CUSTOMER SERVICE

Service at HCH means a lot more. Our engineers offer qualified support from the very beginning with designing bearing supports, answer technical questions and develop specific bearing solutions with our customers on site, worldwide. HCH has long been persisting in orientating its products towards the needs of clients and keeping the promises of three "is", namely,

- The customers' plan is HCH's plan
- The customers' standard is HCH's standard
- The customers' interest is HCH's interest.

To better communication with our customers and coordinate with HCH production, quality, R&D departments as well as shipping companies, HCH has established a sales representative team with the principle object of helping customers. The primary function of the customer representative is to offer outstanding ser vice to HCH customers while supporting customer service coordinators by providing training, mentoring, leadership and guidance. The representative also sets performance goals, monitors performance, and provides ongoing feedback to customers. It is the responsibility of the representative to be available, helpful, friendly and knowledgeable. As an HCH bearing group customer representative, he/she also has to own some special qualification such as advanced computer skills multiple means of communicating with customers. Communication can occur via telephone, fax, standard ail, email, in person or through various conferencing or messaging methods on the Internet.

Review of requirements related to the product	Make sure product requirements are well defined.
	Make sure company meet the defined requirements.
	Make sure contract or order requirements are clear.
Production and quality management system audit	Audit production processes are well established and maintained.
	Audit marking and packing details meeting with the requirements.
	Audit quality management system to be compliant of requirements.
Check shipping schedule from internal & external	Ensuring company production capacity meets delivery.
	Ensuring shipping date meets customer's requirement.
	Ensuring shipping documents are well prepared.

More important than WHAT we do is HOW we do it. We go back to the basics when it comes to customer service. At HCH Bearings, you will always speak to a live human ready to assist you when you call us - not voicemail, answering services, computerized messages, or secretaries. We attach faces and voices to our customers, not account numbers. Our account managers are available to troubleshoot and assist you on-site, while our inside product specialists are available at a moment's notice to help in the sales cycle. Both work closely together to provide service that far exceeds your expectations. You can count on HCH Bearings to come through for you every time.

Logistics Services

We know logistics. We know how to enhance your success. HCH Logistics Services manages a dedicated transportation network of air, sea, road and express programs created to meet the needs of manufacturing companies shipping finished products and industrial goods. Through the establishment of fixed time tables, our network assures reliable, short-lead-time deliveries around the world.

By sea

By air

By truck

By rail

Access to the world - Our global distributor network provides availability of HCH products virtually anywhere in the world. Thanks to HCH partner construction plan, with a dedicated distribution network and pre-scheduled timetable, we diliver on time, on budgets, always. Our processes and systems are uniformly integrated worldwide, and easily accessed through a single point of contact. The HCH global supply chain consistently provides delivery accuracy an important advantage for our authorized distributors and their customers:

- Reduce transit times
- Expedite orders
- Provide real-time inventory status
- Improve reliability, availability and accuracy

Technology adds value - HCH logistics services with integrated technologies and advanced e-business tools to simplify transactions and improve information flow. We will keep your production lines moving with proven inbound logistics solutions and delivery systems. To maintain this world-class leadership in supply chain management, HCH continually invests in the human, physical and IT resources necessary to:

- Traceability
- Lead-time and frequency
- What can the market offer?
- Environmental impact.

Moreover, by partner training program, HCH makes sure that its authorized distributors have the appropriate information avaiable to help support their customers.

Cost efficiency is critical - so every opportunity for reducing cost must be adapted. You need someone who will help you save money, while maintaining quality and integrity. HCH Logistics Services understand your concern. We are trying our best to create the optimal marketing value chains of best service, highest speed and lowest cost to solve your specific challenges.

Technical support

HCH actually takes pride of maintaining a personalized sales and technical services. The company is very committed to a very high level of customer satisfaction and services, even through after sales. To cater steadfast and consistent support of services, the company has maintained teams of skilled-trained technicians and expert engineers in order to have unwavering, prompt and timely technical support even through after sales.

