

AMCHAM



Summer-Fall 2012

For a Better Business Environment



MINING Industry in Armenia

Mining Service in Armenia

■ The availability of mining machines is the most vital point of mine exploitation. So the service providers have to be ready to rapidly solve the machine's problems, in order to make the machine work as long as it is possible. "Our uniqueness lies in the fact that without any adequate conditions we are able to perform high-quality maintenance service in all Greenfield projects, which meets the 4 stars of Caterpillar standards," said Hayk Martirosyan, head of mining department of Zeppelin Armenia LLC.

In 2008, when Zeppelin Armenia LLC began to expand and sell large portfolio of mining equipment such as 90t CAT 777F,G, 130t CAT 785C Off-Highway trucks, CAT 993K Wheel loader, CAT 6018FS Hydraulic excavator, CAT 992K Wheel loader, CAT 992G Wheel Loader, CAT D10T Track Type Tractor (Dozer), etc., a need arose to establish service centers on mine sites, directly at the customers' territories. The first service center was opened in Kajaran, at Zangezur Copper Molybdenum Combine, which in the beginning was just a warehouse with emergency stock and fast moving items and onsite service. As in the territory of the customer the existing workshop buildings were too old, Zeppelin Armenia LLC found an interesting but temporary solution, using modern containers equipped with all necessary preventive maintenance (PM) and mobile posts. Preventive maintenance posts were used for wheel machines and mobile PM posts - for track type machines, thus, creating an opportunity to perform maintenance of such important productive machinery. This is a temporary solution, which allows the customer to construct its own workshop building, but in the meantime, perform the maintenance of its fleet. The second branch is in Teghout, where we have opened a service center in the open field, with more advanced temporary PMP, for which Caterpillar granted 3 stars of excellence to Zeppelin Armenia LLC. Thaghkashen Service center in NK is in process of construction. As the co-operation between Geoteam and Zeppelin companies has already started, Zeppelin Armenia is already planning a service branch for Amulsar project. Till the end of 2013, the company plans to have 6 service centers: Kajaran, Zod, Teghout, Taghkashen, Agarak and Almusar.

"We are partners of our customers," said Heiko Kreisel, general director of Zeppelin Armenia LLC. "Everything we do is intended to maximize value for our customers. Aiming to build lasting alliances with our customers, we offer cost-effective system solutions with innovative technology, quality, reliability, professional product support and services." The main function of the centers is to promptly perform the planned maintenance, as well as the emergency 24 hour/365 day repair, avoiding the downtime of the productive machines. The overhaul of the components is performed in the CRC

center in Abovyan, which though opened recently (4 stars of Caterpillar standards), allows to implement the component repair in high world-class quality and with warranty. In this case the role of the branches is to exchange the components and send for overhaul on time. Currently two branches have their own warehouses, with spare parts amounting to more than USD 500,000 each. In Armenia, in total Zeppelin stores spare parts in the amount of over USD 3.5 million, which allows fulfilling over 80 percent of customer orders right from the stock. This is possible due to implementation of state of the art software for inventory control, which creates daily replenishment orders, based on historical sales and technical input from service engineers. Such service conceptions give the opportunity to the mining customers to decrease the downtime.



"Our employees are the foundation of our corporate success" said Heiko Kreisel. "Each year all our technical staff passes the recurred trainings in Zeppelin Group and Caterpillar training centers." Since 2009 the quantity of mining mechanics has increases from 4 to 40 people.

In 2012, ten new trainees were chosen and sent to Zeppelin training center in Krasnodar, RF. After the successful graduation from the theoretical training course, they are currently working at mine sites for the practical part of the 6 month training. In each branch of Zeppelin Armenia there are 1-2 professional senior engineers from Zeppelin Group or Caterpillar and 6-8 local engineers. The foreign senior engineers have two main tasks: guarantee high quality of service work and train the local engineers on the job. For the mining service sector, safety is the most important issue. This is why we regularly carry out safety trainings, prepare safety instructions, and update all the safety items in a timely manner. Regular monitoring is performed by our own safety engineers, along with the customers' safety engineers. ■

