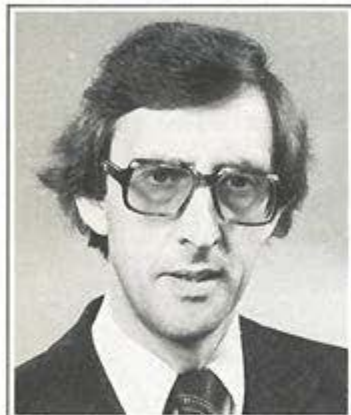


"FOR THE WANT OF A NAIL..."

OR STRAND SPARES FOR BOTH OLD & NEW PRODUCTS



by David Martin

PROVIDING a comprehensive spares policy for products is a very important customer service. With all the product changes that are occurring in the Strand range, readers may be interested in the steps we are taking to ensure spare parts are available for old and new products.

When the design briefs were written for the new luminaires, which have become Minim, Prelude and Harmony, great stress was laid on designing and provisioning spares for all the products. Many readers will be familiar with the photographs of all the spares for these lanterns which were produced at the time the product was launched. Though we did not expect any demand for spare parts, we considered it most important that a complete stock of spares was available at the time the lanterns were introduced, indeed, in some cases the spares were produced before the lanterns.

We then had to decide how to provide spares for all the products which were being replaced. It appeared sensible to carry out a complete review of our spares policy. The factory kept over 10,000 component parts for the products which were being manufactured at the beginning of 1980. Clearly it was impossible to identify, stock, supply and re-order all of these components for the next 10 years. The Strand Parts Scheme of packaged spares and sub-assemblies, developed over the last few years, had been popular. It was decided to extend this to cover all products that had been discontinued for some years previously, such as the 263/4 and the 763/4.

The concept is to provide packs of parts or sub-assemblies of items that may need to be replaced in a convenient form with all the items a customer may need for replacements.

Each product was examined individually and parts required for spares identified. Lanterns were considered first to ensure that adequate provision-

ing would take place for all the products due to be discontinued. Control Systems and Dimmer Racks have just been completed. Duet and Galaxy have become standard products and the mystique which surrounded memory systems some years ago has totally vanished. We have therefore included these in the spares programme. Memory Systems still require specialist servicing but a similar approach to spares works equally well. With electronic components it is frequently not economic to repair printed circuit boards and in general we do not stock P.C.B. components. The work of repairing these requires special facilities which are beyond most users. We have a comprehensive network of service agents who can decide if it is economic to repair printed circuit boards and have access to the components and testing techniques necessary to carry out this work. However, for the average customer, it is much more reliable and cheaper to replace a complete printed circuit board.

No matter how thoroughly you go through products from time to time you do miss items and whilst writing this article, Jim Dempsey of Scottish Televi-

sion contacted our Spares Department to ask why we did not stock a wire and pin as a spare part for a T.V. hook clamp. Why not indeed? I am pleased

What can he want? Graham Kerr and Dick Dyer puzzle over a customer's order for a spare. We still get requests for parts for lanterns going back 20 years — and surprisingly often we can provide them.



to say that this item has now been added to the list of spare parts we stock.

With the substantial increase in the number of spare parts which are being stocked, it was apparent that a special warehouse and staff would be required to look after the spares programme. The photographs show part of the premises which have been set up between the main warehouse and the Service Engineers' workshop. This stocks Strand spares and all the spare parts for the Quartzcolor range of lanterns, where a similar packaged spares policy has been adopted. You can get some idea from the photographs of the different sizes of the parts, with a photograph of one of the smallest.

A new Spares Price List has been published which shows all the spares for all the products covered by the programme. Illustrations of the spares for the Prelude/Harmony/Minim range are available, and Permuis and Environ illustrations will follow shortly. ■

A customer's eye view of the spares operation. Graham Kerr points out the appropriate Strand part for the job — made to the original specification and guaranteed to fit the product perfectly.



A corner of the now very completely stocked spare parts operation. There is a good 50 yards of shelving like this. From this extensive stock genuine Strand and Ianiro spares go out to customers and agents all over the world.