Utmost bearing selection service

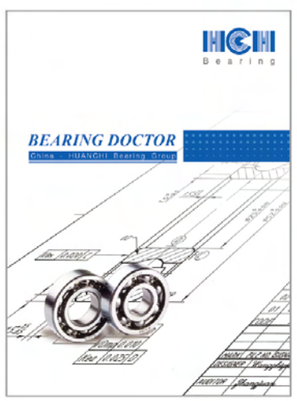
Rolling bearings come in a wide variety of types, shapes and dimensions. To design a rolling bearing arrangement it is necessary to to select a suitable bearing type and to determine a suitable bearing size. However, a bearing arrangement does not only consist of rolling bearings but includes the components associated with the bearings such as the shaft and housing. The lubricant is also a very important component of the bearing arrangement because it has to prevent wear and protect against corrosion so that the bearing can deploy its full performance. Beside these, the seal is also a very important component, the performance of which is of vital importance to the cleanliness of the lubricant. Moreover, several other aspects have to be considered, such as appropriate fits and bearing internal clearance or preload, holding devices and installation and removal methods, etc.

Application solution available in HCH

To successfully create value for customers demands a deep understanding of what customers specifically require and need with regard to products and services. Customers who manufacture large series of products such as vehicles, household appliances, pumps and electrical motors have very specific and exacting requirements with regard to technology, quality, logistics and price. Customers who manufacture products and equipment for the process and manufacturing industry such as compressors, industrial motors, gearboxes, industrial equipments, and various machines make very high demands on HCH's ability to develop and deliver products and solutions offering the highest possible performance and quality. With our range of "fit for function" solutions, we offer you standard and customized solutions that enable you to improve performance and, simultaneously, reduce overall costs.

Effective bearing failure analysis

The accurate diagnosis of a bearing failure is imperative to prevent repeated failures and their additional expenses. While performing failure analysis is commonly left to outside vendors, the actual collecting of information can make a great difference in correctly diagnosing a bearing failure. Omitting information to someone providing bearing analysis can cause confusion and be misleading. For this reason, it is important that not only the bearing be returned for analysis, but information about the equipment and the equipment's history accompany the bearing. For example, a prolonged lubrication problem may be overlooked if a lubricant sample is provided from the bearing but the examiner was not notified that the equipment was freshly lubricated after becoming noisy and taken out of service. HCH field representatives who are knowledgeable and highly trained from years of industry experience, and can often resolve a technical question or problem on the spot and further recommend a cost-effective solution.



Training services

At HCH we believe that training is a critical part of the support of our customers. We offer an extensive array of training on rolling bearings, customized to meet the specific needs of the customer. Our training programs cover topics such as bearing basics, handling, mounting, un-mounting, lubrication, and proper maintenance, but can be catered to suit your particular needs. Whether you are an OEM, end user, or distributor of HCH bearing products, we can assist you with your bearing needs with the tools, format, and location and pace that work best for your team.

Keep up to date

The goal of the training and qualification measures of the HCH Technical Training Centre is to achieve skilled HCH employees in External Sales and advisory work in the business divisions Machine Building and Automotive. This goal is also applied to our sales partners. The HCH Technical Training Centre communicates technical methodological expertise in:

- Theory and principles of rolling bearings, plain bearings and linear technology
- Detailed product knowledge, assembly and applications
- Analysis, application and calculation of products
- Operational processes

Currently, there are more than 20 courses offered via the HCH Distributor College. These include topics from bearing basics to specific bearing types, with additional courses continually added.

Sales partner training

Keeping up to date with the latest product information, technology and techniques is one way that HCH Authorized Distributors provide their customers with more value. That's why HCH provides a wide range of training specifically developed for our distributors, many of whom require their employees to participate in the training as a quality measure. Starting from a firmer base in the characteristics and functions of rolling bearings, the training participant will receive the necessary explanations for their selection appropriate to the application. This background knowledge primarily supports our sales partners in gaining the loyalty of their customers by going beyond the definition of rolling bearing designations and rolling bearing types all the way to appropriate bearing selection.