

The logo for 'item' is displayed in a bold, red, lowercase sans-serif font.

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# A SUCCESS STORY

USER REPORT

 **Pannonsys - Software Kft.**

Factory equipment  
manufacturer switches from  
steel to aluminium for  
lean production



FIFO rack with roller conveyor in production

## Factory equipment manufacturer switches from steel to aluminium for lean production

Pannonsys Services is an up-and-coming supplier to the automotive industry in Hungary. Since the start of 2012, it has been using the Line D30 Lean Production System from item to produce factory equipment, with great success. But how did it all start?

Up until mid-2011, the company's assembly engineers used classic steel tube systems. But there was no shortage of problems, as Managing Director József Bakus recalls: "It was virtually impossible to establish reliable dealer structures with material suppliers, deadlines were

constantly being put back and supply shortages were commonplace. Unhealthy competition often got in the way of the work that really mattered and there was almost no chance of developing efficient solutions. What's more, material quality was frequently poor and compatibility was a problem. It took an awful lot of hard work and improvisation to satisfy customer demands."



József Bakus, owner

Mr. Bakus, the owner and sole shareholder of the company, was already familiar with the building kit system offered by Solingen-based item, having first encountered Line 8 profiles some time ago. At the end of 2011, he placed an order with item sales partner Tech.Con in Hungary for a D30 Lean Production System package, so that he could find out more about the products. "The

field service engineer who brought us the parts made a very good impression,” explains Mr. Bakus. “He focused directly on our needs and was supportive of our desire to better address the specific requirements of our customers in the future.”

### **Better than steel**

The specialists at Pannonsys Services very quickly recognised the many and varied benefits of the aluminium Profile Tubes, since Line D30 offers a number of crucial advantages over conventional steel tube systems. They were particularly impressed by the die-cast aluminium Fastener – the core of the system. The fatigue strength of the Fastener minimises the maintenance costs associated with factory equipment designed for dynamic loads. Using just one Fastener for all 90° connections also saves on warehousing costs and means that intersections can be reconfigured with exceptional speed and flexibility. “The item products are quite simply very good quality, look good and were shown to us using samples in the very first meeting we had.” The intuitive Line D30 profile/tube system also proved popular in Hungary thanks to its one-man assembly principle and the speed at which constructions can be built and reconfigured.

Soon after, specialists from item in Germany travelled to Hungary to stage an in-depth product training course and were available to answer questions all day long. Rolf Biermann, head of the workshop, first explained details using item’s clearly laid-out workshop poster. Then it was down to work – all the staff got to know the Fasteners with their long-term stability, sawed through the first Profile Tubes together and experimented with the wide range of accessories. When the team of experts said goodbye, they left



item product training at Pannonsys in Hungary

behind not just the poster, but the wide-ranging opportunities that Line D30 makes possible as well. Established in 2006 and taken over by Mr. Bakus in 2010, Pannonsys Services currently has 26 employees. Mr. Bakus is proud of the two main focal points that his company pursues



A major order of trolleys shortly before delivery

and that are mutually supportive. The software side of the business develops administrative software for customers but also for in-house use.

The other side of the business, the Tools division, organises, plans and builds factory equipment for manufacturing companies. Metalworking, concept development, building and calibrating customised machinery and producing special tools and components are all part and parcel of day-to-day operations. Over the last few months, the company has been able to significantly expand its portfolio and lower its prices by combining the Tools and Software divisions. “The only way of making sure work is of a high standard and consistent is to use good tools, good materials and professionals. That is what we aim for and item is a valuable partner in helping us achieve this.”

A carmaker that runs a production site close to the plant in Hungary was already a customer. Initial worries that the switchover in materials would not be well received were soon forgotten, and the changes that the factory equipment specialist recommended to the international com-

pany were readily accepted. Since then, the carmaker has placed numerous small orders and large projects with the firm.

### Quality generates growth

Another important step into the future was taken on 1 April 2013, when Pannonsys Services relocated to the Győr Industrial Park. The new site, which includes a production hall that covers almost 900 m<sup>2</sup> and more than 200 m<sup>2</sup> of office space, gives the company plenty of scope for pursuing further success. Mr. Bakus sums up the company’s goals for the future: “Our main aims are punctuality, trust and flexibility. What we offer is clear – our expert know-how, our mindset, efficient organisation, reliable planning and the dependable execution of each individual project.” Besides expanding its engineering activities, the company also plans to grow its administrative operations. The new software is the first step and the company also needs another mechanical engineer urgently.

In the meantime, the firm’s owner is well aware of the benefits that item products have brought: “The elegant

*” My workforce’s motivation has been boosted thanks to item, because they see their work as more valuable and more consistent now. What’s more, Line D30 makes their day-to-day work much more straightforward. “*

aluminium Profile Tubes put us in a very good light, but not just because they look good. More importantly, they enable us to deliver better products.” Mr. Bakus is particularly happy with how the atmosphere in his company has improved. “My workforce’s motivation has been boosted thanks to item, because they see their work as more valuable and more consistent now. What’s more, Line D30, the Lean Production System, makes their day-to-day work much more straightforward.”

**item and Pannonsys Services – quality through partnership**

## LINKS

Find out more about Pannonsys:

<http://www.pannonsys.hu>

Further information about Line D30 can be requested from item:

<http://www.item24.com>



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item Industrietechnik GmbH from Solingen, Germany, develops and supplies the MB Building Kit System, a system which enables customised solutions for all aspects of industrial factory equipment engineering. The Building Kit System is based on aluminium profiles, carefully coordinated fasteners and versatile functional elements.