

David Sarazen

Vice President Goss International Customer Service

- David Sarazen oversees all Goss' customer service for web offset presses and print finishing systems. David has extensive project management, engineering and customer service experience. Most recently, he was responsible for project management of the Colorliner installation at the New York Times and ultimately responsible for the FPS installation at The Free Lance-Star Publishing Co. in Fredericksburg
- In his current roll, David oversees:
 - Internal and external labor and technical support for:
 - Doublewide/singlewide newspaper and commercial publication presses
 - Newspaper mailroom and commercial bindery.
 - Installation of new press and finishing equipment.
 - Training and technical publications for all equipment.





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Customer Service Support Programs

Metro Users Conference

David Sarazen
March 2010

Program Mission

Goal:

Provide the Goss customer base with an engineered and standardized Support Program Portfolio.

Result:

Improvement in customers overall production operation through training, operational improvements, maintenance, and support.



Customer Program Benefits

- Improved equipment condition
- Downtime reduction
- Waste reduction
- Productivity increase
- Reduction in maintenance workorders
- Reduction in unplanned downtime
- Extended equipment life
- Implement industry 'Best Practices'
- Professional technical assistance
- Access to Goss engineering resources



Program Portfolio

- 1) Maintenance Audit
- 2) Preventive Maintenance
- 3) Hour Blocks Site Support
- 4) Productivity Improvement Program
- 5) Training
- 6) Remote Support
- 7) Breakdown Field Deployment
- 8) Extended Warranty



Maintenance Audit Program

Equipment is inspected for component condition. Prelude to actual maintenance being performed.

I. Goss Developed: Audit developed by Goss International. Component inspection list developed by a collaborative effort between Goss Engineering and Service departments.

II. Customer (or) Jointly Developed: For customers wishing to use: their own program, joint development with Goss, or Goss critiqued.

Result:

- Projected maintenance hours/cost determination
- Detailed maintenance plan scope definition
- Equipment downtime projection
- Parts list cost projection (assist in parts consignment list)

Sample Audit Program

Audit of RTP condition:

- Electrical checks (Warner brake set up)
- Mechanical checks
- Slip rings
- Op & drive side spiders
- Hydraulics
- Reel shaft
- Reel rotation (1395 drive checks)
- Drive shaft
- Dancer
- Paster carriages
- Belt carriages
- Rollers



Preventive Maintenance Program

Program goal is to bring equipment back to 'specification level.'
Adjustments, repairs and parts change-out as needed.

- Tailored maintenance programs based on equipment models and audit results
- Programs developed by Goss Service and Engineering
- Actual maintenance performed with (or) without customer involvement
- Detailed reporting supplied to the customer: repairs, adjustments, parts used, and recommendations.
- Prime training opportunity with customer participation
- Makes future maintenance manageable

Service Parts Consignment

Goss Service and Parts departments work in concert to coordinate a shipment of parts projected to be used on-site. This parts list is compiled from the Maintenance Audit conducted, and historical maintenance data.

Parts are shipped before the maintenance work begins, and the customer is only responsible for payment of the parts used.

Unused parts returned to Goss.



Hour Blocks Program

This program offers a flexible and cost-effective solution for Goss on-site support. Blocks of hours are purchased for utilizing Goss labor as needed.

- Customer defined focus of work
- Discounted 'hourly rate'
- Engineering support
- Examples of Hour Block usage:
 - Routine maintenance (non-formal programs/audits)
 - Training
 - Productivity improvement analysis
 - Breakdown deployment
 - Emergency repair



Productivity Improvement Program

Program goal to increase workflow, efficiency, and reduce waste. Areas of concentration jointly determined (customer and Goss).

Goss trainers and technicians improve customer's setup, startup and operational procedures:

- 'Best Practices' introduced or refined
- Review proper techniques
- Hands-on training
- Data collection / evaluation
- Pre and Post program data comparison



Training Programs

Goss offers a wide variety of training programs for the customer base. Programs are offered in a classroom, hands-on, and live production environment:

- Mechanical and Operator
- Controls, Drives and Electrical Systems
- Integrated 3rd Party Systems
- Productivity Improvement
- Management
- Customized Programs available



Note: *On-line* classes have been introduced, offering an affordable and flexible solution. Reducing downtime and eliminating the requirement for customer resources for a full day.

Sample Training Focus

CT45/ 50 RTP Training:

- Train new & experienced operators on functions of RTP
- Paste pattern make up for consistent splicing
- Checking RTP center dancer position using remove slack function
- Setting of 1395 drive / speed matching
- Warner brake bench test
- Specialist troubleshooting of issues such as proper grounding, oil contamination etc.

