

**MAZAK CANADA TECHNOLOGY CENTRE**  
(Customer Service Built a World-Leading Manufacturer)

Steve Krar

**Background**

From a modest beginning in 1919 in Nagoya, Japan as a machine tool re-builder who offered their customers exceptional service, Mazak has become the leading machine tool builder in the world. This is nothing short of amazing; they are debt free and have financed their expansion throughout the world internally as they grew.

**Company Reputation**

Mazak's continual growth throughout the world is largely due to their innovative products and outstanding work with existing and potential customers by working out the best manufacturing solutions for their products. Their philosophy has always been "If we help our customers succeed, we will also succeed".

- Mazak, with a long history of service and innovation, built their reputation by helping their customers to succeed in their own businesses by improving productivity and therefore developed a strong, loyal customer base.
- They work with companies to design products that are efficient to manufacture, train a company's personnel to become skilled in new technology, and assist with the financing of the equipment required.
- This practice continues to this day even though Mazak now has eight manufacturing plants throughout the world that are supported by twenty-nine technology centers.

**Canada Headquarters and Technology Centre**

Mazak celebrated their 20<sup>th</sup> anniversary in Canada by the grand opening of their new \$4 million Headquarters and Technology Centre in Cambridge, Ontario on May 2, 2007. Each Mazak Technology Centre is a commitment to stay close to the unique requirements and character of world's most important local manufacturing markets, helping customers implement the latest machine-tool technologies and equipment for improved productivity. With knowledgeable personnel close and accessible to Canadian manufacturers, Mazak can provide unique manufacturing solutions, including turnkey systems and process development expertise. This Technology Centre is proof of Mazak's commitment to helping Canadian customers improve productivity and profitability with machine tool technology solutions specifically developed for their particular needs.

## **Technology Centre's Functions**

The Canada Technology Centre can also host technical seminars on the latest manufacturing advances and demonstrate such solutions as multi-tasking technology, five-axis machining, and high-speed machining centres. A large Technology Hall houses 11 Mazak machines for hands-on applications, and presentation and seminar rooms will support training and continuing education programs. The Centre also provides engineering and service functions, turnkey system integration and applications engineering, access to CAD/CAM, automation, and tooling strategies, factory-trained service personnel, and 24-hour-a-day telephone service.

## **Technology Centres Share Experiences**

The Canada Technology Centre is part of the North American network of regional Headquarters and Technology Centres, including the U.S. National Technology Center in Florence, KY. Other regional Headquarters and Technology Centres, that focus on specific regional industries include: the Western Headquarters and Technology Center (Los Angeles) for the aerospace and high-tech equipment, Southwest Technology Center (Houston) for energy services, Northeast Headquarters and Technology Center (Hartford, CT) for medical and high-tech applications, Southeast Headquarters and Technology Center (Atlanta) for transportation and automotive components manufacturing, Midwest Headquarters and Technology Center (Chicago) for agricultural and heavy equipment, and Mexico Headquarters and Technology Center (Monterrey) for the growing manufacturing created to support requirements made possible by NAFTA.

The history of the experiences with manufacturers of all Technology Centres is available to any Technology Centre so that manufacturing problems and their solutions are shared worldwide. In this way they all have a database they can access to quickly help customers anywhere in the world.

## **Investment in Technology**

New technology should never be considered as a cost but as an investment in the future of a company. To stand still and mark time is a sure way of a company falling behind the competition which eventually means many companies give up instead of competing. The new technology produced today, whether it is in machines or software, is more productive and less expensive than it has ever been. Those who continue to use five to ten year old technology and

hope to still be competitive are ignoring today's reality. The competitive race will not be won by the companies who have the largest workforce but by the companies who are the most efficient.

### **Provide Workers with the Best Tools**

Supply the workers in the organization with the best tools possible, whether it is information, machine (equipment), or process technology, and provide a comprehensive training program so they can get 100% of the benefits the technology offers. To ignore the importance of training in a new technology is sure to result in scrap work, low productivity, a waste of capital expended, and the inability to meet customer delivery dates. If a company has an application for a new technology, and it is operated by fully-trained personnel, the return on investment (ROI) is from 6 to 18 months regardless of the value of the investment.

*New technology does not cost money; it makes money when used on the proper application by trained personnel.*

### **Customer Comments**

"Mazak has brought to the Canadian machine shop business a very close partnership relationship," says Mazak customer Peter J. Harry, Managing Director of Eldorado Tool & Manufacturing Company Ltd., in Waterloo, Ontario. "By putting a Technology Centre here, Mazak is acknowledging the importance of Canadian manufacturers. It's like they put us on the map."