



All Torque

the very latest from Wichita Clutch

Another exciting year for Wichita

Another exciting year for Wichita UK comes to a close. Our plans to reorganise the company started in January 2003 and our primary focus for the first year was internal. This phase has delivered some impressive results in our service levels which have been achieved primarily through the implementation of our Colfax Business System *1.

*1 The Colfax Business System is based on the Toyota production system and utilises the full toolkit of lean manufacturing.

High delivery success rates

Today we are able to boast about an on-time delivery statistic that has consistently been above the 90% level for the last 12 months. One should note that these statistics are quoted against customer request dates and not customer acknowledged dates (which are easier to achieve). In addition, lead times for all of our standard products have been shortened over the same period of time.



Consistently high levels of service

Now that we are confident our service levels are consistently high, we will concentrate on delivering superior service to our customers in specific segments of the market. Refocusing on those market segments in which we know we can excel will facilitate our future growth. Earlier this year we restructured our resource to create three growth programmes namely marine, tension systems and after-sales. We now have a Business Manager assigned to each of these programmes and we expect that this will be the catalyst for creating superior customer service. The early results have been encouraging.

In our focus markets Wichita will concentrate on providing "Engineered Solutions" for our customers. We have a reputation as an innovator in the market place and this will continue. Already this year we have been able to release three new products and more are planned for 2005. In September we commissioned our first customer survey in the marine market and we thank all of our existing customers who participated in this survey. The information gathered has given us a valuable insight into market requirements for the future, from both a service and new product point of view. More customer surveys are planned in 2005 and we thank you in advance for your participation. The "voice of the customer" will be the most valuable input we have in formulating our future strategy! May I take this opportunity to thank our existing customers for their continued patronage and we wish you all a prosperous new year!

N.G.Wright - Managing Director – Wichita UK

Certified again

Quality is another internal focus that we are proud to share with our customers. We expect our external quality indicators to reflect a world class level of less than 1500 "parts per million" by the end of this year. We can also report that we successfully retained our ISO 9001: 2000 certification in September this year. This standard is a fundamental building block of our future strategy and will set us apart from the "copy-cat merchants" that have appeared in the market place over the past five years. In this edition of All Torque we will share with you some of the horror stories that may transpire when "original parts" are not used in your equipment.



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Wichita Genuine Friction Material

We can get the same performance from cheaper friction materials.... can't we?

In the field of tension control, Wichita has been extensively testing friction material since 1986. This is a particularly challenging area as many of the parameters desired by our customers tend to conflict with each other. For example friction materials that are hard wearing tend to exhibit unacceptable high pitch squealing noises.

Wichita has 3 custom-built dynamometer test stands designed specifically for the efficient running, monitoring and recording of all the important test parameters. Since 1986 we have tested several hundred grades of friction material for wear rate, torque stability,

dust generation, noise, odour and overall quality.

Recently we have seen the arrival of cheap imports on the market pertaining to be the genuine parts. A one-hour test trace from a Taiwanese source is illustrated below. We would expect the results to show a stable air pressure indicating a stable torque output for the brake. However, the friction material exhibited extreme instability on the test stand making it wholly unsuitable for delivering constant tension for any customer who uses it. In addition to these results the friction material exhibited an unacceptable level of high-pitched noise generated through

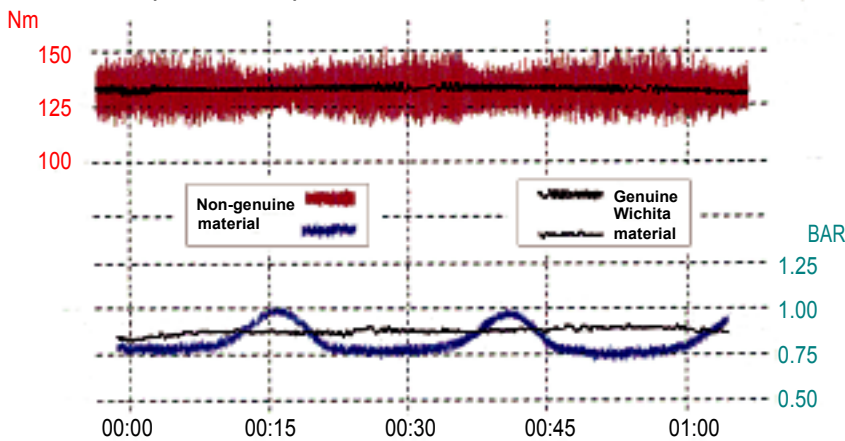
the aggressive wearing of the metal parts. Consequently any short-term gains in the purchase of this friction material would have been quickly offset by the need to replace more expensive metal parts, together with the delivery of an unstable tension to the customer's machine. At typical run rates of 350 metres per minute that could be an expensive risk to take!

It is clear that insufficient testing has the potential to lead to performance degradation or more serious effects such as expensive metal wear. Wichita spends a great

deal of time and effort in testing to make sure that a quality product is delivered to our customers. The standard production materials used by Wichita are continuously monitored, each batch is sample tested against a standardised test programme to assure quality and performance. This attention to detail is designed to

assure a long and problem free life for Wichita products.

Torque and air pressure for Mistral 200/6 friction test



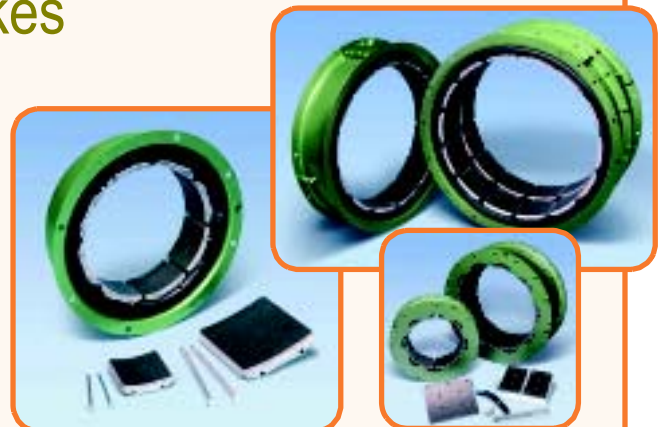
Wichita extends their portfolio of new products again - Wichita Drum Clutches and Brakes

Based on over 50 years experience in providing solutions to demanding power transmission challenges world-wide, we are proud to offer our customers a range of replacement elements and spares for drum type clutches and brakes. Backed by the Wichita name and our two-year guarantee, these elements are directly interchangeable with all of the popular drum elements currently in service.

The DC range of constricting drum clutches and brakes -featured in the photo- is commonly found throughout all industries in general power transmission duties. Constructed using an integral rim and tube actuator and with low inertia and high misalignment capacity, the DC offers the simplest solution to less arduous clutch and brake requirements.

The DCV range has the same versatility as the DC units, but are modified to give enhanced torque and cooling capacity for more demanding applications. In the DCV, the friction material is mounted on a ventilated carrier shoe supported by end plates.

Whilst making the unit more complex and expensive initially, it does mean that all the components, including the airtube, can be replaced individually. Both units have a full range of options available to suit your existing application. Dual flanges for back-to-back mounting giving double torque capacity. Multiple air inlets for increased response speed. Split construction to avoid removal of shafts on in-line drives.

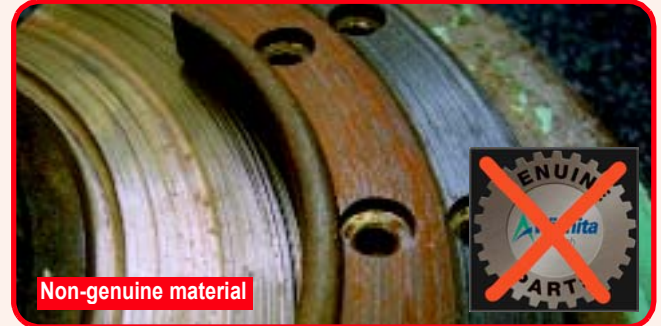


Wichita Genuine Parts - Horror stories

Continuing from our previous article, we would like to share with you just a few of the horror stories we have come across when "unauthorised vendor" materials have been used in Wichita products. Its always a case of short term gain for long term pain.....

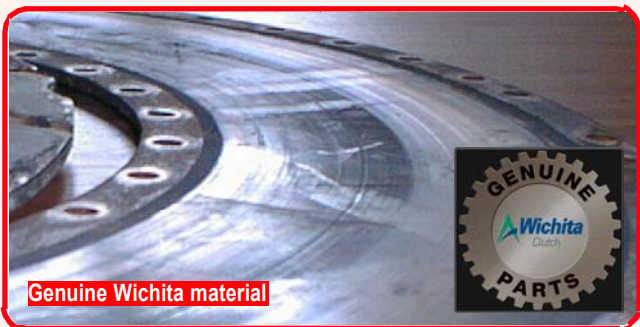


UK customer



This photograph shows serious metal wear on the water jacket of a water-cooled brake and the offending friction pad. The customer purchased "unauthorised vendor" friction material and after 4 months of apparently acceptable performance, ended up with a large expense in replacing the metal parts instead of only the consumable friction material.

Malaysian customer



Above is a Genuine Wichita Copper Wear Plate, compared with a worn copper wear plate sourced from an "unauthorised vendor" . The picture shows that the copper has distorted massively in the centre and worn in a manner that can only be described as deep banding. There are several areas of wear that actually break through the plate allowing cooling water leakage. This customer not only had serious and rapid copper wear to contend with but also had to shut down the production line because the water leaking from the copper plates led to overheating and operating problems and damaged the unit.

Single actuator ModEvo tension brake

The name "ModEvo" comes from Wichita's 'modular' – 'evolutionary' design of tension brake. The original ModEvo tension brake was launched in 2000 and has been highly successful in the global tension market. Wichita is now happy to extend the successful ModEvo range to include the single actuator ModEvo. Designed for the lighter tension duties the single actuator unit is available with all of the same options as the dual acting unit. We believe it offers our customers even greater flexibility in their applications.

With the added benefit of lower cost, whilst maintaining the high Wichita quality standards, we expect this unit to be a great success in the tension market.





Genuine Parts



Your guarantee of

100%

- Service
- Safety
- Reliability

Only Wichita Clutch supply **GENUINE** Wichita parts
Ask for the **ORIGINAL** manufacturer



Wichita

QuickServe

A fast way to buy spares

Contact our QuickServe team to find out more:

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