

PRESS RELEASE

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Delivery reliability crucial for quick delivery of material handling systems

Companies are placing ever greater demands on project turnaround times. People expect a new final packaging lines or logistics system to be up and running within a few months. This requires suppliers who deliver their components quickly and on time. Qimarox is responding with a sophisticated product design and manufacturing process that guarantees short lead times. 'If all suppliers would operate like this all our projects would run a lot smoother.'

Qimarox is a global provider of components for material handling systems such as vertical transport systems, palletising modules, rotary ring stretch wrappers and stretch wrappers. The modular design of our components ensures quick delivery times. This has the advantage that our machines are largely made up of standard parts, so that little or no time is needed for engineering. Engineering has a habit of eating up a lot of your time.

An additional advantage of a modular design is that the standard components can largely be produced from stock, allowing Qimarox to respond quickly to orders. Good cooperation with the suppliers does the rest. Transparent agreements ensure that Qimarox – and its customers – aren't faced with unpleasant surprises and end up having to tolerate delays in delivery times.

Single point of contact for customers

Delivery reliability begins with your first contact with system integrators. When they ask for a quote, they expect a quick reply. 'Qimarox is our preferred supplier when it comes to vertical transport systems, which we use quite often in our projects. When I ask Qimarox for a cost calculation or quote, I always receive a prompt reply. That makes me very happy', says Ronan Dervin, responsible for sales support at Alvey, an international specialist in industrial automation.

Jack de Nijs, responsible for engineering at Overveld Packaging, agrees. 'We've been working with Qimarox for years now. Altogether, we've already integrated a few dozen product elevators into our packaging lines and have a designated contact at Qimarox, who knows exactly what we ordered in the past. He knows exactly what kind of product lifts we require in terms of control and safety components. When we ask for a quote, it always contains exactly the right options, and there is no need to discuss it all again and again', according to De Nijs.

In China in only eight weeks

Many customers praise the short delivery times and reliability of the machines. According to Martijn Herder, CEO of Inther Logistics Engineering, this is largely due to the modular design of the machines. 'We occasionally use the Prorunner mk5, which is a great product elevator for compact spaces. Thanks to its modular design with standard components the height is easy to adjust, which allows Qimarox to offer short delivery times. We recently used several product lifts in projects in China. Within eight weeks of the order confirmation, the machines were on location, says Herder.

Especially since material handling systems are currently in great demand, delivery times can be very long. Herder: 'Some suppliers can take up to 16 to 18 weeks, and this is only for relatively simple components. Of course, occasionally something will go wrong, but Qimarox are happy to figure it out together. I really appreciate how they're open to feedback and then use it to improve even further.'

In accordance with agreed specifications

Overveld is also satisfied when it comes to the delivery of the machines. 'Qimarox recently delivered another four product lifts. They were delivered exactly on time, and in accordance with the agreed specifications, which is what we have come to expect from Qimarox. If all suppliers would operate like this all our projects would run a lot smoother', De Nijs explains.

About Qimarox

Qimarox is a leading manufacturer of components for material handling systems characterised by ruggedness and reliability. Innovative concepts, patented technologies and continuous development allow Qimarox (which emerged from Nedpack) to manufacture product lifts and palletisers that combine flexibility and productivity with a low total cost of ownership. System integrators and original equipment manufacturers from across the globe use the machinery of Qimarox in end-of-line systems and storage and order picking systems in various industries. Please visit www.qimarox.com for more information.

Note to editors (not for publication)

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