

The KWS Advantage

Competitive Advantages

Potential Customers ask – “What differentiates KWS from other manufacturers?”

Competitive Advantages

At KWS, we understand the needs of our Customers and strive to meet and exceed their expectations. Everyone is a Customer! We all want the same thing – A quality product that meets our needs, is delivered on time with good Customer service and sold at a competitive price.

Quality

Quality is defined by the Customer, and derived from the total KWS Customer experience. Our ISO Quality mission is a commitment to Customer satisfaction and a dedication to continuous improvement. Quality throughout the whole process is the KWS commitment to our Customers. It's not just product quality, but quality throughout every step of the Sales, Engineering and Manufacturing processes. Quality starts with our first Customer contact and never ends. As the market leader, we listen to our Customers and make continuous improvements on a daily basis.

On Time Delivery

As part of our ISO Quality program, every order is tracked for on-time delivery. We have delivered 96.4-percent of our orders on-time or ahead of schedule over the past four years. We are very proud of our on-time delivery record and will continue to make improvements in our processes. KWS uses “Lean Process” principles to make improvements in every aspect of our business. The basic principle of Lean is to eliminate waste or any unnecessary step in the production of a product or service.

Customer Service

Customer service means Customer satisfaction. Our goal is to provide Customer service that exceeds expectations from the way we answer the phone to the way we resolve a field issue or answer a technical question. As part of our ISO Quality program, we track Customer feedback with a goal of achieving total satisfaction. Any negative response is directly addressed by the ownership and top management at KWS. The President and Vice-President as well as the top managers are directly involved in resolving every Customer complaint because we want to ultimately provide a totally positive Customer experience.

Competitive Pricing

KWS is one of the largest conveyor manufacturers in North America and has experienced over 500-percent growth in the past decade. By utilizing Lean Manufacturing techniques, we are able to produce very high quality equipment with the least amount of raw materials and wasted movement. KWS can compete with any other manufacturer in the world on a level playing field, providing very competitive pricing to our Customers.

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Other Competitive Advantages

Complete Product Line

- Screw Conveyors – Shafted and Shaftless
- Screw Feeders – Single and Multiple Screw
- Bucket Elevators
- Vertical Screw Conveyors – Shafted and Shaftless
- Heat Transfer Screw Processors
- Mixers – Batch and Continuous
- Belt Conveyors
- Drag Conveyors
- Hoppers, Bins and Silos
- Slide Gates
- Spare Parts – Custom and CEMA Standard
- Structural Supports

KWS has the most complete product line of mechanical conveying and process equipment in the industry. Our focus and expertise is providing the correct solution to your conveying or processing need.

Engineering Capabilities

Due to our extensive engineering department and expertise, KWS is a licensed engineering firm in the State of Texas. KWS is certified to design and manufacture process equipment in accordance with the ASME Boiler and Pressure Code and can provide vessels with the ASME "U" stamp. We also repair pressure vessels and process equipment in accordance with the National Board of Boiler and Pressure Vessel Inspectors (NBIC) and can provide vessels with the "R" stamp. KWS is the only conveyor manufacturer in the world with ISO, ASME and NBIC certifications.

Involvement of Top Management

The ownership and top management are directly involved in every phase of the operations at KWS. The President and Vice-President make very quick decisions enabling KWS to respond to our Customer's needs. If a Customer has a breakdown situation, KWS is able to provide replacement parts or an engineered solution immediately. We can "clear a path" through engineering or manufacturing to supply equipment when needed.



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