

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.

19

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

41

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 19 locations worldwide. More than 2 100 employees currently work in the 41 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 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.

By merging two companies in France (Laselec SA and Komax France Sàrl. to form Komax Laselec SA, headquartered in Toulouse) and in the United States (Komax Corporation and Artos Engineering Company to form Komax Corporation, headquartered in Buffalo Grove), Komax selectively streamlined its structures effective 1 January 2021.

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 250 employees work in Komax’s global service organization.

Komax Care – a new, comprehensive service offering

Part of the service provided by Komax is helping its customers to use and maintain the acquired machines and testing systems to their full potential and to minimize outages caused by operating or maintenance errors. Komax launched its extensive “Komax Care” service offering in 2021 (see page 23) with these objectives in mind. The service offering also includes the Komax Academy, which 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. 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.



Komax will initially rent out part of the newly purchased production and office building in Dierikon, as it currently does not require the entire space.

Consolidation of the two Swiss locations

Komax has been working for a number of years on consolidating its activities in Central Switzerland to a single site to further optimize logistics and processes. The new building at its headquarters in Dierikon, which staff moved into in early 2020, was a first step in this direction. The second stage followed in autumn 2021, when Komax acquired land in Dierikon together with a production and office building from lift manufacturer Schindler. This site is located directly next to the Komax headquarters and allows for the amalgamation of the Swiss activities in Dierikon going forward (without job cuts) as well as the sale of the Rotkreuz location. The sale is expected to take place in 2022.

Relocation to Dierikon is likely to occur in the second half of 2022, as renovation work will be needed beforehand on the newly acquired building. The plot purchased in Dierikon includes 6400m² of currently undeveloped land. Komax has therefore created an opportunity for further growth at its largest production and development site worldwide.