



# WALTER

## Global Community News



*“Sharing the Collective Experience”*

March 2001



### **WALTER Brazil, ABB Vendor of the Year!**

**ABB Service is the largest Industrial Maintenance Company in Brazil. It is a part of the ABB Group of companies - global leaders in engineering and technology, responsible for a quarter of the installed capacity of electrical energy generated on the planet.**



*Registered trademark of the ABB Group.*

**ABB Service is present on the entire Brazilian territory, covering also some other countries in South America. All related services to maintenance are provided: Installations and start-ups, Preventive, Predictive and Corrective Maintenance, Repairs, Retrofits, Modernizations, Global Maintenance Projects, Software Design, Spare Parts reposition, Customer Training, On site maintenance, etc.**

**We have been struggling to be an ABB supplier since the very early days of WALTER Brazil. After several testing and cost/benefit demonstrations, we joined the band.**

**The consumption of abrasives is proportional to the size of the organization. Every abrasive manufacture wanted to be an ABB vendor. If we were to sell on price, we would not sell a single grain of aluminum oxide! Our point was the whole package offered.**

**Our proposal was not only to offer the best abrasives in the market, but the Technical Support on site, training of their own personnel, of the Temporary Labor (hired in large Shut Downs, such as Oil Refineries) and also their customer's personnel. The initial higher purchasing price is totally diluted with the added value that we include in every wheel sold.**

**In 1999 we were among the ten best vendors. As mentioned in the Newsletter at that time, our goal was to clinch the pole position. And after training more than 600 people, being present in almost all of their contracted accounts across the country, from the rain forest jungles to the rain flooded São Paulo, we were appointed as the Vendor of the Year!**

**This achievement at this benchmark company was only possible due to our strength as a Global Player. It was a result of the expertise learned from our colleagues, with the availability of the most innovative and highest quality products and also from the full support from our International Headquarters.**

***By contributing to the customer's success we are striving to become the best respected firm in our industry on a worldwide basis.***

***Jorge Farsky  
J. WALTER Ltda - Sao Paulo, Brazil***

**If you have an experience that you wish to share with the Walter Global Community, please submit your comments at any time to [csiregar@walter-net.com](mailto:csiregar@walter-net.com).**