



# 10 Questions to Ask Your Motor Repair Partner

## Key Items to Consider Before Sending Motors for Repair

*Compare Schulz to the competition and feel confident in your motor repair partner.*

	<b>Schulz</b>	<b>Competition</b> _____
1. Are you ISO 9001:2008 Certified through a 3rd party registrar? Do you perform regular vendor audits as part of your Quality Assurance Program?	<input checked="" type="checkbox"/> <b>Yes!</b> Schulz is currently ISO 9001:2008 Certified through a 3rd party registrar and has one of the most extensive, documented, QA Programs in the industry. Vendor audits are performed regularly.	
2. Do you have in-house Level II NDT Inspectors? Do you have a designated Level III NDT Inspector/ Examiner?	<input checked="" type="checkbox"/> <b>Yes!</b> Schulz staffs two Level II NDT Inspectors and has a designated Level III NDT Inspector/Examiner.	
3. Do you have a Customer Satisfaction Program in place to ensure continued performance approval of both your services and your customer service personnel?	<input checked="" type="checkbox"/> <b>Yes!</b> Schulz performs yearly customer satisfaction surveys and results have shown that along with our services, we have a very well respected and highly rated staff of managers, department heads, and customer service personnel.	
4. Do you provide continuing education opportunities to ensure your employees' knowledge and longevity in the industry?	<input checked="" type="checkbox"/> <b>Yes!</b> Schulz performs on-the-job and procedural training for employees and documents all qualifications. We also participate in State of CT Apprentice Programs to bring younger employees into the field and train them to succeed in the industry long term. In addition, we have 22 employees that have been at Schulz for over 20 years.	
5. Do you provide 24-hour, 7 day a week service to back up your motor repair services?	<input checked="" type="checkbox"/> <b>Yes!</b> Schulz runs 3 shifts, 7 days a week. Someone is always available to take your call personally.	
6. Do you use ONLY calibrated measuring and test equipment in your shop? Are they traceable to national or international standards?	<input checked="" type="checkbox"/> <b>Yes!</b> Schulz uses only calibrated equipment, traceable to national or international standards.	
7. Do your quality standards allow for proper VPI of existing windings?	<input checked="" type="checkbox"/> <b>Yes!</b> Schulz performs monthly sampling of its VPI systems to ensure the highest quality results.	
8. Do you have written procedures for every step of the motor repair process? Are they continuously reviewed and updated as necessary to reflect current industry practices?	<input checked="" type="checkbox"/> <b>Yes!</b> Schulz has detailed written procedures for all steps of the process, from initial motor receipt to final quality inspection of repaired motor prior to shipping.	
9. Does your motor shop use a NIST-traceable calibrated Data Acquisition System to record operational load testing results? Is testing performed by individuals independent of production?	<input checked="" type="checkbox"/> <b>Yes!</b> Schulz uses a NIST-traceable calibrated Data Acquisition System, run by individuals independent of the Motor Repair departments.	
10. Do you have your own Predictive & Diagnostic Services Department in-house to provide trending and troubleshooting?	<input checked="" type="checkbox"/> <b>Yes!</b> Schulz has an in-house Predictive and Diagnostic Services team on call 24 hours a day, with trained and certified technicians specializing in Vibration Analysis, Infrared Thermography, Drives, Baker On-Line Motor Testing, and much more.	