S-Class Service: How to benefit from fast parts supply
Why fast supply of parts is so important.
The 24-hour, 7-day nature of the container glass production industry places high importance on avoiding machine downtime, but at the same time the demanding operating conditions within a glass-plant make wear of mechanical, electronic and refractory parts inevitable. In addition, the production of a new container often requires installation of different variable equipment. These facts add up to a great dependence on Parts to keep the business running.

Differences between parts
As the world's leading supplier of IS machines and Inspection equipment, Bucher Emhart Glass supports its customers' installed base through its ability to supply more than 150'000 items, of which some 100'000 can be considered to be active at any time. Clearly, not all parts can be handled equally.

Not only are there large differences between these items in terms of size, complexity, materials and tolerances, but also in how these items are required by operators. Specifically, parts which are needed to replace damaged or worn articles are usually needed immediately, whereas items required for a planned machine overhaul project may not be required for several months.

How Logistics are organized
Bucher Emhart Glass has designed its Parts logistics system around these different types of demands, through the creation of 3 categories of Parts, which are treated differently:

S-Class Parts are stocked in large quantities in the parts distribution centre (PDC) in Luxembourg (Hot End + Cold End) and USA (Cold End + Refractories).
Whereas 2 working days are required to prepare most S-Class items for shipping, the additional finishing steps for S-Class refractory items means that these items can be expected to ship within 8 working days of order receipt.

Bucher Emhart Glass supply goals

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<tr>
<th></th>
<th>S-Class Parts</th>
<th>Standard Parts</th>
<th>Tail Parts</th>
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</thead>
<tbody>
<tr>
<td>Number of items</td>
<td>4 500</td>
<td>40 000</td>
<td>100 000</td>
</tr>
<tr>
<td>Degree of activity</td>
<td>High</td>
<td>Moderate</td>
<td>Very low</td>
</tr>
<tr>
<td>Stack policy</td>
<td>Make to Stock</td>
<td>Make to Order</td>
<td>Make to Order</td>
</tr>
<tr>
<td>Ready to ship</td>
<td>Hot End within 2 days Refractories within 8 days</td>
<td>Lead time</td>
<td>Lead time</td>
</tr>
<tr>
<td>Transit in Europe</td>
<td>1 - 2 days</td>
<td>1 - 3 days</td>
<td>1 - 3 days</td>
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In emergencies, we aim to ship parts the same day, by the quickest possible method.
How to find which Parts are S-Class
The Bucher Emhart Glass Customer Portal contains an overview sheet:
S-Class parts range
Bucher Emhart Glass defines as S-Class those items which it believes are likely to be required frequently and/or quickly by customers, and in addition those which are critical to the continuing operation of the machine. We are open to proposals from customers for adding parts to the S-Class range.

How to take advantage of S-Class parts shipping
There is no special procedure to follow – and you do not need to know if an item is S-Class or not. S-Class and other items can even be mixed together in one order. However, if any delivery restrictions are applied to an order (such as "ship complete", or "regular weekly shipments", or "shipping by a particular mode of transport"), these will apply to all the items in the order, including the S-Class items. To take full advantage of this particularly fast supply service, it is essential that there are no delivery restrictions on any order containing S-Class items.

In order to ensure that Bucher Emhart Glass can continuously offer the S-Class service to all customers at all times, we count on our customers to order only the volume of any part which is consistent with their normal usage. If you foresee a requirement for a larger than normal volume, please contact Bucher Emhart Glass to make special arrangements.

Parts Emergency supply
Sometimes situations occur in a glass-plant where even the special S-Class service is not fast enough to meet an emergency condition. To handle such cases in the shortest possible time, Bucher Emhart Glass has established an emergency call centre on telephone number +41-41-749 41 41. This is open 24 hours per day, 365 days per year, and is set up to provide a fast un-bureaucratic service. Naturally, it is expected that use of this service will be confined to genuine emergency cases.