



KWS Reduced Lead Time from
25 to 8 Days

Expedited Replacement Mass-Flow Screw Prevents Costly Paper Mill Downtime

Introduction

Smurfit WestRock is a leading manufacturer of paper and packaging products with facilities throughout North America. Virgin wood fiber consisting of wood chips along with recovered fiber from recycled containers and paper are used to create new paper and corrugated box material. Screw feeders and conveyors deliver wood chips to the pulping process and are also used in the bleaching and chemical recovery processes.

At the Smurfit WestRock mill in Roanoke Rapids, NC, a 30-inch diameter mass-flow screw feeder meters wood chips into the pulping process. The existing mass-flow screw experienced sudden failure. Immediate action was required to prevent extended downtime and maintain production schedules.

Challenge

The failed mass-flow screw was critical to mill operations, and no replacement was available onsite. Standard lead time was approximately 25 days, creating the potential for significant production losses and operational delays. Smurfit WestRock needed a trusted manufacturing partner capable of expediting the replacement without sacrificing quality or performance.

KWS Advantage

KWS has the capabilities to meet any urgent requirement. With 100-percent in-house manufacturing capabilities, KWS reduced the lead time from 25 days to just 8 days. The replacement mass-flow screw was manufactured to exact specifications to ensure proper fit and performance. With the ability to respond quickly and deliver high-quality solutions, KWS minimized downtime and helped Smurfit WestRock return to normal operations.

Cost Savings

Reduced lead time by 17 days resulting in significant downtime prevention and production recovery.

Customer Testimonial

"KWS stepped up when we needed them most. Their team expedited the mass-flow screw and delivered exactly what we needed to keep our operation moving."

Maintenance Supervisor, Smurfit WestRock



KWS Manufacturing

3041 Conveyor Drive
Burlleson, Texas 76028

Toll Free: (800) 543-6558

Phone: (817) 295-2247

Fax: (817) 447-8528

www.kwsmfg.com



Made-To-Order Solutions



Mass-Flow Screw was Manufactured to Exact Specifications



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