

Case Study: Mining for the Best Solution

Problem-Solving Strategy Creates a Lasting Customer Relationship

Identifying a Customer's Additional Service Needs

In January 2022, our Motion branch in Prince George, BC, was contacted by the largest gold mine in the Yukon with an urgent request. The customer required a rushed order on two large critical gear reducers. These reducers needed to be on-site within weeks to prevent a complete shutdown of mining operations.

While we prepared to expedite the delivery of the request reducers, we raised our concerns that greater equipment issues were likely occurring. Wyatt Phillips, Branch Manager for the BC65 branch, noted that it was particularly odd that this customer's gear reducer had broken down so quickly, as this equipment typically provides years of life.

"I was happy to sell the customer gearboxes, but I felt we really needed to help them find the root cause of this failure," Wyatt said. "I asked the customer if they would be open to having a Motion Repair & Services specialist visit the site to solve this problem. The next thing the customer asked was, 'How soon can you get here?'"



Figures 1 and 2: When a customer required gear reducer replacements, our team wondered if these failures could be the end result of a deeper equipment issue.

Creating a Lasting Customer by Focusing on Problem-Solving

We arranged to have a Motion Repair & Services team come on-site to assess the cause of the failures. And, after inspecting the customer's equipment, these specialists confirmed that the failures were due to an underlying issue much greater than gear reducer error. Once these additional problems were identified, we made an action plan to ensure two of the customer's largest conveyor drive assemblies were aligned and repaired.

Producing the drive bases required the collaboration of three Motion shops: AB59, BC28, and the new TRC manufacturing shop. On-site, two teams worked simultaneously. One team installed and aligned twin drive gear reducers on the subbases and assembled, installed, and mounted the large drive pulley assembly. Meanwhile, the second team repaired a gearbox for the customer on-site.

Wyatt said the customer is very pleased with our Motion Repair & Services team, referring to us as "quintessential professionals." Our team recently completed another 10-day shutdown for this customer, and we've been asked to complete another service project in April 2024.

"By shifting the conversation with this customer away from the product, the whole relationship changed instantly," Wyatt said. "We don't sell products; we sell solutions. Our Motion Repair & Services team is the company's greatest value-added relationship-building asset because they are truly a team of problem solvers."

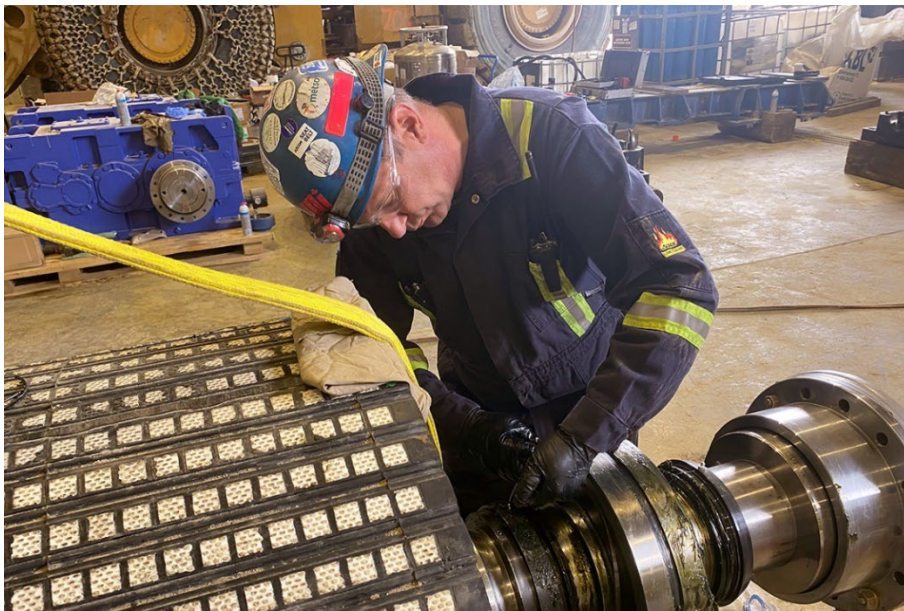


Figure 3: Overall, Motion Repair & Services is on track to reach \$1M in sales revenue from this customer's service work alone since 2022.

Contact Our Motion Repair & Services Team

The Motion Repair & Services team is ready to enrich your operations with our service offerings. [Head to our website](#) to learn more and see how we can assist you today.