

For Masa service has many faces

Pavestone benefited from training concepts

Masa Service extends far beyond the installation and commissioning of a production plant. The company can draw on specific know-how and over 110 years of experience in the industry. Even after the purchase of a production plant, customers continue to receive the intensive and demand-oriented support they are accustomed to. Throughout the entire machine life cycle, you can be sure that qualified employees will provide reliable and flexible advice and support. For Masa, partnership knows no boundaries.

Recruiting and retaining skilled workers is one of the biggest challenges manufacturers face today. Therefore, one of the keys to increasing productivity and quality is the continuous development of machine and maintenance personnel. Masa has developed a practical training concept, which is characterized by competent training managers, modern training methods and modular training software. The intensive training of the operating personnel begins during the commissioning phase of a production plant. The initial training usually covers the continuous operation of the system, the different settings and troubleshooting of the delivered components. The corresponding safety and maintenance instructions are also reviewed.

Customers only realize the full potential of a Masa machine or production system when all the functions, tricks and fine adjustments are known. This is the value brought by Masa's training modules, which can be booked for both the initial training of new operators and as refresher courses for experienced ones.

The successful US company Pavestone®, a Masa customer since 1993, has recognized that regular training is essential to ensuring the production of consistently high quality products. In August 2018, a Masa customer training session was held once again at the Pavestone training center in Grapevine, Texas. Operator training included "Basic machine settings", "Presentation/explanation of the exact machine cycle sequence (animated step-by-step production cycle)" and "Process engineering principles". The two-day event was organized and carried out by the experienced trainer Florian Schumacher. Florian presented on critical aspects of concrete block and paver production and introduced important frameworks for creating consistently high-quality products to those in attendance. Pavestone was highly satisfied with the professionalism with which Masa prepared the training content and presented it to their machine operators.

Masa shows maximum flexibility in the design of customer training courses. As with Pavestone, these can take place either directly at a production plant, at Masa's two production sites in Germany (Andernach and Porta Westfalica) or in one of our worldwide subsidiaries. As a general rule, the courses are equally well designed and practical at all locations and branches. In order to create a scenario as realistic as possible with practical exercises and visualizations, the documentation from the customer's specific production plant is used. The content of the training courses will be tailored to the participant's level of industry experience to benefit entry-level operators and experienced operators alike.



Masa Training Manager Florian Schumacher on site at the Pavestone® Training Centre



Satisfied faces after an intensive and effective Masa training session

masa

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Masa covers the complete range of machinery and ancillary equipment for the building materials industry: Batching and Mixing, Concrete Blocks/Pavers, Kerbstones, Concrete Slabs, Sand Lime Bricks and Autoclaved Aerated Concrete (AAC) Products.

All technical solutions are individually planned, designed, adapted and realised for each customer, resulting in one supplier and one individual contact person.

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Masa - made in Germany.

M-Module

Module	Content	Target group	Days
M1: Basic I	Presentation and explanation of the exact sequence of a working cycle on the machine (animated step-by-step production cycle) Documentation of important machine settings (e.g. vibration table, product release) Basics of process engineering Introduction to the visualization of the machine (F.A.S.T.) *	Operating staff („beginner“)	1 day
M2: Basic II	Instruction in general hydraulic, pneumatic and preventive maintenance Explanations on basic machine settings, hydraulic and pneumatic settings, hydraulic circuits and valve technology	Maintenance personnel	1 day

* Only for systems with the visualization software F.A.S.T.

E-Module**

Module	Content	Requirements	Days
E1: Basic	Mediation of the fundamentals of electronics Elimination of simple electrical faults	Experience operating Masa equipment	min. 3 days
E2: Advanced	Elimination of sophisticated electrical faults (Part I)	Experience operating Masa equipment Participation in the module „E1: Basic“ or qualified training as an electrician or similar	min. 3 days
E3: Professional	Elimination of sophisticated electrical faults (Part II) Perform online diagnostics Online diagnostics of frequency and servo drives	Experience operating Masa equipment Participation in the module „E2: Advanced“ Qualified training as an electrician or similar	min. 3 days

** We would like to point out that the contents of our training courses only refer to S7 controls.

The Masa training modules in general

With a focus on intensive, small group sessions, a high-value learning experience can be achieved in a relatively short time-frame. Multilingual is no foreign word to Masa. German, English and Arabic are the common languages we train in, other languages are also possible upon request.

