

CUSTOMERS' VOICE



Claude BIENFAIT
Head of manufacturing, Rollvis SA

“Through their flexibility and capacity to adapt and listen, the *Global Services* teams at Fives Machining have demonstrated their professionalism and commitment throughout the various renovation projects we have entrusted to them. A climate of trust and understanding has been progressively established and the partnership has lasted for over ten years. Today we have a park of well-maintained high performance machines, and we have peace of mind; Fives Machining’s teams find solutions to our problems and prove their responsiveness in the field.”

Rollvis SA (Switzerland)

Rollvis is a world leader in the manufacture of satellite roller screws, which are used to convert rotational motion to linear motion.

Head-quartered on the outskirts of Geneva, Switzerland, the company, which was founded in 1970, has become a leader in this highly specialised field.

A CHALLENGING INITIAL COLLABORATION

In 2002, Rollvis asked Fives Machining (previously METRAP) to retrofit a grinding machine. METRAP’s reputation as a leading company in the reconstruction of machine-tools, their geographical proximity and the fact that they spoke the same language – which meant a good level of understanding

between the staff, convinced Rollvis to entrust them with this first mission. The challenge involved refurbishing a grinding machine in order to lower production costs. “Upgrading of the first machine was a complex task” said Claude Bienfait, head of manufacturing at Rollvis SA. “We couldn’t provide specifications and we placed the bar very high in terms of performance and technical requirements. The versatility of the *Global Services* staff at Fives Machining allowed them to successfully modernize that machine”.

AN ORGANIZATION DEDICATED TO PRODUCTIVITY

Rollvis soon assigned other projects to Fives Machining. A relationship of trust was established on the basis of an ongoing



dialogue between the project manager, the Rollvis contact person, the sales manager and the staff on the ground. Over a period of twelve years, over 15 machines were renovated by Fives Machining, which has now become a preferred partner for handling the modernization of all types and all makes of grinding machines. The organizational structure of the project has contributed to its success: *“The fact that we have a single contact person who is involved over the whole length of a project is a real advantage. What is more, he will often turn up when our operators contact Global Services from the workshop to ask for a visit or some advice from automation specialists, mechanics and assemblers, who all contribute actively to maintaining the privileged relationship: we never feel abandoned!”*

Fives Machining also makes strong proposals: integration of CNC dressing system, axes simplification, electronic control systems, increased capacities of machinery...

“We have virtually doubled the capacity of the equipment while reducing the floor space required, which is a significant advantage in Switzerland. Machining cycle times have been halved and adjustment times cut to a fifth of what they were when changing over the run” continues Claude Bienfait.

DIFFERENTIATION THROUGH SKILLS AND EXPERIENCE

In 2005, Rollvis called on the manufacturing skills of Fives Machining to build them torque measurement benches for testing ball and roller screws after assembly to ensure correct operation and torque values as per the customer’s specifications. The same year,



Rollvis sent out a call for tenders for the industrial transfer of production tools when they moved to a new 3,000 m² building. *“Fives Machining responded with the best offer in that it was both detailed and serious. It was the only company who could provide disassembly, transport and re-commissioning of the machinery with a full return to service guarantee”* commented Claude Bienfait. Thirty grinding machines and other smaller machines were transferred over a very short 4-week period, while maintaining ongoing production schedules. He adds: *“The transfer went very well with no production stoppages. To preserve production time, the machines were shut down one by one for transport*

over a 2-day period. Fives Machining met their deadlines and the transfer had no impact on the turnover of the company”.

A LONG-TERM PARTNERSHIP, A SIGN OF TRUST AND QUALITY

The results speak for themselves: the parts are more consistent in quality, the cycle times have been shortened, the run changeover times have been reduced, down-time for maintenance has been optimized and operator safety has been improved. Some of the benefits recognized by Claude Bienfait: *“This partnership is a success: we have machines, which are adapted to our needs, and when a problem arises, the fact that they are nearby reduces the attendance time. We don’t have an in-house maintenance department as we are a small company but Fives Machining provides us with economical solutions with good response times. For us, the concept of service is essential”.*

KEY FIGURES FOR THE ROLLVIS PROJECT

Over 30 machines transferred over a 4-week period

- Grinding machines in many sizes
- Ultra-sound washing machines
- Cutting tools machines

A fully dedicated team

- 1 sales manager
- 1 project manager
- 1 CNC control system specialist
- 4 machine tools fitters
- 2 machine tools electricians/wiring specialists

Type of grinding machine renovated

- External thread-grinding machines for rollers
- External thread-grinding machines for screws
- Internal thread-grinding machines for rollers
- Cylindrical grinding machines for rollers

Various run-in and torque measurement benches designed and tailor made

- Long torque measurement benches
- Short torque measurement benches
- Short run-in benches
- Long run-in benches

Global Services: a full range of services dedicated to the performance of your machines throughout their life-cycle.

Operation

- OEM spare parts and other brands
- Customer support 7 days a week
- Preventive maintenance
- Sub-assembly repair
- Workshop machinery relocation

Optimization

- Certified training
- Consulting (Setting-up, operation...)
- Expertise and certifications
- Process optimization

Evolution

- Refurbishment - Machine rebuilding
- Mechanical transformation
- Retrofit (NC and automation)
- Retooling
- Obsolescence management

