



Kawasaki Robot e-News is an electronic bimonthly newsletter that provides our customers with useful information on robotics.



### Global Service Meeting

Recently Kawasaki Robot personnel from KRCT (China), TKRC (Taiwan), KMSK (Korea), and sales subsidiaries in other countries gathered together for the 6<sup>th</sup> Global Service Meeting, which was held on February 8<sup>th</sup> and 9<sup>th</sup> at the Akashi Plant.

The purpose of this meeting was to highlight ways for developing and implementing “Kawasaki Robot’s global standard”. Personnel engaged in lively discussions about the importance of sharing information related to customers and markets, special tools, preventive maintenance, and service technology adapted to unique environments. There was also a healthy exchange of opinions about methods for conducting customer-oriented CS activities adapted to the needs of each country.

The two-day meeting also provided us with an opportunity to introduce many of the new service maintenance tools we have developed. At the close of the meeting we affirmed the need to continue developing advanced tools while reinforcing our CS activities to elevate the service skills of our personnel.

Following the meeting we held the 5<sup>th</sup> Working Area Improvement Activities Presentation. Eight teams composed of personnel from sales subsidiaries outside Japan gave presentations and were evaluated based on the content of the presentation and how they presented it. In addition to these two areas, presentations were also evaluated according to how presenters selected their topic for discussion, their overall understanding of the current situation, the relevance of the topic, their awareness of customers’ needs, their approach to solving the problem, and the end results of the activity. The team that put together the “Fundamental Work of a Service Sales Representative” presentation were awarded the top prize.



### Exhibit in India

The sustained high economic growth of India has generated a lot of interest in energy-related devices and technology. This was demonstrated by the large turnout for the International Energy Technology Fair (IETF), an exhibition about clean energy which was held February 9<sup>th</sup> to 11<sup>th</sup> in New Delhi.



Seven business divisions of the Kawasaki group attended this exhibition: Plant & Infrastructure Company, Rolling Stock Company, Gas Turbine Division, Robot Division, Earth Technica Co., Ltd., Kawasaki Thermal Engineering Co., Ltd., and Kawasaki Hydromechanics Corporation. The Robot

Division set up a panel exhibit to introduce Friction Spot Joining (FSJ) and promoted its advanced technical capabilities.

FSJ is a revolutionary technology for joining aluminum alloys that cuts energy use by over 95%. Feel free to visit our website for more details. <http://www.khi.co.jp/robot/product/fsj.html>



### Sales Office in Japa

Nagoya is one of Japan’s three largest economic blocs, and has actively contributed to the growth of the domestic economy. The Nagoya Office of our Robot Division, which is run by a total of 14 sales representatives and staff members, serves customers in the Tokai region, Hokuriku region, and southern part of Nagano prefecture. This business area encompasses some of the nation’s top automakers as well as companies representing a variety of industries, such as the automotive and aviation industries.



The global economic crisis of 2008 hit this region especially hard. However over the past year the region has shown signs of recovery, and since last summer the Nagoya Office has received an increasing number of inquiries about robotization.

Feel free to contact us for information about welding, handling, painting and sealing, machining and assembly, and other robotization services in our business area. We have demo equipment ready to show you how we can implement a robotization plan perfectly adapted to your needs!