

AROUND THE WORLD

The Komax Group has a presence in all key production regions of its customers. Having had its finger on the pulse of industry for more than 45 years, Komax is able to develop appropriate, high-value, and innovative automation solutions for local requirements in global markets.

20

engineering and
production sites

Komax produces in Europe, Asia, North and South America, and Africa, and provides sales and service support in more than 60 countries through its subsidiaries and independent agents.

- Komax: production, sales, and service
- Komax: sales and service
- Sales representative

Headquarters:
Komax Holding AG
Dierikon, Switzerland

60

countries with
sales and
service support

43

Komax
companies
worldwide



GLOBAL LOCAL

Customer proximity together with short reaction and supply times are crucial to success. This is why Komax has been applying the motto “global local” for many years now – global production with a unique local sales, engineering, and service network across all continents. Komax produces standardized products and customer-specific systems at 20 locations worldwide. More than 2 000 employees currently work in the 43 companies of the Komax Group.

Komax has production sites spread across five continents: the company’s standardized (off-the-shelf) products for wire processing are manufactured at locations in Switzerland, Belgium, Germany, France, China, Japan, Singapore, and the US. The test systems of the TSK brand (see page 38) are manufactured in Germany, Bulgaria, Turkey, Mexico, Brazil, Morocco, Tunisia, and China. Customer proximity is very important when it comes to ensuring short supply times for testing adapters. Customer-specific systems are produced at sites in Switzerland, Belgium, Germany, France, Hungary, China, and the US. Thanks to its production sites in all the most important market regions of the world, Komax meets the expectations of its global customers, who require their suppliers to have a local presence. What is more, in the age of the coronavirus pandemic, it is a recipe for success if potential supply problems can be reduced thanks to short delivery distances. In 2020, Komax expanded its network with an additional production site for testing systems in Tangier, Morocco. Komax now has a production site both inside and outside the free trade zone in Tangier.

Thanks to its customer proximity, Komax has its finger on the pulse of industry. This is crucial for Komax if it is to deploy its experience of more than 45 years to develop high-quality, innovative automation solutions for local needs in global markets. In addition, the company’s international orientation helps mitigate the repercussions of currency fluctuations. Komax seeks to ensure that costs and revenues are generated or incurred in the same currencies to the greatest extent possible.

Unique selling proposition: distribution and service network

The Komax Group has a unique global presence that enables it to provide efficient and competent support to its locally and globally active customers at all times. It provides sales and service support in more than 60 countries through its subsidiaries and independent agents. Customers can also submit their orders via the e-commerce platform Komax Direct. Around 240 employees work in Komax’s global service organization.

Komax Academy – a comprehensive range of On.Site and On.Line training courses

Part of the service provided by Komax is to help its customers to use and maintain the acquired machines and testing systems properly in order to minimize outages caused by operating or maintenance errors. To achieve this objective, the Komax Academy provides a modular training program at three levels of competence – basic, advanced, and specialist – including certification. The training modules are aligned with the various customer needs, e.g. those of new and experienced operators, service and maintenance personnel, shift managers, quality control staff, etc. Depending on the machine and level of competence, courses last from 1 to 10 days and take place at Komax Group locations worldwide.



Well-trained employees are more productive and achieve a higher and more consistent level of quality thanks to optimally installed, operated, and maintained Komax products. This is why the Komax Academy provides its customers with On.Site and On.Line training courses.

Participants receive certification based on both theoretical and practical learning assessments involving standardized global criteria with identical quality levels. Experience shows that with well-trained employees, machine installation times can be reduced, and unplanned outages avoided. This translates into increased productivity as well as goods of a higher and more consistent quality.

The Komax Academy also offers over 100 training courses online in Chinese, German, English, French, and Spanish. Each course can be booked individually, is available online 24/7, and can be completed in 30 to 45 minutes.

Streamlining structures

In 2020, Komax adapted structures at various companies to be able to react more flexibly and shorten communication and decision-making processes. The structure of the Komax Group with its 40-plus companies was also optimized. Among other things, this included consolidation of Komax's production sites in North America. Komax now produces TSK brand-testing systems for its customers solely at its new site in Ciudad Juárez, Mexico (opened in 2020), rather than in El Paso, USA, and in Irapuato, Mexico, as it did previously.

Komax further streamlined its structures effective 1 January 2021: in France, Laselec SA and Komax France Sàrl. were amalgamated to form Komax Laselec SA, headquartered in Toulouse, while in the US, Komax Corporation and the Artos Engineering Company were merged to form Komax Corporation, domiciled in Buffalo Grove. The existing Artos site in Brookfield will continue to operate as usual but is now part of the Komax Corporation organization. This enables processes to be optimized and organized more efficiently and systems to be streamlined, thus ensuring an even better customer focus in North America. Products manufactured in Toulouse and Brookfield will continue to be sold under the brand names of Laselec and Artos.



Innovation center as a vertical factory

At the beginning of 2020, Komax achieved a major milestone at its headquarters in Dierikon: some two-and-a-half years after construction started, staff began moving into the new production and development building – a project in which Komax has invested more than CHF 75 million. The newbuild is connected to the previous building and boasts total floor space of over 20 000 m², spread across the lower ground floor, ground floor, and five stories. The production of machines in the newbuild commenced in April. Since giving up its rented site in Küssnacht am Rigi at the end of 2020, Komax now has just two locations in Switzerland, namely in Dierikon and Rotkreuz.

Vertical factory facts

- Construction start: 16 August 2017
- Workload: over 820 000 person-hours or 420 person-years
- Excavated material: 27 500 m³ of earth, rubble, etc.
- Structural statics: 3 000 t of reinforcing steel, 28 km of tensioning rope, and 45 500 t of concrete
- Facade: 290 t of glass
- Climate-friendly low-tech approach, including natural lighting and thermal activation of building components to regulate temperature



To ensure optimum utilization of the available space, the new innovation center was designed as a vertical factory offering maximum flexibility of use. This means that each story can be used for production as well as office activities. Support-free halls with wide window facades offer maximum freedom when it comes to the arrangement of production lines and open-plan offices. If the exchange of knowledge is to work optimally and the innovation process accelerated, paths need to be short. That is why production and R&D are located together on the individual stories. Extending over four stories containing coffee and discussion areas, the light-soaked atrium offers an opportunity for informal exchange and fosters interdisciplinary teamwork. The coronavirus pandemic prevented this from happening in 2020, however, as the majority of office staff were working from home.

The lower ground floor houses the state-of-the-art, automated small-parts storage area with up to 21 000 containers holding a wide range of different articles. If an article is required, the corresponding container is transported on an autonomous robotic carrier via a track system to the ground floor. There the requested articles are picked manually. The robotic carrier then brings the article to the story where it is needed by the assembly worker to install in the machine.

The light-soaked newbuild is a convenient place for production and R&D staff to interact.

