

## Service and Training Excellence Wins Big Prize for MSL

John Wilson at Machine Sales Ltd., in Leeds, has just supplied one of the biggest and most technologically advanced multi-function panel processing workstations that Italian market leaders Morbidelli have built for the UK market. The machine has been installed at the factory of D2 Office Ltd at Little Hulton, north of Manchester city, who manufacture an advanced range of office furniture and interior panel fitments and with whom MSL has a strong trading record going back several years - much of it historically in technical support and operator training.

Morbidelli's new Planet Super 4618 is a one stop shop platform for the fully automatic cutting, processing and finishing of shaped panels. This includes initial precision cutting to size and shape, drilling, trimming, grooving and routing, edgebanding and fine finishing of edgings to top, bottom and ends fully automatically - and, of course, Morbidelli's new Planet Super at D2 Office is double stationed.

The Planet Super is equipped with Morbidelli's most advanced Total Management Software which encompasses automatic set-up or adjustment of overall dimensions in all axes and with pre-programmable functionality at all other processing levels. The production and finishing of complex shapes can be handled by a single operator producing key structural components to all size and shape specifications for a huge range of applications and can handle everything from big batches right down to batch-size-one specifications.

Ghanshyam Mawji - Ganni for short - is founder of D2 Office and his furniture designs are informed by current fashion trends and therefore involve a lot of shapes. Flowing curves for desks, worktops and workstation dividers are trendy now, just as they have been for some years.

In addition to D2's own office furniture portfolio, Ganni also manufactures shop and interior fitments for contractor clients, some of them working for big high street names whose expansion programmes don't easily accommodate bottlenecks on their own shop floors. Shapes, and especially edgebanding them, have always featured large among such bottlenecks!



Both the Author 744S and the new Planet Super share Morbidelli's Rapid auto tool changer technology

Before the installation of the new Planet Super 4618, shaped components were produced on a range of smaller machines each addressing individual parts of the job specification overall. Many pairs of hands were involved, not just operating machines, but also transferring work from one to another.

The set up was labour intensive and time consuming, the work produced was damage prone and the whole procedure was vulnerable to interruption, whether by absenteeism from key machine operating staff or by machine breakdown. Getting engineers out to repair operating faults within a reasonable time frame has always been a headache at D2 Office, just as it has for many others working to tight customer deadlines.

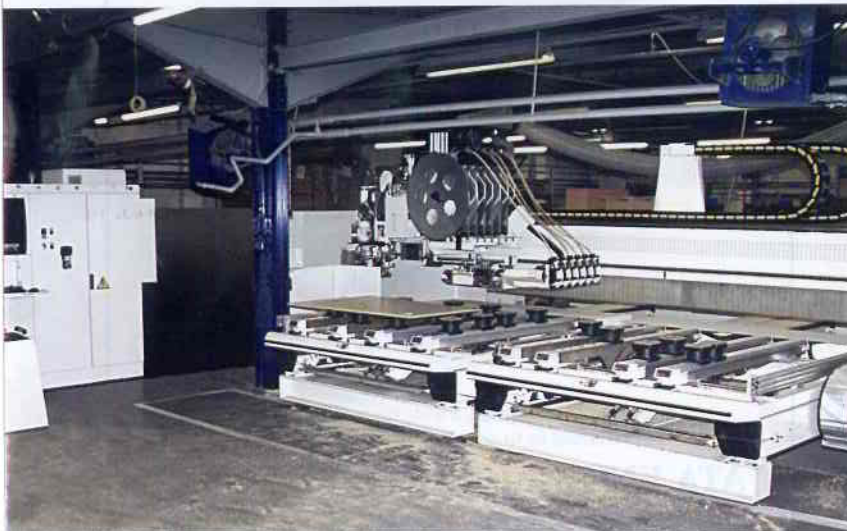
"Machine Sales were recommended to me by a friend who was also a competitor," says Ganni. "So I had a meeting with John Wilson at which I asked whether his maintenance people could take the problem off my hands lock, stock and barrel. My friend, who was already working with MSL on this basis, had told me that he was reliably getting 24 hour call out attention while I was waiting as much as two weeks in some cases."

John Wilson did take on the maintenance contract but as part of it proposed that staff members at D2 Office be also re-trained in the use of different machines so that problems resulting from absenteeism posed a lesser threat. "We got it all under control eventually," says John, "but we couldn't get away from the fact that production was slow using a lot of small machines spread out across the factory floor."

Output problems had also been exacerbated by rising demand for D2 Office furniture products and projects and lead times were extending month on month. Ultimately, D2 were obliged by circumstance to revise the manufacturing shop floor inventory and layout and by then, says Ganni: "since John Wilson and Machine Sales Ltd had become really quite important to us, it was inevitably to them that we turned."

"John and his team got to know our products, our strengths and our weaknesses and, as it turned out, he also had the technical solutions that we needed from SCM Group if we were to meet the rising tide of orders. He had proved his worth to us in terms both of training and technical support very effectively and the new machines he was offering appeared to address the concerns we had regarding volumes and logistics."

