

PRESS RELEASE

Services

In-depth understanding of customer machines: new production line coaching from KHS

- Newly developed service creates expertise
- Increase in line efficiency and system availability
- Individual on-site training for customers

Dortmund, September 15, 2025 – With its new production line coaching service, KHS GmbH provides its customers with extensive expert knowledge of their filling lines. Individually tailored to the respective participants, the courses convey a comprehensive understanding of the production environment, thus speeding up troubleshooting and helping to avoid unplanned downtime.

Training courses for machine and system operators have long been a fixed feature of the KHS GmbH product portfolio. With its new production line coaching service, the Dortmund systems supplier is now taking this another step further. Being able to operate your machine properly is one thing; understanding its role in the context of an entire line with its vast number of interdependent processes is another. Goods and material flows, ongoing maintenance measures and cooperation between production personnel: all of these factors influence the speed and effectivity with which sources of disruption can be detected and remedied.

This is precisely where KHS production line coaching comes in. “Our lines integrate reliable machine processes that are exactly coordinated with one another to enable top performance,” says Pasqual Sturm, line optimization

auditor at KHS. “With our production line coaching service, we’d like to sensitize production managers and shift supervisors to the various influences and sources of disruption prevalent in the production environment so that they can use their line as intended: for maximum efficiency and permanent top performance.”

Learning to read the line

Employee fluctuation, the introduction of new production lines or changes in efficiency and resource conservation requirements: the many years of experience gathered by KHS’ Line Optimization Department show that the level of customer knowledge regarding optimum line operation greatly varies for a number of reasons. A lack of detailed knowledge often results in lost time and a much lower line efficiency. In providing production line coaching, KHS is establishing a basis upon which customers can understand all details of the processes surrounding their machines and the impact these have on the line function.

One new trend in production is the increasing use of digital monitoring systems. “The information constantly captured by a data analysis system provides key indications of the state of the line,” claims Roger Schwarz, line optimization auditor for KHS. “So that customers can exploit the efficiency of their line to the full, personnel must interpret this information correctly. They can then predict avoidable downtime from this.”

Extensive know-how for highly qualified employees

“Take the following example: at the end of the line, the product conveyor doesn’t collect the full product pallets from the palletizer fast enough. The upstream packer then interrupts its work and reports a line stop,” explains Sturm. This message subsequently has to be compared to the real events on the line to identify the cause of error. The operators then have to apply their expertise – they decide how quickly the actual cause of the fault is found so that the line can carry on running smoothly. A sound understanding of the

dependencies and interactions within the entire production setup is thus essential here.

This generates a real win/win situation: through production line coaching, beverage producers increase their line efficiency and shorten the amount of downtime. At the same time, they invest in their personnel. For not only new employees benefit from extensive expert knowledge; experienced employees also freshen up their know-how and gain a number of new perspectives. This allows operators on a production line to react knowledgeably and specifically to changing circumstances in their work.

Tailored development

KHS' various production line coaching measures are as individual as its customers' requirements. Each course is therefore preceded by a comprehensive preliminary discussion, during which the actual state of the line is jointly analyzed. Armed with this basic knowledge, the KHS experts then make their way to the customer site, for production line coaching takes place directly in the production shop.

"Instructions, telephone support, FAQs – there's plenty of that on offer. With production line coaching, we want to provide assistance precisely where it's needed, namely directly on the line," Schwarz states. Together with the participants, the information gleaned is translated into suitable exemplary measures for improvement. KHS' intensive coaching services are designed for a maximum of two participants per course.

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Picture captions:

Pasqual Sturm

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Production Line coaching

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About the KHS Group

The KHS Group is one of the world's leading manufacturers of filling and packaging systems for the beverage and liquid food industries. Besides the parent company (KHS GmbH) the group includes various subsidiaries outside Germany, with production sites in Ahmedabad (India), Waukesha (USA), Zinacantepec (Mexico), São Paulo (Brazil) and Kunshan (China). It also operates numerous sales and service centers worldwide. KHS manufactures modern filling and packaging systems for the high-capacity range at its headquarters in Dortmund, Germany, and at its factories in Bad Kreuznach, Kleve, Worms and Hamburg. The KHS Group is a wholly owned subsidiary of the SDAX-listed Salzgitter AG corporation. In 2024 the KHS Group and its 5,626 employees achieved a turnover of around €1.654 billion.

PR contact

KHS GmbH
Alisa Altrock
(external PR consultant)
Phone: +49 251 6255 6123
Fax: +49 251 6255 6119
Email: khs@information-presse.de
Website: <https://www.khs.com>

Media contact

KHS GmbH
Eileen Rossmann
(external media consultant)
Phone: +49 711 26877 656
Fax: +49 711 26877 699
Email: eileen.rossmann@mmb-media.de
Website: <https://www.khs.com>