

# *informs*

19<sup>TH</sup> ISSUE, OCTOBER 2021



**neusburger**



# Hello,

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*Once again our large warehouse featuring a high-percentage of in-house production and our wide variety of materials were paramount for realising our projects this year.*

Thanks to our comprehensive and perfectly coordinated product range, we can guarantee outstanding all-round service. Find out more and get a first-hand look at our range of products on pages 18 to 34.

A particular focus for us this year were e-commerce projects which round off our comprehensive service and help us to continue to offer you added value. You can read about what we have already developed and implemented on our website and in our webshops on pages 38 to 46.

The launch of our new company software last year proved to be the right decision. Our adapted processes enable us to consistently maintain our delivery dates. We will keep developing in this area so we can continue to offer our customers advantages in the future. In the interview on page 8 find out what else has kept us busy in 2021.

Looking back, 2021 has been a successful year and we are already looking forward to offering you optimal support for your projects in 2022.

*Enjoy the read!*

*S. Meusburger*

Managing Director



# Read all about ...

... the exciting aspects of our all-round service in the latest issue 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.

Get ready to be surprised!



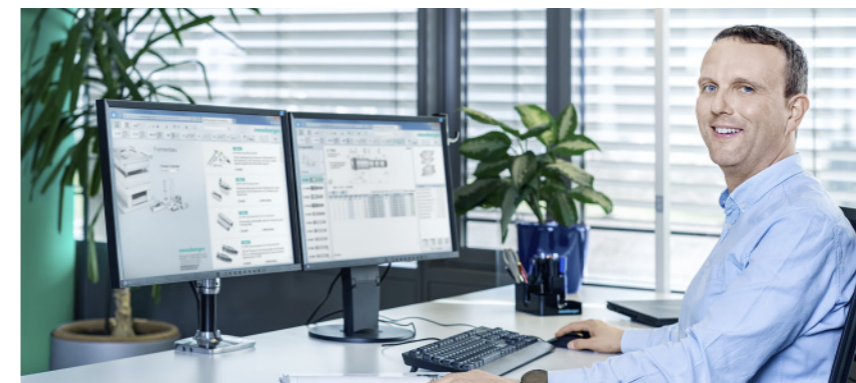
## Meusburger



## Product range



## Online service



## Vorarlberg



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# Want all-round service?

*You know how it goes – when constructing a mould or a die what counts is short lead time, good quality and low costs. Supplier support plays a crucial role in this process. The more comprehensive the supplier's services are, the better off you are. We have summarised how we offer this support and what advantages this has for you on the following pages.*

Our large standard parts warehouse with over 30 different material grades guarantees you the shortest lead times. All our plates are made in Austria.

Learn more about our plates on [page 18](#).

**Want digital assistance?**

On top of that, you get extensive digital service, such as our web shop, the Meusburger blog, CAD data in all formats, digital tips and much more.

Learn more about our digital world on [page 44](#).

**Besides plates, what other products do you need for your project?**

We offer you a perfectly coordinated product range for mould and die making – whether its mould bases, plates, hot runner and control systems, workshop equipment, knowledge management or ERP software, we have the right product for you.

Check out an example of our workshop equipment range on [page 22](#).

**How do you find the right product quickly in the comprehensive range?**

We have numerous wizards, selection guides and configurators to provide you optimal support for selecting and designing the right products.

Find everything you need to know about the material selection wizard on [page 42](#).

Our proficient field sales team, technical expert field engineers, and internal sales team are always there for you, on site and at our headquarters.

Discover more about our service on [page 10](#).

**Want to benefit from our know-how?**



*Meusburger Managing Director Guntram Meusburger relies on networked services to offer his customers optimal all-round service.*

# Networked service

**Mr Meusburger, what would you describe as your company's greatest strength?**

Thanks to our large warehouse for both standard parts and raw materials and also our variety of materials, we can guarantee our customers high delivery availability. Another strength that you might not be familiar with is our significant amount of in-house production. We are the only standard parts supplier that offers 100% in-house production of plates! What's more, our high degree of standardisation guarantees reliable processes, top quality and short lead times.

**Regarding delivery availability, you implemented new company software last year. Aside from that aspect, how is this change important for your customers?**

Constantly optimising our service in terms of quality and lead time is top priority for us. Our new company software implemented in 2020 is proving to be stable and sustainable. Thanks to the adapted processes, we are able to maintain a consistently high level of on-time delivery and meet the requirements of our large range even better. The software also allows us to process orders faster. Both the order processing times and the shipping times were significantly optimised. We have also started some projects in the area of e-commerce this year and developing further in this direction is a main focus for us. Our goal is to be there for the customer, from the designer to the injection moulder, along the entire value chain and to offer advantages – whether it is through product selection with the help of our configurators, a clear ordering process or easier handling. You can expect much more in the future.

**You mentioned shipping times and that you are well prepared in this area. Is this only focused on the EU market?**

We also aim to be on site with our global customers as quickly as possible. Case in point, this year new warehouses were built at our subsidiary companies in India and Mexico and the warehouse in China was expanded to guarantee customers the fastest possible lead times. Our goal is to enable our 24,000 active customers worldwide to quickly implement their projects.

**Locally, too, an important event was on the agenda this year with the start of construction of the office building in Hohenems.**

We are closely connected to the region, and are pleased to further consolidate our headquarters in Vorarlberg with the new office building in Hohenems. Due to the positive developments over the last months and our continuous growth, this project was necessary to be prepared for the future. Including the property in Hohenems which covers 6.5 hectares, we now have a total of 20 hectares available in Vorarlberg, which leaves us plenty of space for further expansion as necessary.

**This year, the third edition of your book has been published. Can you give us a sneak preview?**

I decided to write an extended version of my book because I have been involved with this topic for many years and I am convinced that knowledge management has a major impact on the success of a company. The new edition not only focuses on introducing knowledge management, but also keeping it alive and actively using it in

everyday work. Internal cooperation and communication with concurrent securing of knowledge play a central role in this. The numerous advantages for employees and managers as well as the synergy effects that WBI offers for other systems are also addressed in the third edition. Our goal is to support organisations especially in the mould and die making industry with knowledge management.

**Lastly, can you tell us what customers benefit from most when they order from Meusburger?**

As a full-range supplier in our industry, we offer all the products and digital services our customers need along the entire value chain in mould and die making. This means we can stand by their side as a reliable supplier to help them realise their projects. Our internal and field sales teams are always available to offer consultation. In addition to our well-established product range of plates, special machining, components, hot runner and control systems and workshop equipment we have now launched a software and consulting division. Partnering with our customers and offering them the best possible support in mould and die making is top priority for us. This goes for optimising their in-house organisation as well! That way we can boost our customer's competitiveness not only at the product level but also in terms of their processes. And that's why we offer knowledge management and ERP solutions. By networking our services, we can guarantee all-round service and ensure reliability and project security for our customers.

**Thank you for chatting with us, Mr Meusburger.**

# A day at work with Béatrice

**Personal service is paramount for us.** We guarantee you the best possible support at all times – whether locally on-site or at our headquarters. To make sure of it, we have a well-trained service team on duty for you every day. Want to know exactly how this looks? We took a look behind the scenes and followed internal sales representative Béatrice Wagner in the office for a day.

## 1 Interacting with field sales

Béatrice starts off her work day by processing the requests and orders received the night before. Then she communicates with her colleagues in field sales. This daily interaction is essential to provide customers with the best possible support. In addition to the open offers and technical questions, they also focus on solutions for individual customers.



## 2 Optimal consultation

Today, Béatrice receives a large customer request on hot runner systems. She discusses the request in advance with Alain, the customer's contact in field sales. Fast service for customers is our top priority. For Béatrice, this means processing the request and order immediately so that items can leave our warehouse on the same day.



## 3 Team meeting

There is a team meeting in the morning so that Béatrice and her team are kept up to date on current developments in the company and important figures. The team is especially pleased with the innovations in the Meusburger shops. Most of all, these innovations speed up the preparation of quotations and orders for our customers.



## 4 Lunch

Béatrice enjoys her lunch break with her colleagues. The team usually eats together in the canteen, where there are three different menus to choose from every day.



After the break, Béatrice gets feedback from Alain. He was able to visit the customer along with the field engineer in the morning and clarify the details. It was determined that a standardised hot runner solution could be chosen for this project. Using the hot runner configurator, Béatrice can create an offer and send it out the same day.

## 5 Preparing an offer

As a native French speaker, Béatrice is responsible for the France and Benelux sales regions and is an important part of the linguistic diversity in the internal sales department. In addition to her sales work, she also does some translation work for the marketing department from time to time.



## 6 Language diversity

In order to ensure complete availability for our customers abroad, a reduced team works in the internal sales department even on Austrian holidays. Before the end of the day, Béatrice discusses final handover details with her team so that she can competently handle open cases in reduced services during the public holiday the next day.