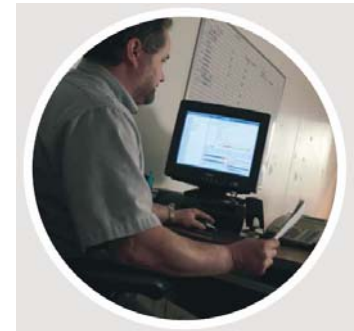
Remote Support Program

In January 2010 Goss International announced a new Remote Support Program providing customers with ongoing post-warranty support.

Goal: Assist customer resources in equipment operational recovery as soon as possible, reducing downtime.

Benefits:

- **Internal technical support staff troubleshooting**
- **Telephone and remote dial up / VPN support (where available)**
- **Reduced breakdown deployment**
- **Support packages:**
 - **Fixed Price:** Cost effective and lowest risk for multiple calls. Unlimited support calls, running one calendar year.
 - **Hours Block:** Tailored for individual 'Sites' and 'Hours of Support' in that site. Three block quantities available.
 - **Per Incident:** For a customer not wishing to purchase in advance, support can be purchased as needed.



Service and Parts 24x7 Line: 1-800-323-1200

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Breakdown Deployment

In the event of a breakdown and the issue cannot be resolved through the *Goss Remote Support Program*, a field technician can be deployed:

- Immediate dispatch coordination
- Technical expertise
- Customer Service management support
- Engineering support
- Parts access 24x7



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Extended Warranty Program

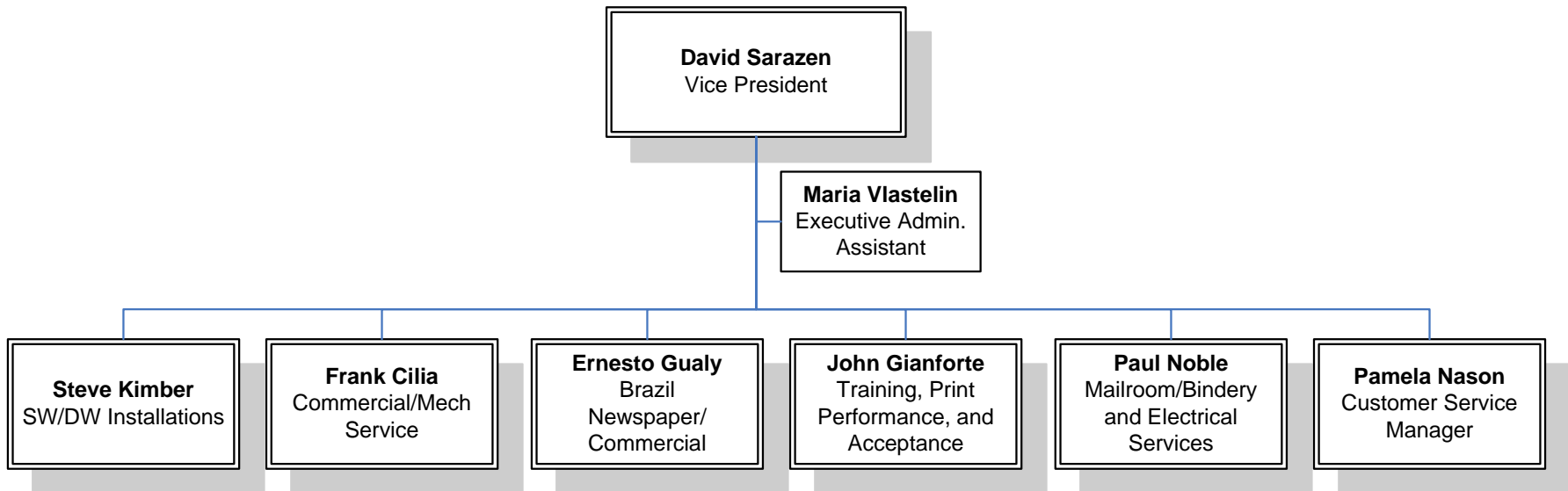


An Extended Warranty Program is offered to customers exiting their active Goss Warranty period.

Consideration will also be given to those customers who's warranty has already expired. All customers are considered on a case by case basis.

Prerequisite for this program is an in-depth equipment audit, to determine the customer's equipment and systems condition.

Service Department Organization



Technical Expertise / Extended Support

Goss International has worked hard at developing a diverse **Field** and **Technical Support** skill set. This diversification allows Goss to concentrate on quality new installations, provide support in the field for existing customers, and remote troubleshooting support from the office.

<u>Field Technicians</u>	
Mechanical	75
Electrical / Systems	21
Training / Specialists	11
Total	107
<u>In-House Technical Support</u>	
Mechanical	5
Electrical / Systems	8
Splicer / RTP	7
Total	20

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Thank you for your continued support!

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