Masa also focuses on individually tailored training content and processes. The modular structure of the courses has shown their value. Machine-related courses (M-modules) and courses focusing on electronics (E-modules) offer both beginner and experienced machine operators adequate and com-

prehensive learning experiences. The course content follows a basic concept, but can be adapted to fit your specific needs. Exclusivity and applicability are top priorities at Masa. By accessing documentation from the customer’s specific production plant each customer has their own personalized training experience. Questions and tasks can be discussed in detail and without regard to competitors operations. The customer training courses are held throughout the year and the dates can be agreed upon individually. Masa is in-tune with customer’s needs and providing valuable resources to help them achieve their specific goals.

At the beginning of each training course, the participants receive detailed training materials that can be used as an accompaniment. Participants will be trained on software developed by Masa, making the learning experience as relatable as possible. The production process within a plant is visualized step by step with animated pictures.

Service is more

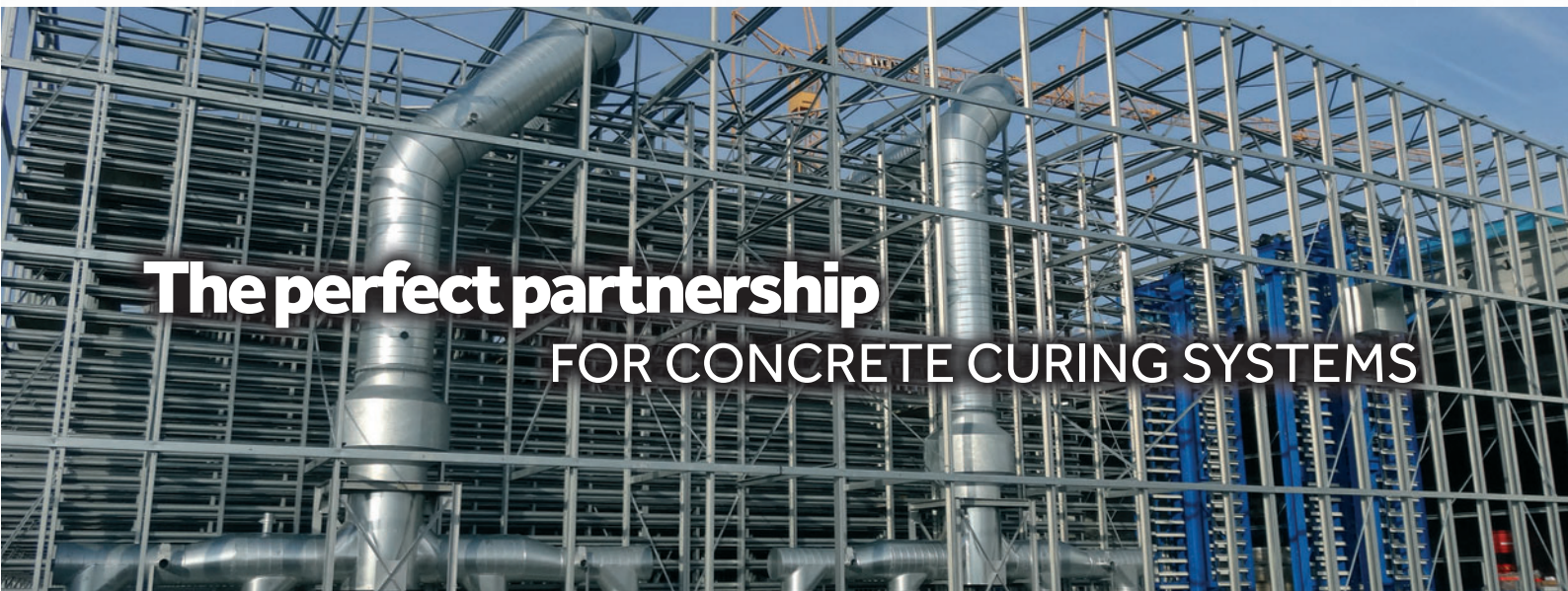
In addition to a well thought-out and customer-oriented training concept, Masa Service has much more to offer. The range of lifetime services is extensive. Masa provides advice on process engineering issues, expertly supports customers in the inspection of a production plant, provides maintenance plans, carries out maintenance work or winter repairs and offers maintenance contracts. Plant components and manufacturing processes can be examined in detail within the framework of a systematic analysis. Potential improvements are identified and possible weak points are discovered. A customized solution is prepared for all services.

Competent technicians in spare parts sales, support customers in identifying the right spare parts and advise them on their purchase. Customers benefit from the close cooperation between Masa's worldwide branches as well as from intensive on-site support. Masa's spare parts and dispatch logistics allow the immediate acceptance and processing of spare



Masa invests in efficient intralogistics: processes can be significantly simplified by means of warehouse lifts.

parts inquiries. Almost a year ago, the traditional company invested in a highly efficient warehouse and picking solution: the new warehouse lifts were integrated into the existing processes and have significantly simplified intralogistics. The company's own employees also benefit from more ergonomic and safer working conditions.



