Eaton Cylinder Express Delivery Program Is Cast at ThyssenKrupp Waupaca

Background

Efforts to satisfy a customer’s delivery requirements have resulted in an all-new express delivery program for Eaton cylinders.

In the world of Eaton, meeting cylinder needs of ThyssenKrupp Waupaca, Inc. of Waupaca, Wisconsin, is critical for two reasons: the company is not only an important customer of Eaton’s Hydraulics Group, but also is a supplier of iron castings to Eaton facilities.

The largest, gray iron foundry in the world, ThyssenKrupp Waupaca produces gray, ductile, and compacted graphite iron castings. Eaton uses ThyssenKrupp Waupaca castings in its production of piston and steering unit products.

Challenge

For numerous years ThyssenKrupp Waupaca has relied on Eaton Hydro-Line cylinders for in-plant equipment applications at its Waupaca foundry. The cylinders range in bore sizes from 2 inches to 12 inches and are up to 144 inches in length. The Eaton Hydro-Line cylinder line offers the quality and broad style range required by ThyssenKrupp Waupaca.

Melting over 9,500 tons of iron castings per day companywide, it’s easy to understand that when ThyssenKrupp Waupaca needs replacement cylinders, it needs them now.

However, when ThyssenKrupp Waupaca became hardpressed for cylinder replacements to avoid lengthy downtime, company purchasing personnel consulted Eaton to discuss the situation.

Solution

They called in Eaton’s Mark Yates, area sales manager, and Don Boyd and Don Gartzke from Sentinel Fluid Controls, an Eaton products distributor in Mequon, Wisconsin.

“Purchasing folks at ThyssenKrupp Waupaca explained their dilemma and their need for cylinder replacements in much shorter leadtime,” Yates said.

Eaton Corporation is a diversified power management company with 2009 sales of $11.9 billion. Eaton is a global technology leader in electrical components and systems for power quality, distribution and control; hydraulics components, systems and services for industrial and mobile equipment; aerospace fuel, hydraulics and pneumatic systems for commercial and military use; and truck and automotive drivetrain and powertrain systems for performance, fuel economy and safety. Eaton has approximately 70,000 employees and sells products to customers in more than 150 countries. For more information, visit www.eaton.com.
The team formulated a game plan, led by Barry Price, Jackson plant manager, by analyzing the customer’s order history and breaking its cylinder requirements into product families. Team members concluded that Eaton could greatly improve on its delivery performance by developing an innovative stocking program tailored to the customer. By doing so, cylinders could be built and dropped shipped to ThyssenKrupp Waupaca more quickly.

**Results**

By putting the plan into action, Eaton has improved its cylinder delivery performance by more than 70 percent, and the folks at ThyssenKrupp Waupaca couldn’t be more pleased, Yates says.

“Our customer is now receiving cylinders within two weeks, instead of our previous lead-time of several weeks, and ThyssenKrupp Waupaca purchasing folks are ecstatic!”

Lessons learned in stepping up delivery service for a customer in need have laid the foundation for the full-scale Eaton E³ Express Cylinder Delivery Program. Cylinders ordered through the program leave Eaton manufacturing facilities in just three business days after order receipt.

Included in the program are Hydro-Line and Vickers® standard, tie-rod hydraulic, and pneumatic cylinders, including:

- Hydro-Line N5, R5, HR5, TS, HTS, and Q6 styles
- Vickers NZ, TE/TF/TL, TA, TB, and VP styles

Depending on style, the size range includes cylinders up to 8 inches in bore, with stroke lengths up to 60 inches and any of Eaton’s popular options.

"Our customer is now receiving cylinders within two weeks... ThyssenKrupp Waupaca purchasing folks are ecstatic!"

Mark Yates, Eaton area sales manager