Kuka Open House Paves Way for Customer Training

By Jim Stickford

The folks at Kuka Robotics Corporation wanted to meet the neighbors, so to speak, so they held an open house.

At its brand new headquarters in Shelby Township, the Kuka folks introduced themselves to their neighbors Aug. 14-15 and showed their customers just what they can do.

Stuart Shepherd, CEO and area manager - Kuka North America, said the company is one of four operation groups in North America belonging to the German company. The other three:

• Kuka Toledo Production Operations, which helps in the construction of Jeeps for Chrysler.

 Kuka Systems in Sterling Heights

• Kuka Assembly and Test in Fenton. Mich.

Shepherd said the Shelby Township facility makes robot products for all kinds of industries, including aerospace, medical and consumer products, not just automotive businesses.

"Part of the reason we're holding this event is to introduce us to the neighborhood," Shepherd said. "People aren't that familiar with our market and we'd like to tell them that Kuka is more diverse than they might think.

"During the recent economic downturn, we grew because we are not dependent on the auto industry, or for that matter just one or two industries.'

The second reason the company held the open house, Shepherd said, is to show the customers they already have just what new products and services they are now able to offer.

A check of the parking lot revealed cars from other states, including Georgia, Ohio, New York, New Jersey, Indiana and Illinois.

The new facility in Shelby Township, which first opened its doors last November, will ultimately employ more than 100 people and will be the North American hub for both Mexico and Canada.

'We do customer and employee training," Shepherd said. "We have students here every week from our customers' businesses to learn how to use our products. We also do product demonstrations and retraining. Basically, we do anything to help our customers use our products."

Kuka components are made elsewhere in Germany and Europe, Shepherd said.

"What we do here is convert robots from general products to products designed for specific customer uses," Shepherd said.

"In addition to training customers how to use our equipment, we share ideas with them and develop new applications. We call it applications engineering."

What most people don't realize, Shepherd said, is that robots and robotic technology has changed and advanced greatly over the years. Even compared with five years ago, the technolo-

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gy has vastly improved. He likens it to smart phone technology.

That's part of the reason the Kuka folks held the open house. It gave them the chance to show what they can do without having to wait for a trade show, Shepherd said.

He added that the auto companies and parts manufacturers are good customers, but only about 10 percent of Kuka's business is based in Michigan.

So, why did they base their headquarters in the southeast part of the state?

"About two-thirds of Kuka Robotics Corp's jobs are right here in Shelby Township," Shepherd said. "The rest are based close to where our customers are located to provide service as needed.

But being located here, we are able to take advantage of the international border between the U.S. and Canada. Southeast Michigan is also a major transport hub, connected to the St. Lawrence Seaway and major railroad points.

"We are near four airports – Detroit Metro, Flint Bishop, Willow Run and Windsor, which is a good regional airport. When it comes to transportation, you name it and this region has it."

Shepherd, who is from Indiana originally and moved to the area before living near Toronto and eventually returning to metro Detroit, said they looked at a lot of states before deciding to settle in "They also like how Shelby Township.

"We really like the region," Shepherd said. "A lot of people in other parts of the country don't realize just what the region has to offer. We get engineers from California or near Boston who come here and are surprised just

"They also like how their dollars go farther when it comes to buying a home in areas with great schools."

Having the open house allowed the company to show off the region, Shepherd said, and to show off the company's "really cool stuff.'





SOUTHFIELD - The Automotive Industry Action Group (AIAG) said that it thanks the U.S. Securities and Exchange Commission (SEC), for issuing the final rule for implementing Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act on Conflict Minerals as it promotes compliance in the auto industry.









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