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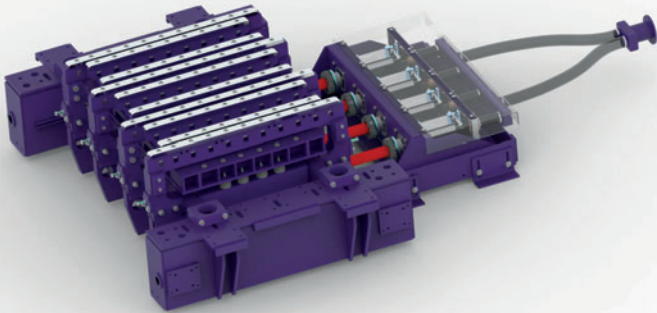
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About Pavestone

Founded in 1980, Pavestone® manufactures segment-specific concrete products in a variety of shapes, colors and textures to meet the needs of commercial, residential, industrial and retail customers in the USA. Pavestone is dedicated to producing and supplying the highest quality concrete paving stones and retaining wall elements on the market. As a subsidiary of The Quikrete® Companies, which manufactures and markets products from nearly 150 plants in the USA, Canada, Puerto Rico and South America, Pavestone fulfils its brand promise for "Creating Beautiful Landscapes® every day".

Pavestone's product range continues to evolve based on market trends and customer requirements. In some cases, product innovation is influenced by aesthetic trends such as the growing interest in planks and large format slabs. The desire to improve certain functional properties such as water permeability drives other product innovations. In both cases, Pavestone products must not only meet the Interlocking Concrete Pavement Institute's guidelines for the expected loading and subsurface conditions of the project, but also meet the project schedule, which have easy installation and low recall requirements. All Pavestone products are designed with these standards in mind.

Masa supplied the first stone production plant to Pavestone in 1993. Since then, there has been a close business relationship, which is continuously being expanded. Masa's block making machines and components are currently running reliably in over 20 of their plants.



Rendering of the Masa vibration table

In order to maintain the profitability of an existing plant in the long term, it may become necessary to modernize or rebuild the plant during its lifetime. Experienced service engineers are ready to carry out an inventory of the existing technologies within a production plant and work out proposals for control and process optimization. Just recently, Masa once again demonstrated its flair for modernization in a request from Kimm Baustoffwerke KG (detailed report in CPI 3/2018).

In order to be able to quickly and efficiently respond to a machine malfunction, highly qualified service technicians are available by telephone 7 days a week, 24 hours a day. With a Masa Online Support contract fault diagnosis and first aid can be carried out at a customer's plant via a remote maintenance router. Using the latest remote maintenance hardware and software in combination with close customer contact, we can respond quickly and efficiently to inquiries and maximize customers uptime.

Detailed information on service and support offerings can be found on the Masa website. The mechanical engineering department presenting itself here with clear and informative ordering principles is just another reason to take a look. In addition, the Masa service team presents itself on the website. Subdivided into the individual product areas, the right contact persons can be found quickly and easily.



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FURTHER INFORMATION



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A Masa success story reaches its well-earned end

On 28 September 2018, Masa GmbH in Andernach said goodbye to its long-standing employee Mr Wolfgang Schwarz, who is taking his well-earned retirement. At a small celebration, long-standing colleagues and the two managing directors Frank Reschke and Volker Zurheide thanked Wolfgang Schwarz personally and in the name of the entire company for his almost 50 years of service to Masa.

Mr Schwarz began his own Masa story over 49 years ago. He began his apprenticeship as a factory mechanic at the fledgling company in the Neugasse in Andernach, Masa's first location. On completion of his apprenticeship, Mr Schwarz moved to the "Field Assembly" department and found that he enjoyed it from his very first assignment in Belgium. Up until the 1990s he assembled the blue and yellow Masa block making machines and plants at numerous international building sites.

After that he moved to the Masa Sales department in Andernach. This is also where, in the mid-1990s, the idea was hatched to develop an independent spare parts department. Mr Schwarz was appointed head of the new spare parts operation and managed it competently. Today it has become an important cornerstone of Masa's business and currently has 13 employees.

Masa GmbH was farsighted in choosing his successor. Mr Sven Luy officially took over as head of the department in October 2017, but could always rely on Wolfgang Schwarz's support.

Mr Schwarz also had a great passion for the world-leading bauma trade fair. Mr Schwarz has been involved in the planning and design of the Masa trade fair booth there for many years with great dedication. Masa appointed Mr Schwarz to the planning team once again for the bauma 2019 as a freelance employee. "The bauma was and is an affair of the heart for me, so I was only too pleased to accept the request", explains Wolfgang Schwarz, not without pride.



Wolfgang Schwarz



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