In recommending the new Planet Super 4618, John Wilson was



Morbidelli's new Planet Super 4618 for the fully automatic cutting, processing and finishing of shaped panels



*Planet Super carries new photo-electric cell technology for edge finishing shaped workpieces to very high standards of precision*

introducing all of the processing muscle and finesse that D2 Office needed for shaped work on a single machine with the attendant time savings that implied in logistical terms. Morbidelli's new Planet system is technologically very capable and all of the processing modules are carried as individual units - therefore, any mechanical or electronic problem is isolated to one specific processing function leaving other work stations unaffected.

The twin production stations of the new Planet Super at D2 Office effectively represent two independent work centres able to function fully synchronised on large volume batch work or individually on two entirely different jobs as needs demand. Panels of different sizes and shapes can be edged using materials from a single crib and feeder dispensing six alternative edgings and finishing to very high standards - the edgebanding function serves both sides of the machine independently, moving between the two on demand.

The excellence of edge finishing reflects the pedigree of SCM that is vested in names like Stefani and IDM both now part of the newly established HI Tech Panel Division of SCM Group. The new Planet Super applies adhesive directly to the panel edge, taking advantage of the absorbency of wood and wood based panel materials to achieve a more even glue line and a stronger, more durable bond.

Planet Super carries new photo-electric cell technology for edge finishing shaped workpieces to very high standards of precision with cut-off of the material at precisely the right point - not too short, leaving a gap; not too long, generating an overlap. The latest glue pot technology melts exactly the right quantity of granular adhesive for the job at hand and guards against too much material being introduced, potentially causing only partial melting and jamming the system as a result.

Positioning of suction cups to hold workpieces reliably and accurately is laser operated - the machinist can position cups quickly and easily from the control panel to positions indicated by laser beam. This technology eliminates risk of positioning errors and consequent damage to workpieces coming into contact either with a work piece on the other

side of the machine or with the machine itself.

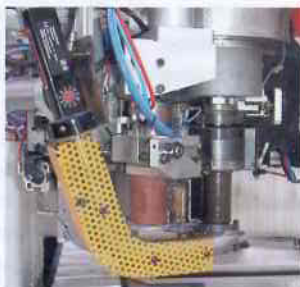
Both stations of the new D2 Office Planet Super carry boring heads of 18 spindles powered by 10hp electro-spindle motors and are served by a Rapid 12 head auto tool changer. Morbidelli's Rapid system has been in use on the Italian specialist's Author range of machining centres for some time and is well proven.

Shop floor machine operators at D2 also have experience in the use of Morbidelli's Rapid auto tool changer system through an Author 744S which has now been on the floor at the Little Hulton factory for 12 months. It was installed for drilling and routing regular panels for carcassing applications in the run up to the purchase of the new Planet Super for shapes.

Ganni is confident that the two Morbidelli systems running in tandem is the best manufacturing solution for his particular combination of shapes and regular panels that technology currently has to offer and John Wilson is confident in his 24 hour call out target. As UK distributor for the machines, his own maintenance engineers are factory trained on them.

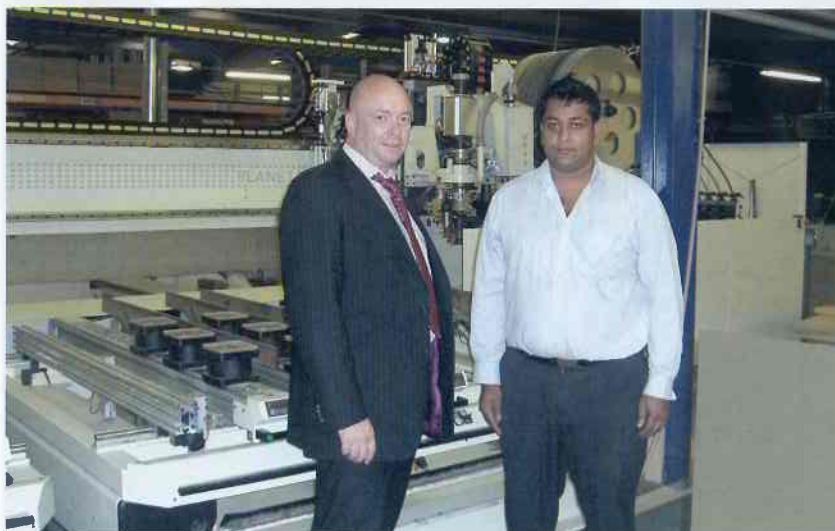
Says Ganni of his new Morbidelli Planet and Author set up: "We are now able to produce even the most complex shapes with absolute precision and complete confidence. We have set the system up so that our shop and interior fitting contractor clients - who are themselves working under pressure from blue chip names like Tesco and McDonalds, NHS Healthcare and major hotel chains ... the list is endless - can e-mail working drawings direct to the machine for the absolute ultimate in speed of processing and turnaround.

"This new Planet from Machine Sales," he says, "has more than doubled output volumes on shapes, has halved the manpower input requirement and has increased operating precision to the point where work can be electronically instructed, cut, finished and shipped within a 24 hour period. I can't see that it could be done better or faster."



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*MSL's John Wilson with Ghanshyam Mawji (Ganni for short) - founder of D2 office furniture and the new Planet Super*