



### HIGHLIGHTS

- Wide range of ductile iron MTO sheave sizes
- Customer visit to foundry and machine shop
- Superior levels of customer service and engineering (design) support



## Service Success Story



## Chipper and Grinder MTO Sheaves Enhanced Customer Service Support

### PROBLEM

A large chipper and grinder OEM was having service issues with their current belted drive supplier. They contacted their local distributor for help and asked them to get a quote from another source for their ductile iron sheaves.

The OEM offers an extensive product line including hand-fed chippers and large tracked and towable horizontal grinders. To meet the powertrain requirements of the wide range of equipment, the RFQ package consisted of special MTO (Made-To-Order) 5V groove sheaves, ranging in size from 11.8" dia. (mounted to the diesel or electric driver) to 40" dia. (mounted to the driven components). The sheaves varied in width from 10 to 20 grooves.

### SOLUTION

The OEM's distributor sent the RFQ package to TB Wood's. Over a period of months, TB Wood's worked closely with the distributor to fine tune high quality commitments and reduced lead times. The OEM and distributor were then invited to tour the TB Wood's foundry and machine shop. During the visit, TB Wood's product management, customer service and engineering teams met with the customer and distributor to review all their needs and concerns associated with selecting a belted drive supplier.

Both the OEM and distributor were extremely impressed with the overall operation at TB Wood's and its emphasis on providing superior levels of customer service. Ultimately, a multi-year agreement was reached and a solid partnership was established between all parties.

US (Application Assistance)

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