



## New Service Center in Indonesia



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**On April 19, 2001 in the presence of numerous customers, high-ranking representatives of the Indonesian Ministry of Trade and Industry, and the German ambassador, a new Voith Paper Service Center was inaugurated about 60 km east of Jakarta. This is situated in Karawang Industrial Estate, well connected logistically with the West Javanese pulp and paper industry and not far from Jakarta airport and harbour.**

The opening of this new service center underlines the importance attached by Voith Paper to growth of the paper and board industry in South-East Asia, Australia and New Zealand, Taiwan, China and South Korea. True to our principle of fast and partnerly customer service on the spot, this new center offers everything required for professional customer support – consulting and analysis, maintenance and overhauls, and in particular fast service for wear parts such as roll covers and stock preparation line components. The main goal is to minimize all

risks for the customer – including time and cost outlay – through really professional services on the spot.

The new service center, which has nearly 7,000 square metres of shop floor area to start with, already employs 50 professionals, and medium-term expansion to a staff of around 100 is planned. The crane systems and the machine park, with modern CNC turning and grinding centers, multi-spindle boring machines and dynamic balancing units, can already handle all roll types up to 15 metres long, weighing up to 100 tonnes and up to 2,000 mm in diameter. Capacity can be added at any time according to need.

The entire Voith Paper coating technology, both in rubber and polyurethane, is already available here or possible at short notice. The new service center thus offers exactly the same processes, materials, quality and delivery logistics as all other Voith Paper service points in Europe or America. This also includes the former Scapa technology acquired by Voith Paper in 1999. And in the near future, the



Fig. 1: The new Service Center in Karawang.

Fig. 2: Mertin Scherrer welcoming guests at the official opening.

Fig. 3: Ray Hall holding his welcome address.

Fig. 4: Roll center.

Fig. 5: Indonesian women in traditional costumes at the inauguration ceremony.

mechanical roll service equipment will be complemented by a Nipco test stand. Furthermore, the new service center will soon be offering comprehensive servicing for anti-deflection rolls. So far most Indonesian customers had to send rolls of this type to Europe or the USA for reconditioning. By the year 2002 the manufacture of composite covers for calender rolls is also planned here.

It goes without saying that field service is also provided, such as vibration measurements, headbox repairs, dryer section repairs, roll changing assistance, and mobile roll grinding and thermal spray coating.

Voith Paper is the only provider in the entire South Pacific region of such wide-ranging services on the spot. Not to be forgotten is the worldwide backing of Voith Paper research and development potential, which can be directly accessed

at all times. Thanks to close teamwork with Voith Paper's R&D people in North America and Europe, the latest state of technology has now been transferred to Indonesia.

Guests invited to the opening of this new service center were able to see for themselves the impressive offering. Welding specialists demonstrated how rotors for stock preparation units are reconditioned in Europe – a service also available in Indonesia in future. Voith Fabrics people

explained the latest state of clothing technology. Since January 1, 2001 Voith Fabrics serves the Indonesian market with its own qualified staff instead of via local agents.

The substantial investment made by Voith Paper in this new service and support center will consolidate and expand on a long-term basis our fruitful cooperation not only with existing customers in the growing South-East Asian paper and board industry, but also with new ones.



5