# Ordered today – dispatched today

*If your order is received by the specified time, your delivery will leave our facility on the very same day. Please contact our sales department for detailed information.*

	PACKAGE	PALLET
STANDARD EUROPE	5:00 p.m.	1:30 p.m.
EXPRESS	4:30 p.m.	12:30 p.m.
OTHER COUNTRIES	2:30 p.m.	12:30 p.m.

# FACTS ABOUT STEEL

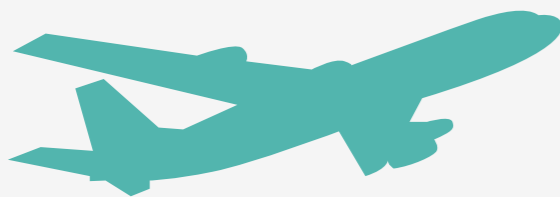


Worldwide, more than **570 million tonnes** of steel are recycled and transformed into new products every year. This makes steel the most recycled material by far.



At 324 meters tall, the Eiffel Tower is the tallest structure in France. The iron and steel construction expands with heat, making the tower **15 to 30 centimetres** taller in summer than in winter.

To protect the climate, special steel grades with very **high strength are being developed**, to reduce the overall weight of cars and airplanes. As a result, they not only consume less energy, but also emit less CO<sub>2</sub> due to their lighter weight.



The traditional world-famous **Samurai swords** are made from Tamahagane steel. This is made from iron sand and thus contains lower amounts of phosphorus and sulphur than steel extracted from iron ore.



## Play along and win

Win tickets for the Bregenz Festival 2022

### Here's how:

Solve our **crossword puzzle** and with a little luck win a captivating musical evening on the famous lake stage in Bregenz with the opera Madame Butterfly by Giacomo Puccini.

Send us the hidden word via the online form at [www.meusburger.com/participate](http://www.meusburger.com/participate) or by email to [marketing@meusburger.com](mailto:marketing@meusburger.com). Five participants will have the chance to win a pair of tickets for the Bregenz Festival. Competition close: 31.12.2021. Competition results are final and cannot be contested.



1. Store that sells goods online
2. Instrument or device to make or repair things
3. Someone who buys a service
4. A landlocked country in Central Europe
5. Offered competencies, capacities, and functions
6. Highly accurate
7. To check lengths, diameters, shapes, etc. in industrial production
8. Excellent characteristics of goods
9. Synthetically produced material
10. Cutting material to a desired shape using a press
11. Person responsible for certain questions or topics
12. Knowledge that someone gets through repeated practice in a particular area
13. Basic component for die making
14. Chemical symbol for aluminium
15. Metallic alloy whose main component is iron
16. Someone who is very knowledgeable in a particular area / subject
17. Concept, theory, notion
18. Location of Meusburger's new building
19. The power acting at the beginning of a movement in the direction of the movement
20. Helpful recommendation
21. Connected
22. Reducing the time spent



Hidden word:







WUXI, CHINA



QUERÉTARO, MEXICO



BANGALORE, INDIA

# Available faster globally

**Warehouses for our subsidiaries.**  
*Fast delivery in case of emergencies – one of the many advantages that make us your ideal partner. So far this has mainly applied to Europe and China. But now, we have good news for our business partners with headquarters or branches in Mexico and India: warehouses in their own country.*

Since 2010, we have gradually gained a foothold in the global market. After the subsidiary company in China was founded, additional locations in Turkey, the USA, India and Mexico soon followed. A warehouse with 450 different items was already established in China in 2014. From 1,700 items at the beginning of 2021, the range has been increased by around 800 additional items in recent months to a total of 2,500 stocked items. Without a local warehouse the delivery time was between 7 to 10 working days, however this has been reduced to just 24 hours.

## Expansion in India

Our subsidiary company in India was founded in 2014, and set up its own warehouse at the beginning of this year. In this culturally diverse country our team is growing steadily, and currently 15 employees offer our customers optimal support on site. In August this year, the company moved into a new building with plenty of space for large storage areas. 1,000 products from the areas of temperature regulation, ejectors and spare parts for hot runner systems can now be shipped on the same day they are ordered. This beats the original lead time of 7 to 10 working days by far.

## Faster deliveries in Mexico

Our youngest subsidiary company followed suit with a warehouse in April this year. Ejectors, temperature regulation components, and spare parts for hot runner systems are now available from stock in Mexico. This leads to a significant reduction of lead time. Now customers in Mexico can receive items in stock within just one day as opposed to the previous 15 days. As your reliable partner and at the request of customers who we work with in Europe, we aim to give even more added value to our service with this warehouse.

# Quality plates made in Austria

## Made in Austria

*Looking for high-quality plates that guarantee process reliability?*

See for yourself:

- ⊕ 100% of our plates are made in Austria.
- ⊕ Even the best raw materials are heat-treated for stress relief at our facility.
- ⊕ State-of-the-art production and highly trained personnel guarantee quality in the  $\mu$  range.

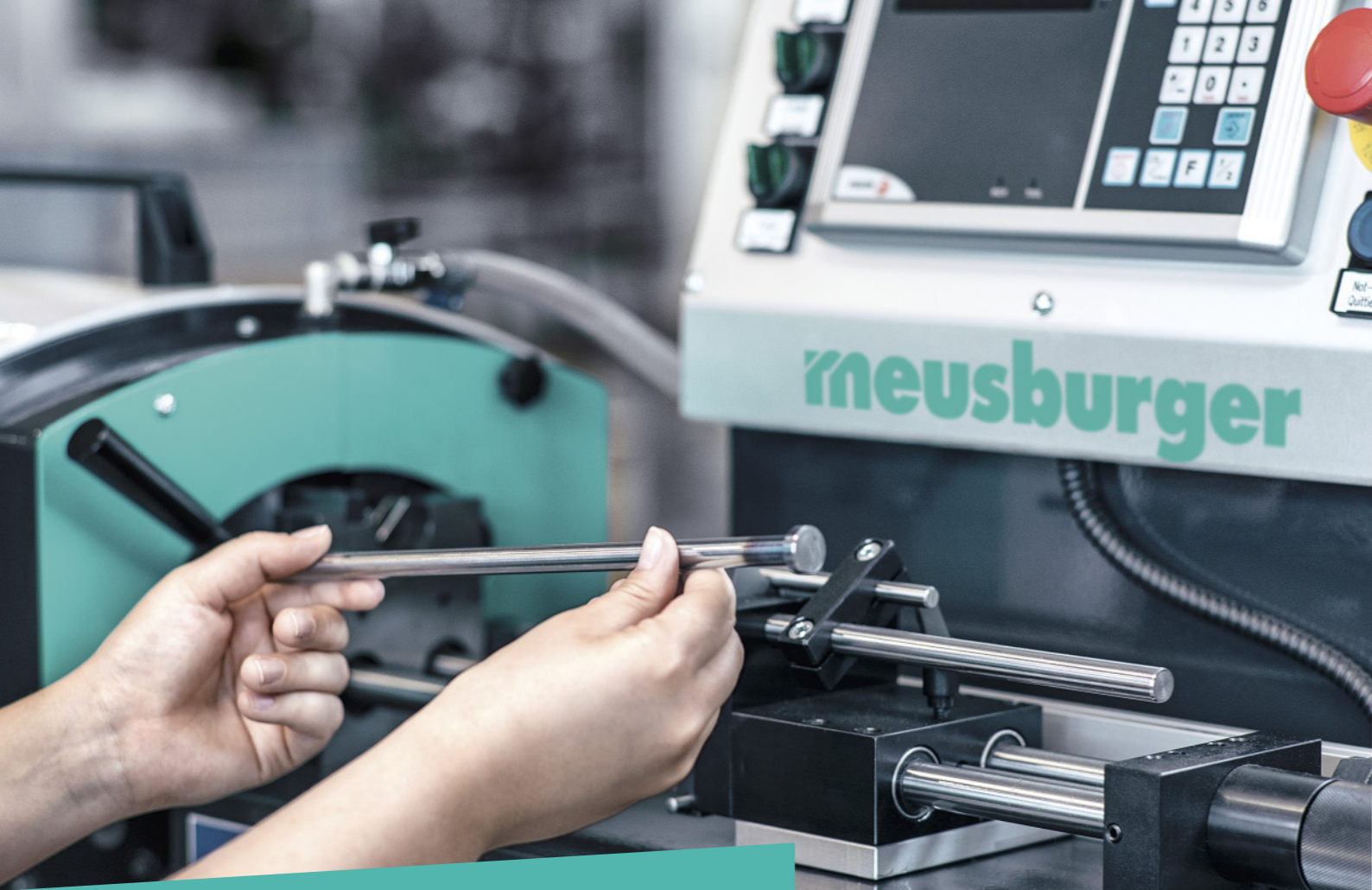


## Heat treated – stored – supplied

*We achieve the best quality through in-house production. But that's not all. We dispatch standard plates directly from stock – which gives you even more flexibility.*

Our advantages:

- ⊕ Our raw material warehouse provides us with supply security, especially in challenging times, which means that our production never stops.
- ⊕ Variety, with plates produced in over 30 material grades and stored on an area of over 2.5 football fields.
- ⊕ Equipped with the latest technology, our shipping team is ready to pass on your orders directly to the forwarding agent on the very same day.



