

AGILITY BUILDS CUSTOMER TRUST & CONFIDENCE

A Case Study

Unleashing Confidence: HOW MI REPAIR & SERVICES NAVIGATES CHALLENGES WITH AGILITY

A Race Against Time to Complete Gearbox Repairs

When industrial equipment malfunctions, time is of the essence to get things back on track. This is especially true of gearboxes, as many systems become inoperable without this equipment.

In April 2023, an established Mi Repair & Services customer requested repairs on their spare gearbox.

This customer then shipped the gearbox to a Mi Repair & Services shop for repair. As a standard repair, the initial completion estimate was just over 19 weeks to allow for the shipment of parts and repair time.

However, one of the customer's in-service gearboxes started showing signs of failure.

If the gearbox failed, the customer's only spare was sitting in our Mi Repair & Services shop awaiting repair. Naturally, the customer started to panic.

If their current gearbox failed, they would have to halt production, losing significant time and money on their operations.



The gearbox sent in for repairs.

“[Customers] trust our work and know our capabilities, and that is key when it comes to this type of repair and this kind of quick turnaround time.”

Scott Smith, Division Manager

How the Mi Repair & Services Team Helped

Rather than purchasing a new gearbox, the customer asked the Mi Repair & Services team if we could expedite the repair job. Realizing the severity of their situation, our team sprang into action.

The Mi Repair & Services team managed to locate the necessary parts, repair the unit, and send out the gearbox for delivery in less than three weeks.

“It’s this responsiveness and flexibility that endears us to our customers and differentiates us from our competitors,” said Ed Van Hell, Vice President Group Executive for Mi Repair & Services.

Scott Smith, Division Manager for Mi Repair & Services, thinks that this effort on the Mi Repair & Services team’s part should only help to solidify our relationship with the customer.

“This customer is very accustomed to us doing gearbox work for them,” Smith said. “They trust our work and know our capabilities, and that is key when it comes to this type of repair and this kind of quick turnaround time. I guarantee that, when they install this gearbox, we’ll repair the one they pull out. Likely, this will become ongoing repeat business for Mi Repair & Services.”



The repaired gearbox ready for shipment back to customer.

Contact Mi Repair & Services Today

Our Mi Repair & Services team is ready to take on your toughest gearbox repairs today.

Save time and money while extending the overall lifespan of your existing equipment.

To learn more about our repair and service capabilities, [head to our website.](#)



Scott Smith, Division Manager for Mi Repair & Services