

Press Release

April 28, 2020

Digital Acceptance of Machine Tools using Online Meeting System

DMG MORI CO., LTD. (hereinafter called DMG MORI) began digital acceptance of machine tools using the online meeting system on April 23.

We usually carry out “acceptance tests” of products before shipment. In the test, customers visit our factories to make a final check of the external appearance and machining accuracy of actual machines, finished workpieces and system operation. As the demand for automated systems that include not only machine tools, but also peripherals, is on the rise in recent years; acceptance tests have gained a significance in order for customers to check advanced and complexed machine operation. However, travel restrictions put in place to prevent the new coronavirus (COVID-19) infection made it difficult for them to visit our factory for the test. Delayed shipments can have a negative impact on customers’ production plan and schedule.

In response to the disruptive situation, we began digital acceptance tests by connecting our factories and customer sites using online meeting systems. It enables customers to remotely check the product images in real time from multiple cameras attached to machine tools and systems before shipment. Digital acceptance tests are not inferior to on-site tests. Because it is a live connection, our engineers can give detailed explanation about checking points and products to customers and interact with them in real time. We also take solid measures for the purpose of protecting customers’ confidential information.

We recommend the digital acceptance for customers, including those in overseas, who have difficulty in visiting our site for acceptance tests even after the restrictions for preventing the virus infection have been eased. It is also convenient for those who have given up on visiting us for the reason of distance and schedule in the past. We believe that this digital service will increase satisfaction of customers across the world.

DMG MORI continues to contribute to boosting customer productivity through cutting-edge digital solutions.