# Small part, big effect

**Comprehensive range of ejector pins.** Ejectors are highly stressed parts in the mould. Depending on the plastic part to be demoulded, certain types of ejector pins are required for example for different service lives or mould temperatures. There is a wide selection of different materials, geometries and coatings available. Why are we your perfect choice? It's easy – we have the right ejector for every application.

How can you find the right ejector as fast as possible? With our ejector configurator of course! It helps you configure and order both ejectors from the standard range and ejectors cut to customised length.

**See for yourself:**  
[www.meusburger.com/ejector-configurator](http://www.meusburger.com/ejector-configurator)

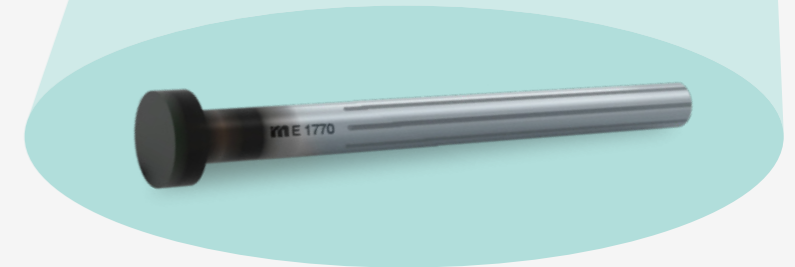
### How you benefit – at a glance:

- + Direct ordering of ready-to-use ejectors without enquiry process
- + CAD data of your custom ejector available immediately after configuration
- + Only 2-3 days lead time for cut-to-length ejectors



## OUR HIGHLIGHT

### E 1770 Ejector pin for ventilation

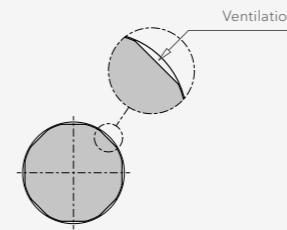


#### E 1770 Ejector pin for ventilation

Thanks to the ventilation surfaces along the entire shaft, the cavity can be quickly and specifically vented via the ejector pin. The ejector can also be shortened to length if required.

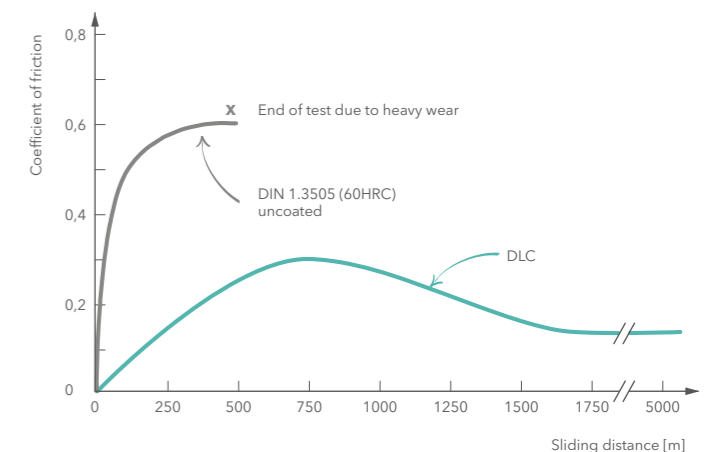
#### Example of use

One of our customers was able to remove entrapped air from the cavity of an existing mould thanks to the ejectors for ventilation, in turn significantly improving the quality of the plastic part. The standard ejectors were simply replaced and the problem was solved very quickly. Since then, this customer always uses the E 1770 ejector for ventilation as soon as the filling analysis indicates possible problems with ventilation.



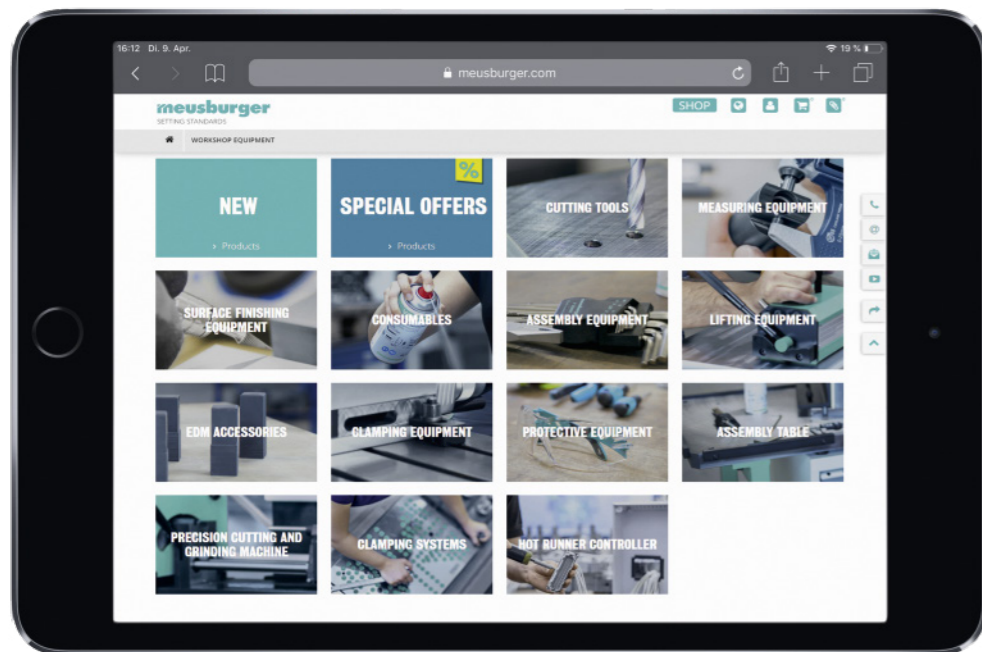
### Increase your service life

Interested in an ejector with an especially long service life and high corrosion resistance? Then we recommend our ejectors with DLC coating. These also have the best dry-running properties and are therefore ideally suited for use in cleanrooms, for example in the medical and food processing industries.



# Everything for your workshop

Find everything you need from protective equipment to cutting tools. With the huge variety of items on the market, it is not always easy to find the right product. Comparing, selecting and ordering items can take a lot of time and effort, and might not be very productive. Not with us! Whether it's cutting tools, measuring equipment, lifting, clamping or assembly equipment we offer you exactly what you need every day for your workshop.



## The perfect match

We have over 55 years of experience in machining steel and are happy to share our know-how with you. Everything from one source means we offer you exactly the right workshop equipment that you need to complete your project.

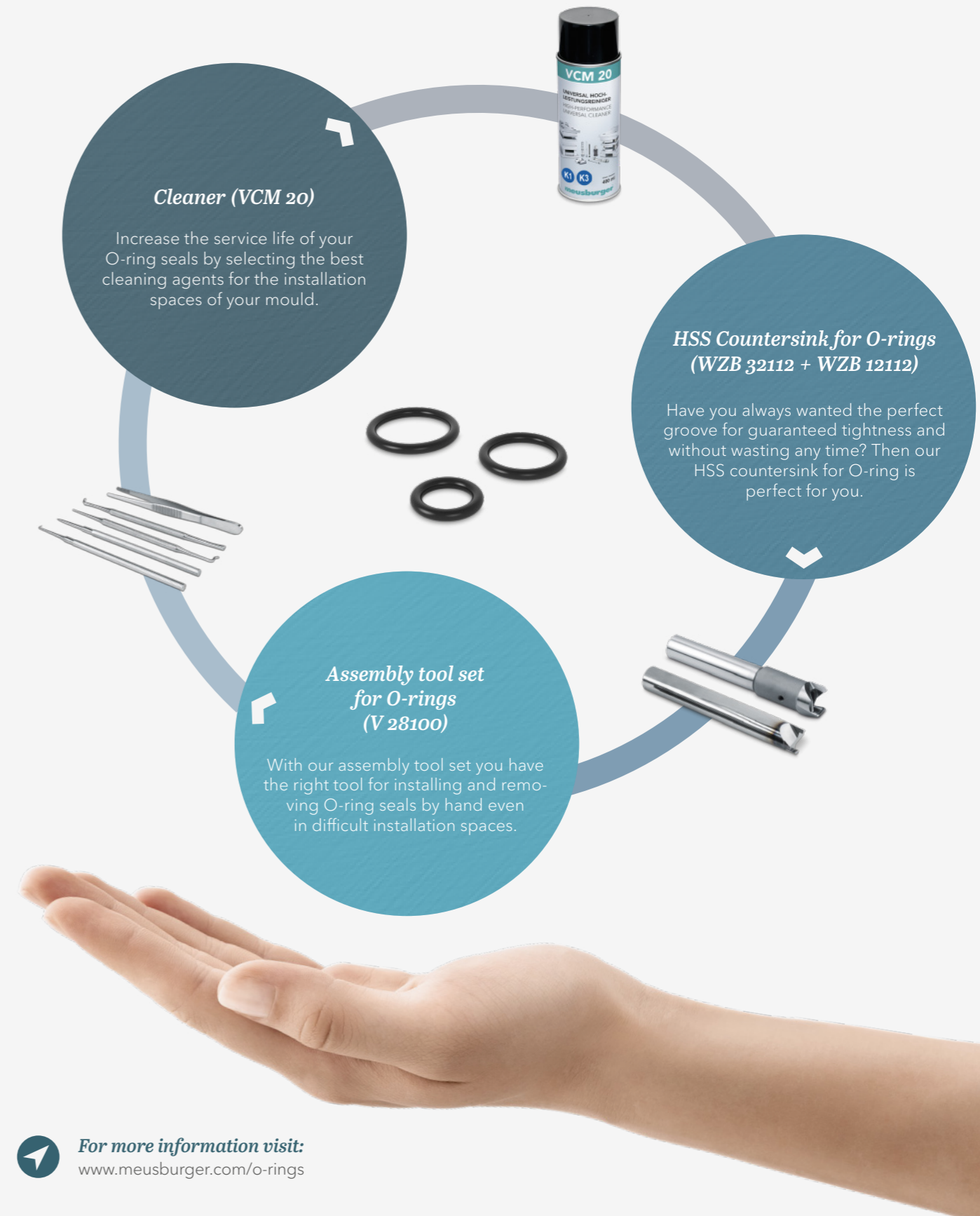
## Easy and straightforward


So that you can work efficiently, we have already put together a selection perfectly suited to mould and die making. Our website offers an overview of the entire product range and provides optimal assistance for selecting the appropriate products. And the best thing is: All products can be ordered any time online!

 Find the entire range here:  
[www.meusburger.com/workshop-equipment](http://www.meusburger.com/workshop-equipment)

## USING THE EXAMPLE OF O-RING SEALS, WE WILL SHOW YOU WHAT 'EVERYTHING FROM ONE SOURCE' MEANS TO US.

O-ring seals are C-parts which cost only a few cents apiece – but are extremely important. If an O-Ring seal does not seal properly, it may result in downtimes and lead to high costs. As well as the selection of the right material, important factors to help prevent this are the design, the production of the O-ring groove, and the correct installation, removal and maintenance of the O-ring seals.



 For more information visit:  
[www.meusburger.com/o-rings](http://www.meusburger.com/o-rings)

### 1 / Temperature regulation components

The right temperature regulation is a very important factor in high part quality. For this reason, our product range includes optimally matched items from standardised hoses to self-developed temperature regulation components.

### 2 / Ejectors & core pins

These are highly stressed components. To make sure you have the right replacements on hand as quickly as possible, we offer a wide selection of standardised ejectors from stock.

### 3 / Guides

Even perfectly lubricated guides reach a point when they need to be replaced. You can find the appropriate replacement fast in our range, with or without coating.

### 4 / Electrical components

What are the advantages of optimal process monitoring? Quality and ongoing operation are secured around the clock. In addition, the sensor technology supports preventive maintenance.

### 5 / Attachments

Numerous accessories from lifting equipment to cycle counters help professionally equip the mould and ensure safe operation and transport.

# Paradise for injection moulders

### 6 / Control systems

With our profiTEMP+, we offer you a hot runner control solution across industries.

### 7 / Marking stamps

Use our marking stamps to imprint all important information directly on the injection moulded part.

### 8 / Consumables

Our range is carefully selected and compact so that you can find the right consumables for your application quickly and easily.

### 9 / Assembly table

Tedious assembly and repair work are a thing of the past. With our assembly table, your mould bases will seem light as a feather.



Discover the paradise for injection moulders:  
[www.meusburger.com/injection-moulders](http://www.meusburger.com/injection-moulders)

# Just a few clicks to your goal

**Step by step to your hot runner controller.** You probably already know our profiTEMP+. With intelligent functions and space-saving design, it makes your injection moulding process easier. But how exactly should the device be equipped to meet all your requirements? To spare you the enquiry process, we would like to introduce you to one of our innovations: the profiTEMP+ configurator. Let's take a look at the advantages of automated configuration.

Many of our hot runner controller standard devices can be ordered directly from our store. Would you rather customise your profiTEMP+? Easy! Just use our configurator. Where exactly is it? The configurator is easy to reach in three places. You can access it via our profiTEMP+ page on the website, via the workshop equipment shop or via the E-parts shop. Hard to miss, right? Once the contact details have been

filled in, the profiTEMP+ can be configured according to your requirements. You will be guided through the process step by step. When entering the data, various selection options are clearly visible. Everything you need is right here! If there are still unanswered questions or suggestions, just enter them in the field for notes and comments. What's more, up to three files can be attached to the request (e.g. the pin assignment).

## PROFITEMP+ CONFIGURATOR

Adjustable features:



NUMBER OF CONTROL ZONES

OPERATION AND DISPLAY

HOUSING

CONNECTOR AND PIN ASSIGNMENT

MAINS PLUG AND CONNECTING LEAD



**Link to the configurator:**

[www.meusburger.com/hot-runner-controller](http://www.meusburger.com/hot-runner-controller)

You sent your request – now what? The generated configuration arrives at our internal sales department and is processed there immediately. You will receive your offer promptly.

### Advantages at a glance:

- + User friendly and easy handling
- + Prompt customer offers
- + Shows the standard devices available from stock during configuration

### Optional:

- 1 Memory extension
- 2 Second potential-free alarm contact
- 3 Connection options for the TCbox
- 4 Automatic mould identification



### Did you know?

We have extended the warranty on all profiTEMP+ components from one year to three years.



”

*THANKS TO OUR  
EXTENSIVE STOCK OF  
FINISHED PARTS AND  
PRIMARY MATERIAL,  
WE GUARANTEE  
CONSTANT AVAILABILITY  
OF OUR PRODUCTS.*

# A reason to celebrate

**Die making anniversary.** We had a great occasion to celebrate and pop some bubbly this year – for more than 10 years we have been developing innovative die making solutions and expanding our die making product range. By using high-quality standard parts there is considerable cost-saving potential in the area of die making as well. We offer a wide range of products and many years of experience in this field. But how did we get involved with die making in addition to mould making? Let's take a look into the past!



**2020**

Springs selection guide

**2019**

Stamping and forming die sets

**2018**

Standard parts for transfer and large dies

**2017**

Cutting punches configurator, H 3000 clamping system, bending unit

**2016**

SD and SZ Two-pillar die sets

**2015**

Gas springs and active parts

**2014**

Components for the modular concept

**2013**

SH Two-pillar die set, strip guiding range

**2012**

Hardened blocks for eroding

**2010**

Market launch of the basic range at the euroBLECH trade fair

**2009**

Creation of the first catalogue

*In addition to these highlights we developed many other innovations – usually according to the motto 'You have a problem? We find the solution!'. In the future, we will continue to pursue our goal of supporting customers with high-quality standard parts that make every-day work much easier and lead to success for everyone.*



Check out our anniversary video:  
[www.meusburger.com/anniversary](http://www.meusburger.com/anniversary)



# Step into...

... **the world of designers.** We are constantly considering how we can support you better in the area of design. That's why we offer a variety of tools for your requirements: wizards, configurators, CAD data and much more. Again, we have further developed them for you this year. Want to know how exactly? Keep reading!

## Creating your specifications document

To give you an overview of what we offer for design support, let's go over two of the latest tools in more detail. Already familiar with our design guidelines? In order to provide you with the best possible support during the process, we have not only brought them up to date, but also developed them further. If you're looking for a common thread through the design process and beyond, our specifications document template is just what you need. To sum it up, it provides you with outstanding support in the design of moulds and the creation of your company specifications document. This ensures that you do not forget anything during the design and can quickly select the appropriate components. Our template features a variety of helpful overviews to download and is the ideal guide for your design process.

**QUICK AND EASY  
TO DESIGN**

## Standardisation is standard for us

Developing standardised colour codes for 3D design in the mould and die industry – the collaboration with the Association of German Tool and Mould Makers and other project partners made this possible. In 2020, in cooperation with the Association of German Tool and Mould Makers we merged more than 70 different variants of colour codes into one. The current guidelines of the German automotive industry were included. Sound good? Thanks to the newly developed colour codes, tolerances can be clearly identified by defined colours and automatically derived in all common CAM systems. This not only enables paperless production, but also interchangeability of models for production at other locations or different companies. The thread types are also clearly defined by colours. Now nothing stands in the way of a time-saving design process!

**CLEARLY MARKED  
TOLERANCES**



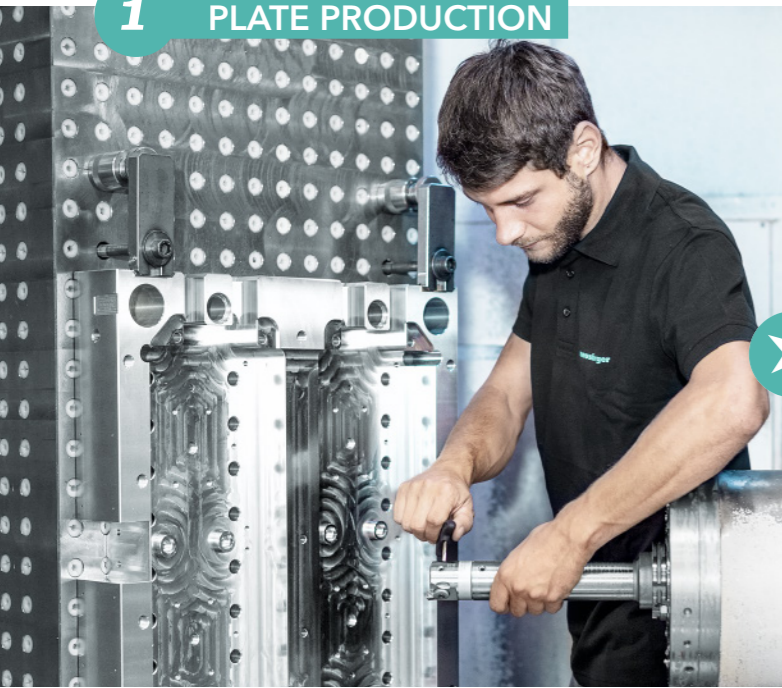
*The specifications document template makes it possible for our customers to use the collected facts in their operations right away.*

Lutz Schaller, Design Field Engineer at Meusburger



Click here for the CAD colour codes:  
[www.meusburger.com/colour-code](http://www.meusburger.com/colour-code)

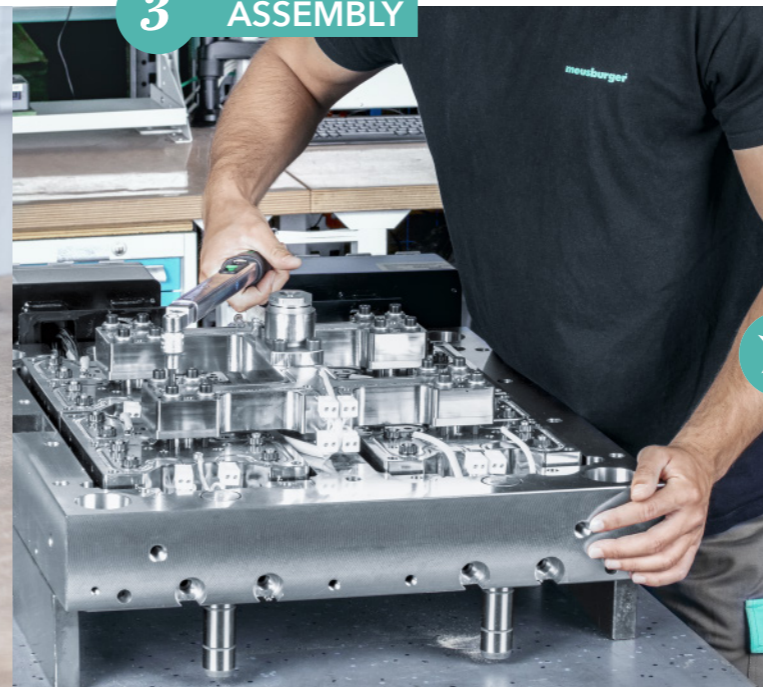
## 1 PLATE PRODUCTION



## 2 MANIFOLD PRODUCTION



## 3 ASSEMBLY



## 4 FINISHED HOT HALF



# Reaching the goal together

**Hot half as a ready-to-use solution.** We are constantly striving to network our services and combine our competencies – because that means reliability and time savings for you, our customers. Thanks to the cross-industry and cross-technology expertise of our hot runner systems and machining divisions, we are able to offer hot halves as a fully assembled, custom designed and well thought-out system.

The complete hot half offers both maximum convenience in project planning and production for the mould maker and process reliability for the injection moulder because all components are matched to each other and functionally tested. Wondering how that works? It's easy! Order the complete solution in Viernheim. That way you can benefit from simplified communication and speed up the implementation of your projects at the same time. The best part: By ordering the complete solution in Viernheim, the risks involved with the final assembly are minimised.

**CUSTOM AND  
READY-TO-USE**

### Play it safe

An important principle here is a well thought-out mould concept, where your needs form the framework for our processes. This results in intuitive and intelligent solutions that make your life easier.

By ordering the complete solution from a single source, you are comprehensively supported and receive a ready-to-use solution at the end. This saves you the time-consuming back and forth of coordination work and in turn significantly shortens your project duration. The systems are supplied after they undergo an electrical and mechanical function test – and include detailed documentation from the development department.

### Guaranteed time savings

Electronic work orders reduce the amount of time and effort required and thanks to the perfectly coordinated components, there are no additional costs. Time is also saved during mould assembly. Our specialists assemble the hot half for you so you receive everything ready to connect. A significant part of the planning and mould design as well as manufacturing is eliminated. That way you can concentrate on your core competencies and rule out any installation errors. What's more, we provide an extended warranty for this ready-to-use solution.

**THE COORDINATED  
PROCESS**

Our field engineers are always available to provide consultation and optimally design the appropriate hot half according to the specific application.

### Fact box

- + Reduction of overall lead time
- + Risk minimisation
- + Optimised procurement process
- + Price advantage through coordinated processes
- + All components are perfectly matched
- + Complete mould base from one source





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*THANKS TO OUR  
HIGH-GRADE STEEL,  
HEAT-TREATED  
FOR STRESS RELIEF  
AND 100% IN-HOUSE  
PRODUCTION, WE  
PROVIDE YOU WITH  
HIGH-QUALITY PLATES  
FOR YOUR PROJECTS.*

# Everything under one roof

**Software and consultation expertise combined.** Any software is only as good as the people behind it – we are absolutely convinced of that. That is why we are expanding our range of services related to process and knowledge management. Partnering with our customers and offering them the best possible support for optimising their in-house organisation is top priority for us.\*

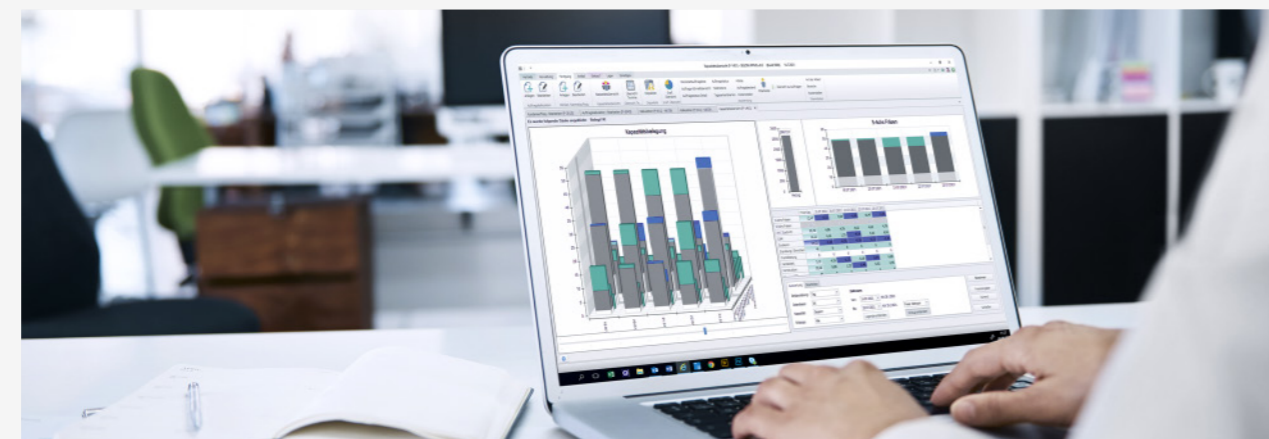
## Expansion of the product range

By acquiring an ERP software company at the end of 2018, we entered into the digital age of mould and die making, and added a new digital pillar alongside our well-established business areas. A special feature of our ERP system is that it can be used productively after just four days of training. This can be achieved because we offer an industry-specific solution for mould and die making. Thanks to 20 years of experience in individual and series production, we have succeeded in developing an ERP system which brings efficiency to manufacturing processes and order to your everyday work with an optimal consulting approach.

KNOWLEDGE  
AND WHAT  
TO DO WITH IT

## More than just software

Our service goes far beyond the mERPio software, because our consultants are experts in the industry who help optimise the process around the ERP system. The perfectly coordinated range of products and services includes customised applications from production planning through to billing. The goal here is to support you with both the practice-oriented mERPio and the proven WBI knowledge management method, to network processes together.



## Knowledge and how it works

Our WBI pioneers have developed the next generation software WIVIO, which enables knowledge management processes to be mastered in everyday work without technical hurdles making it easier to secure your company's knowledge. More than 100 customers of all sizes and industries are already using WIVIO, with 30 of these working in the mould and die making industry. Interested in a practice-proven complete package for easy management of knowledge? Then request a free demo version today and gain insight into all the software functions, or take a look at the new book by Guntram Meusburger.

MANAGEMENT  
OF BUSINESS  
PROCESSES

## For those interested in the book

Guntram Meusburger has been dealing with the topic of knowledge management for over 20 years and is convinced of the potential it holds for every organisation.

'Due to my continued passion for knowledge management, I have written a third, updated and expanded edition of this book. For the first time, the new book addresses why it is not only important to successfully introduce knowledge management but also to 'keep it alive' and actively use the knowledge in everyday work. The new edition also deals with the many benefits for employees and managers as well as the numerous synergy effects that WBI offers in relation to other systems.

\* The mERPio system, WIVIO and the WBI book are currently only distributed in German-speaking countries.

# Into the digital future

**Your order details at a glance.** More and more information and products are being searched for, found and ordered online. Particularly in the digital world, there are many functions and options to make this process easier. This is where our team of experts come in. Whether its product selection, configuration, or other service topics related to our product range – our goal is to provide you with an optimal digital experience.

## Everything for your benefit

For some time now, our interdisciplinary team of experts has been working with selected customers to optimise our digital future for you. We have been paying special attention to the 'My account' section. This section features a new layout and many new functions as well as all of your order information clearly displayed. Your order information includes all documents, such as offers, order confirmations and credit notes, which you can view at any time. You can also create return shipments and complaints yourself with just a few mouse clicks. And to top it off, your personal contact will be happy to help you directly by phone or email. Sound good? Find out how the changeover takes place and see for yourself ...



## Website up – for our new customer section

The new version of 'My account' offers many advantages. To make the transition very easy, you can use both systems at the same time. You are asked when you first access 'My account' whether you want to use the new 'beta version' or the old familiar version. That way you can decide for yourself when you want to switch completely. In the meantime, we collect valuable customer feedback in order to make the platform even more user-oriented.

## Discover more insider tips

Of course, our website has much more assistance to offer. On page 44, you'll find even more tricks for our online tools and how to reach your goal quickly in the future.



Click to view:

[www.meusburger.com/my-account](http://www.meusburger.com/my-account)

# No more tedious searches!

**Steel selection made easy.** For almost any project, it is important to choose the right material for the different requirements. Sounds simple in theory, but in practice it is a bit more extensive. We offer 31 different material grades – so many great options it's hard to choose! After receiving your feedback on how to help you find the right material, we developed the material selection wizard. See for yourself.

You know what properties you want your material to have. For example, for mould making, you probably need a steel that is polishable, corrosion resistant, and suitable for hardening to more than 45 HRC. It might not be easy to find the perfect steel for those three requirements right away from our extensive range.

**QUICKLY FIND  
THE RIGHT STEEL**

That is why this year we have come up with our material selection wizard, to give you the best possible recommendation for which material is suitable for your project. Of course we are happy to share our expertise in the field of steel with you. But what does that look like in detail?

## Steel selection made easy

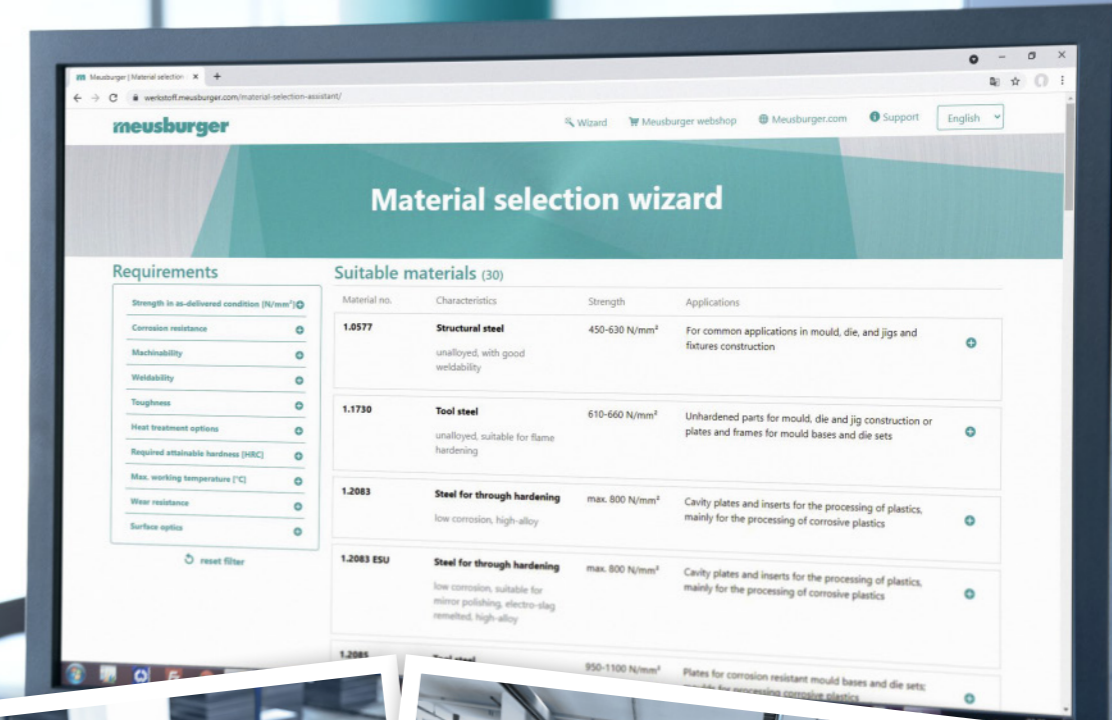
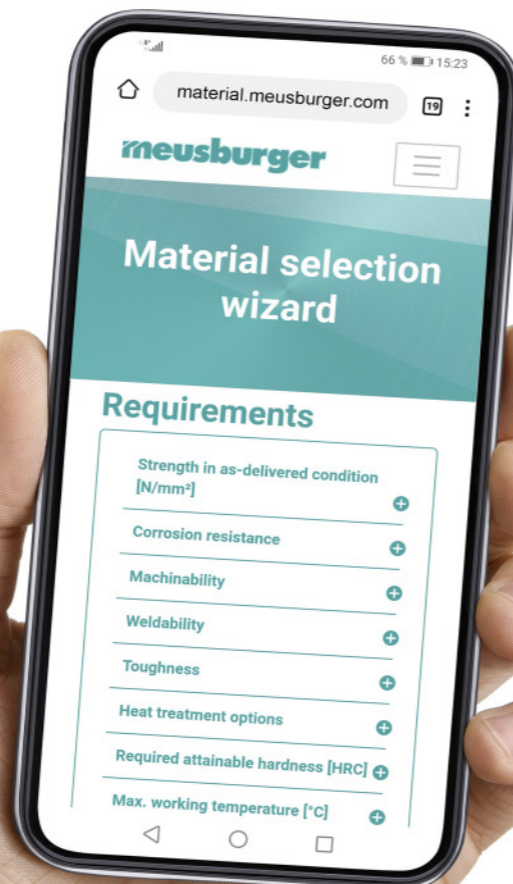
In our wizard, you will find a list of all our material grades including a description of their properties.

Whether for design or production, you can easily determine which material features are important to you using various filters:

- + Strength & weldability
- + Corrosion resistance
- + Machinability & toughness
- + Possible heat treatment  
(for quenching and tempering, hardening, case hardening or nitriding)
- + Required attainable hardness
- + Maximum working temperature

- + Wear resistance
- + Surface optics  
(hard milled, EDMed, polished, or grained)

So for our example, you specify the desired strength, corrosion resistance, and obtainable hardness. And the result? Only the steels that meet your requirements will be displayed. So in this case, out of 31 material grades, three suitable ones are suggested for you to choose from. That makes the choice easier doesn't it?



And it gets even better! A link will take you directly to the appropriate steel on our website, where material data sheets can be viewed or downloaded directly. Plus – in the web shop, you can see which designs the material grade is available in.

**EASY  
TO USE**



Try out our wizard for yourself:  
material.meusburger.com



### Did you know?

Our material selection wizard can also be accessed conveniently via smartphone.

# The Meusburger online world

**The bigger picture of our website.** Of course you know our website. But are you sure that you are familiar with all the functions and sections of our online world? We want to show you there is much more to discover besides our fast and easy ordering process. Interested? Just open our website [www.meusburger.com](http://www.meusburger.com) and explore the Meusburger online world.

First stop: the home page. When you first access our home page, you will see our slider. This displays four alternating Meusburger topics, such as new products, new content on our website, or for example special offers on workshop equipment. If you scroll down a bit, you will see our highlights and new products arranged separately. News and current trade fair dates are listed further down the page.

## Meusburger blog

We have in-house experts from all areas of mould and die making in our company. So we set up a blog, for you to benefit from their expertise and combined know-how. The blog is in the 'Customers' section of our website. It features many mould and die making related articles in the categories: application areas, quality and workshop equipment. Also for example, our experts compare different guiding types, list the advantages of standardisation and give you tips on the correct ejector lubrication. In addition, there are special areas for injection moulders and designers with useful overviews and digital wizards in the 'Customers' section.

KNOWLEDGE  
FROM EXPERTS  
FOR EXPERTS

## From content to product

To ensure that you always get to the product you want quickly, we have placed links to our store both on the blog and other spots on our website. The menu item 'Products' serves as an overview and as a springboard to the Meusburger shop. This can save you searching time.

## Sought – found

Already know the product name or the item number of the product? Then simply use our search function in the upper right corner. This will either take you directly to the store or help you find more helpful tips and tricks for that product or topic.

EASILY FIND THE  
PRODUCT RIGHT AWAY

## Additional service

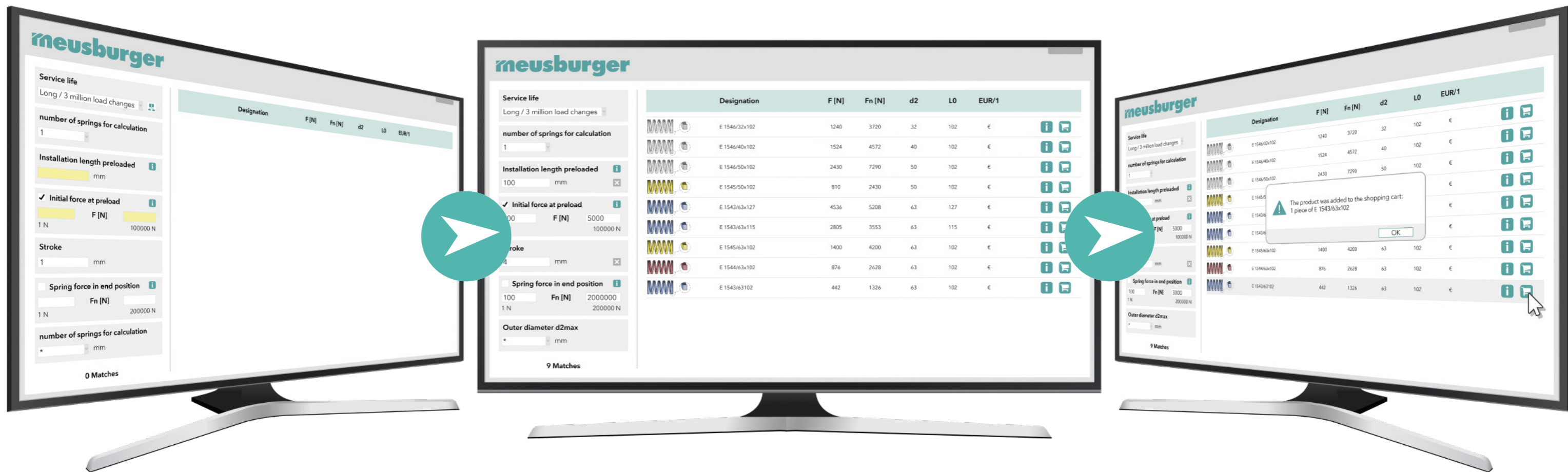
The 'News' section offers a wide variety of current news and options. There is a comprehensive data base under 'Media & Downloads' with various images, data sheets, sales documents and videos. In addition to press releases and news updates, you will also find an archive of our sent newsletters. There is even the option to download a variety of CAD data intended especially for designers. Last but not least under 'News', you can find out which trade fairs we are attending and how you can get in touch with your personal contact.

Discover the Meusburger  
online world:  
[www.meusburger.com](http://www.meusburger.com)



# Spring into action

**The right spring for your project.** Our extensive range of springs offers you the right spring for every situation – from very low to extremely high loads. We offer you many choices. But which is the right spring for your application? We are committed to making the selection and design process as convenient as possible for you. That's why we launched our system compression spring wizard at the beginning of the year. It is easy to use and intuitively designed. With just a few clicks it enables you to select the appropriate spring and then download the configurable 3D data. How does it work exactly? We will gladly explain this to you step by step.



- 1** First enter the following parameters:
- + Service life
  - + Number of springs (if the number is increased, the result is calculated on the complete spring set)
  - + Preloaded installation length
  - + Initial force at preload
  - + Stroke
  - + Spring force in end position
  - + Outer diameter

**2** Then a list of matching system compression springs is displayed starting with the smallest spring with the highest possible force.

**3** Finally, it is possible to generate the CAD data – in both installed and uninstalled condition.

Thanks to our wizard, finding the right spring from our extensive range is not that difficult. Time savings and safety are guaranteed. Sound good?

**Give it a try:**  
[www.meusburger.com/system-compression-springs](http://www.meusburger.com/system-compression-springs)





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*OUR SERVICE  
TEAM IS ON DUTY  
FOR YOU AROUND  
THE CLOCK TO  
GUARANTEE YOU FAST  
AND PROFICIENT  
CONSULTATION.*



## *New building in Hohenems*

**Planned completion:** February 2022

**Employees:** 200

**Investment amount:** 20 million euros

**Distance to headquarters in Wolfurt:**  
10 km

**Construction company:**  
Goldbeck Rhomberg

# *Room for new possibilities*



*We are happy to further demonstrate our commitment to Vorarlberg with the new office building in Hohenems.*

Guntram Meusburger, Managing Director

### *New office building in Hohenems as first step to expansion.*

*In the last 10 years, our number of employees has almost tripled. So we are building a new office building in Hohenems. That way we can meet the constantly growing needs of the market and continue to offer high-quality, readiness for delivery, and process reliability. We are investing around 20 million euros in the new, modern and functionally flexible facility and enriching the region with another Meusburger location.*

### *More space for further growth*

A multi-story office building in standardised modular design is being built on the 6.5 hectare site in Hohenems. The new location is situated directly at the freeway exit and features not just optimal transport accessibility, but also offers our employees a good balance with nature thanks to the surrounding meadows of the Rhine recreation area. The property also offers enough space for possible future expansion.

PERFECT  
ACCESSIBILITY

### *Natural wonder right at the doorstep*

The natural paradise on the Old Rhine with narrow paths, lush meadows, deep ponds, and wild shorelines is perfect for a walk or bike ride during a lunch break or after work. The new building showcases the feeling of the Old Rhine in an aquarium at the entrance that provides a habitat for native freshwater fish. To contribute to the preservation of biodiversity, local beekeepers may use part of the undeveloped property for flower meadows and beehives.

NATURE AND  
RECREATION

### *Milestone in the company history*

The building planned for the first construction phase will provide space for a total of 250 employees. In early 2022 the first 200 employees will move in. This impressive project is another important milestone for the company and a pioneering step into the future.



# APPRENTICESHIP TO CAREER

**From apprentice to head of division with Andreas Muxel.** Starting off as an apprentice with us and then climbing the career ladder – sounds like a great opportunity. At Meusburger possibilities like this are not just empty promises. As an example, let's take a look at Andreas Muxel and the progression of his successful career.

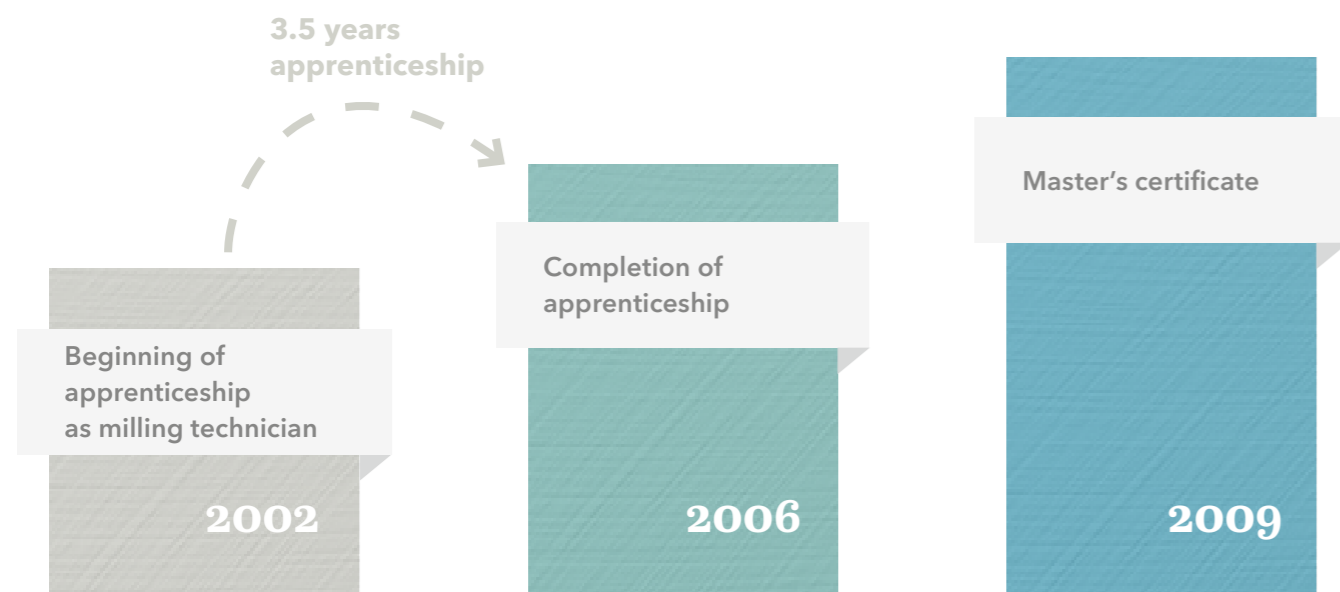
**Why did you decide on an apprenticeship with Meusburger back then?**

**Andreas:** It was already clear for me at the trial day that I wanted to do my apprenticeship at Meusburger. Back then, I had the fun task of twisting off plastic screw plugs – but that wasn't the only reason why the company appealed to me right away. I felt like I was in good

hands right from the start during the orientation, and the guarantee of a permanent position after completing the apprenticeship was a great chance.

**What did you especially like during your apprenticeship?**

**Andreas:** During the apprenticeship, we were always



## Training workshop fact box

- 3 apprenticeships:
  - Milling technician
  - Mechanical engineering
  - Mechatronics
- Current number of apprentices: 124
- Size of training workshop: 2,100 m<sup>2</sup>
- Number of machines: 60

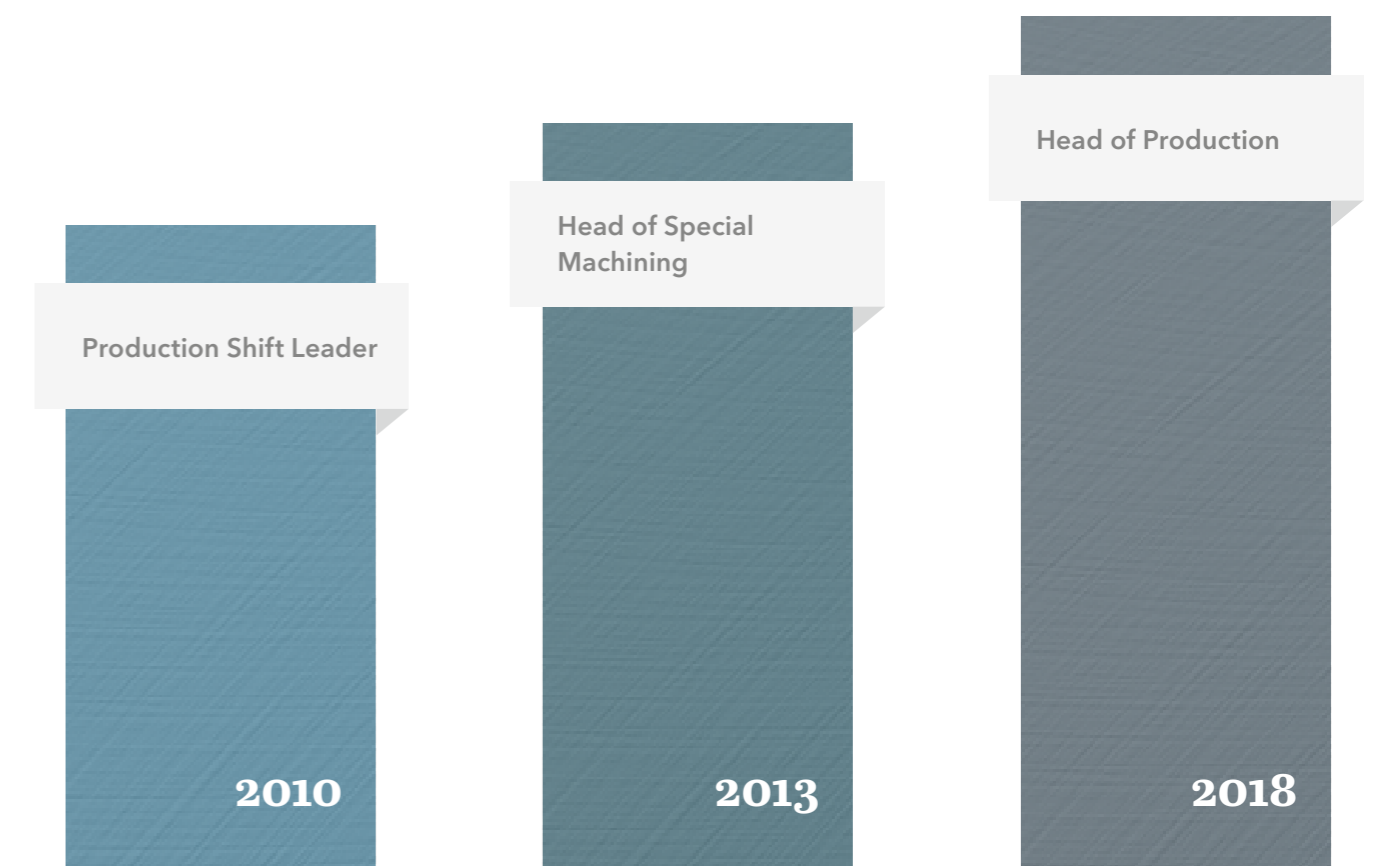
fully integrated into production, which I thought was great. There was always a great atmosphere and always a reason to laugh.

**Would you recommend an apprenticeship at Meusburger to others?**

**Andreas:** Definitely! Opportunities for development and advancement are very good and the job has a future. A big advantage is the training workshop with its state-of-the-art-machines and outstanding instructors.

**Looking back on your career at Meusburger, what has particularly shaped you and what do you like best about your job?**

**Andreas:** The biggest highlight of my time at Meusburger was the opening of the plant in Lingenau in 2016, which I was lucky enough to be involved with. I like that at Meusburger, I can really make a difference and directly contribute to the development of the company.



# What don't we know about...

... company founder **Georg Meusburger**? Would you like to know more about him and his story? Then you've come to the right place. Let's go on a journey from 1936 to today.

Born in Dornbirn in 1936, Georg Meusburger was brought up by his parents to be sensible and down-to-earth, with clear values. His first connection to his future profession was during his years as a tradesman, when he worked as a tool maker for a local company. But he had itchy feet: In 1957, he set out to discover the world. Over the five adventurous years of travel that followed, he had many valuable experiences.

**AROUND THE WORLD AT A YOUNG AGE**

In 1964 he laid the foundation stone for today's Meusburger company, by starting his one-man business back in

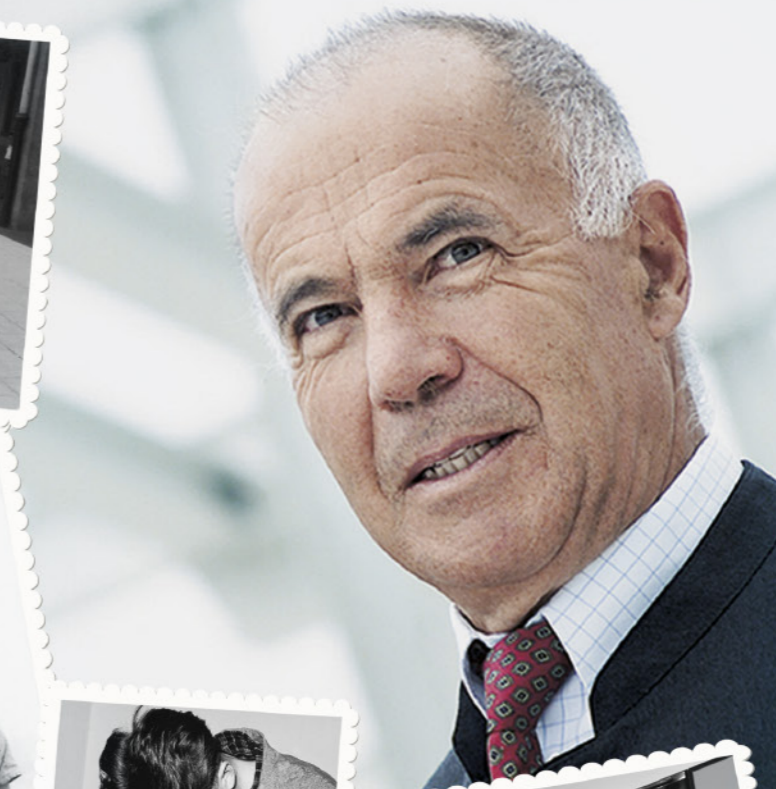
Vorarlberg, with the goal of eventually having his own product. Finally, in 1978, the company started to produce standardised mould base components, reaching the first milestone on the way to the Meusburger brand.

**FROM TOOL MAKER TO COMPANY FOUNDER**

In his biography 'Mit Bodenständigkeit zum Erfolg' (A Down-to-Earth Approach to Success), Georg Meusburger talks about his life: his love of adventure and travel, the beginnings of his entrepreneurship, the successful but sometimes difficult path, his family and passing on his life's work to his son Guntram.

“*My motivation has always been to become successful by doing what I enjoy.*”

Georg Meusburger, Meusburger Company Founder



Interested and want to learn more about our company founder? Then we recommend reading the biography of Georg Meusburger.

If you are interested in reading the biography, just send a brief email to [marketing@meusburger.com](mailto:marketing@meusburger.com) and you will receive the book 'Mit Bodenständigkeit zum Erfolg' free of charge via our field sales team.

Note: The book is currently only available in German.

## HOW YOU BENEFIT



FULL-RANGE  
SUPPLIER



CONTINUOUS  
AVAILABILITY



TOP  
QUALITY



ONLINE  
SERVICE



PERSONAL  
CONSULTATION

