

THE “CRANE DOCTOR”: FROM VACATION TO HOUSE CALL

At the Automotive Stamping Plant ...

From the customer's perspective

Have you ever heard the sound of metal scraping against metal? It's a sound that will make you cringe. We heard that terrible noise at our plant as one of our cranes travelled down the runway—the crane emitted a large, piercing shriek that startled us all. Our safety department locked the crane out of service right away.

We had chosen the lowest cost bidder to modify the crane for a new runway. Well, I guess we got what we paid for, because when we called the company for help, they bluntly told us the crane was “as good as they can get it” and that the runway was the problem—they even suggested we grease the runway with lubrication sticks to minimize the shrieking. Of course, even with lubrication, the crane did not track properly. To make matters worse, the crane was in the middle of the stamping bay, blocking the other cranes. We needed to get this crane back into service as quickly as possible, so we made an emergency call to Konecranes.

“We were so thankful the ‘Crane Doctor’ was willing to give up his vacation time to fix our crane. He worked some long and late hours to accommodate our schedule, and his crane alignment expertise was very valuable to us. Our crane is now running as good as ever.”

Stamping Plant
Branch Manager

Meanwhile, at Konecranes ...

From the Konecranes Branch Manager's Perspective

When Konecranes got the call, every technician had already been assigned to other jobs. So, I called one of our most experienced engineers, a man we nicknamed the “Crane Doctor.” I knew he was on vacation, but I was desperate. Within two hours of the initial call, he informed me he was leaving vacation early to come fix the crane. Out of all the great engineers and technicians I have worked with over the years, I had never before seen one come off vacation to fix a crane.

His initial inspection showed the crane's internal components weren't in their correct positions, a condition that had forced the wheels out of alignment. Thanks to the “Crane Doctor,” the problem was diagnosed and corrected over the weekend, just in time to return the crane to service Monday morning.

Back at the Stamping Plant ...

From the customer's perspective

The crane ran smoothly and quietly down the runway on Monday morning, and everyone breathed a collective sigh of relief. With the safety department's blessing, the crane was placed back into service.

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Konecranes is a world-leading group of Lifting Businesses™, serving a broad range of customers, including manufacturing and process industries, shipyards, ports and terminals. Konecranes provides productivity-enhancing lifting solutions as well as services for lifting equipment and machine tools of all makes. In 2011, Group sales totaled EUR 1,896 million. The Group has 11,700 employees at 609 locations in 47 countries. Konecranes is listed on the NASDAQ OMX Helsinki (symbol: KCR1V).

