

“And the Oscar goes to...”

Ortwin Knaipp, Business Unit Leader, Angst+Pfister Austria

First-class product quality, speedy delivery and personalized customer service with quick response times – these attributes are self-evident principles in the eyes of Angst+Pfister. For the Knorr-Bremse group, a tradition-rich international manufacturer of braking systems, longstanding satisfaction with its supplier of a wide array of sealing, fluid-handling and plastic components is worthy of a special accolade: Angst+Pfister has been awarded the “Knorr-Bremse 2008 supplier Oscar”.

Stars and glamour are usually associated with Hollywood. Oscars as a rule are awarded to actors, directors and other artists in recognition of outstanding cinematic achievements. But why not also pay tribute to exceptional performances in the industrial sector as well? The Knorr-Bremse group posed this question and came up with a “supplier Oscar” that it awards each year to a dependable supply partner. The awarding of this trophy to Angst+Pfister acknowledges the good teamwork between the two companies. In 2008, the world’s leading manufacturer of braking systems for rail and commercial vehicles more than doubled its volume of orders for components from Angst+Pfister compared to the previous year.

O-rings with a special feature

Angst+Pfister supplies Knorr-Bremse with flat gaskets and O-rings from its standard product assortment, but also with a variety of custom-fabricated ones. The components must meet extreme demands in some cases. Knorr-Bremse braking systems are installed in commercial and rail vehicles that are not just underway in central European latitudes. A train that wends its way through the Siberian tundra has to withstand lower temperatures than trains here at home. The same goes for its countless individual components. The seals from Angst+Pfister possess a special property: they are resistant to

frigid temperatures down to -40°C , surpassing conventional seals on the market by 10°C . They additionally meet the strict quality specifications set by Knorr-Bremse and the Deutsche Bahn (German Rail) corporation. For example, the time elapsed between the fabrication of a seal and its moment of delivery may not exceed one year.

Innovative brakes thanks to sophisticated seals

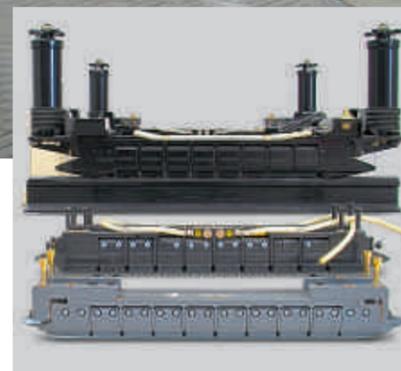
The Knorr-Bremse group employs more than 15,000 personnel in more than 60 locations in 25 countries. Extensive investments in research and development have made the Knorr-Bremse name synonymous with innovative brakes and modern onboard systems. But a product always is only as good as its individual components. Sophisticated seals contribute to the functionality and reliability of Knorr-Bremse products. And Knorr-Bremse itself has been relying on Angst+Pfister already for more than a decade. High product standards and fast delivery make Angst+Pfister a compelling supply partner.

Highly efficient supply system

Whether in Europe, America or the Asia-Pacific region, Knorr-Bremse always has an adequate supply of O-rings and flat gaskets on hand thanks mainly to an efficient Kanban system that keeps supply replenishments from grinding to a halt. Near-empty bins are replaced by full ones before they run out. The fully automatic supply system not only safeguards the brake manufacturer from O-ring



The ÖBB railjet is equipped with braking systems from Knorr-Bremse.



Electromagnetic track brake

shortages, but also saves the company money because it substantially reduces inventory carrying costs and eliminates time-consuming inspection of incoming goods at Knorr-Bremse.

Wishes fulfilled promptly

Isabel Schwacha, an internal sales assistant at Angst+Pfister Austria, makes sure that the contents of the bins are correct. She is the brake manufacturer’s direct liaison for all matters. She takes note of the customer’s wishes and immediately sets about fulfilling them. Angst+Pfister’s worldwide span of operations has enabled the group over the years to attain an increasingly important position in Knorr-Bremse’s sup-

plier network. In the area of sealing technology, multiple component orders have been bundled and transferred to the Oscar-award-winning partner. The “Knorr-Bremse 2008 supplier Oscar” fills Angst+Pfister with ambition and confidence: bit by bit we aim to capture new untapped ground.

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