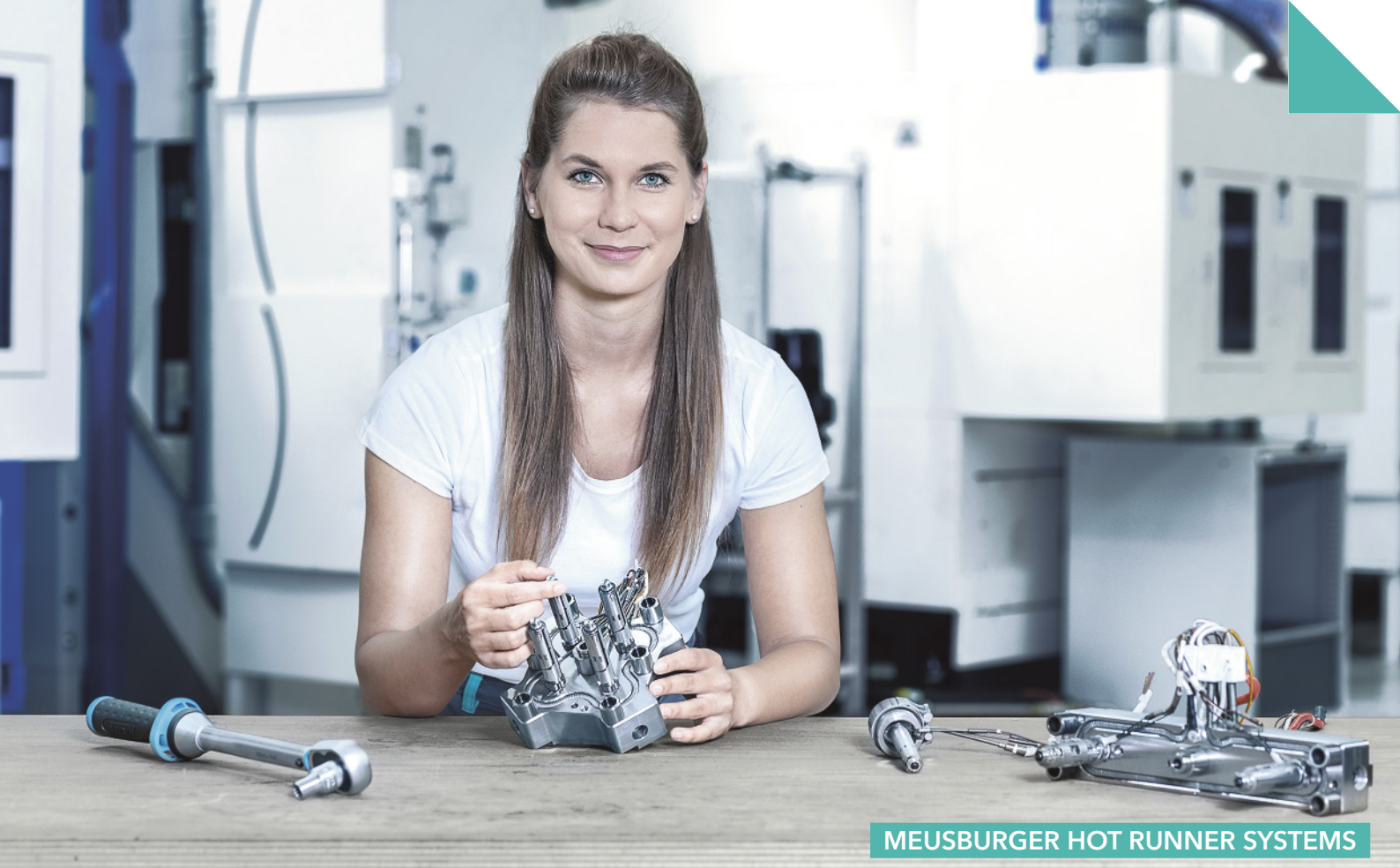


3rd and 4th training year

From the 3rd year of apprenticeship on, the goal is to get to know the production and the individual departments in a rotation system, so that what has been learnt so far can be immediately put into practice and the specifics of each department can also be understood. It is also important to see which departments within the company are looking for skilled workers and where the apprentices would like to work. Towards the end of their training period, the apprentices are prepared for their final exam with weekly theory lessons, practice days, CNC programming training and technical discussions.

As you can see, our apprentices gather and acquire numerous experiences, skills and knowledge during their training. Ultimately, our apprentice training program is to your advantage – it guarantees the next generation of skilled workers who can create the high-quality products you require.





ORDERING – THE WAY YOU LIKE IT BEST!



Web shop
www.meusburger.com



Telephone
+43 5574 6706-0



Offline shop
install and get started!



Mail
sales@meusburger.com



You might also be interested in:

