

NEWS Issue 1

ISO 9001:2000

EDMR Achieve new ISO Standard



Malcolm Snell & Kevin Simpson

Following inspection from NQA EDMR are proud to announce their approval for the new ISO standard 9001:2000.

We have always been committed to achieving the highest of standards and have been ISO 9002 registered since

1994. "Achieving the new standard was critical for our business development" says MD Malcolm Snell. "The new standard has certain procedures dealing specifically with customer satisfaction", and this is an area we strive to excel in.

In addition to moving to the new standard EDMR also changed the way the documentation was handled. "Traditionally we used a printed format, this time however we decided we would present the manual to our staff via our company wide intranet".

On-line editing ensures that any changes made to the system are updated immediately to all staff.

NEW FLIR THERMOGRAPHY CAMERA



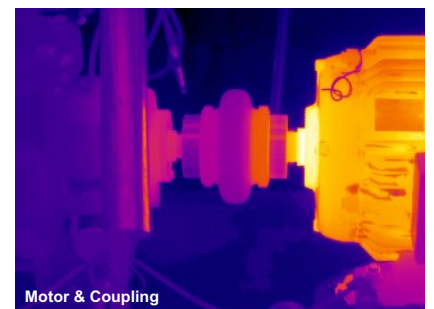
New Thermography Camera

appears to be overheating then an image of the component is recorded. On completion of the survey all data is downloaded into the reporting software where faults and recommendations are documented. A copy of the report is then supplied to the customer in either paper format or on CD-ROM"

Thermography can be an effective tool for the maintenance engineer, and with our in depth experience of motors and drives we are ideally suited to carry out surveys on such equipment. With competitive day rates for thermography, avoiding just a few failures will see a return on investment.

To further enhance our preventative maintenance department we have now taken delivery of the latest Thermography Camera from Flir Systems. The new ThermoCAM® P60 Infrared Camera is quite literally "state of the art", and will provide EDMR with a tool able to deliver the latest in thermographic inspection.

Technical Director, Kevin Simpson explains that "by using a thermography camera, EDMR can analyse the temperature of individual components within most industrial equipment. Normally the survey can be performed without having to suspend production (therefore having no impact on up-time). Where the thermography engineer identifies a component, that



Motor & Coupling

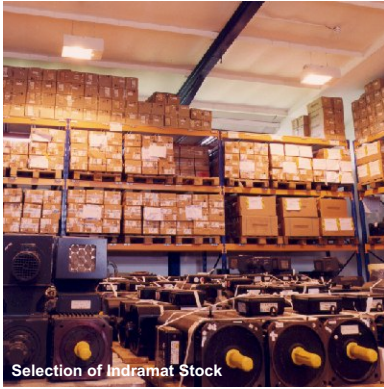
- Specialist Motor Repairs
- Industrial Electronic Repairs
- New Motors & Drives
- Site Contracts
- Thermography
- Vibration Analysis
- Preventative Maintenance



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Motor & Drive Repairs



In each newsletter we will be focussing on a particular manufacturers product and how at EDMR we can assist you in servicing that equipment.

This month we are leading on Indramat motors & drives. Used extensively throughout all industry, Indramat is one of the major manufacturers products we repair and service. In addition to providing a comprehensive repair service we have extensive exchange and new stock, this enables us to provide excellent turnaround times and significant reduction in customer down time.

Motors
2AD
MAC
MDC
MDD
MKD

Drives
DDS
KDS
RAC
TBM
TDM
TEM
TFM
TVD
TVM

Customer Repair : MAC 093B

"May I take this opportunity to thank you and your colleagues, for a speedy and efficient service on this motor."

Kelvin Gooch
Technical Coordinator
Perkins Engines Ltd

Currently we are seeing more of the older analogue equipment for repair. For this product line we have a dedicated repair cell. Drives are tested in an Indramat specific test rig with the associated motor. In the case of major failures we are able to use our pinpoint diagnostic system to effect repair.

More customers are now sending in digital equipment for repair and this is an area we are constantly developing, so we can provide a truly single source repair solution.

For further information on how we can help you with Indramat repairs call EDMR



**ARE YOUR
DETAILS CORRECT ?**
If incorrect complete
and fax back to
01604 492777

Name Surname
Title Position
Company Industry Sector
Address
.....
.....
Tel Postcode
..... Email Address

How to contact us

one number
01604 499777
24 hour service 7 days a week



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