

Name: **Olivier CLAUDEL**

Role: **Head of Product support**

“ Olivier CLAUDEL

Olivier has been Head of Product Support for over ten years. He is in direct contact with clients and provides support both internally and externally. He provides technical support and information on all new applications or installations. ”



Olivier Claudel
Head of Product Support

Head of support

How did you meet the client?

“ This automobile manufacturer was already a Pronic client even before my arrival, it is a long-standing client. They came across us through the internet, the instant you look for thread cutting you come across Pronic. ”

How long have you worked with this client?

“ As I stated earlier, this is a client of long standing. I don't have the exact date but I would say more than 15 years. ”

What were your interests in working with this client?

“ Our principal motivation, like that with most of our clients is the opportunity to work together with the tool maker, the company that builds the cutting tool. Our client asked that we build a tool with the thread cutting integrated and the tool maker came back to to Pronic for the thread cutting aspects. The request was made in June 2013. The tools were delivered in February 2014. ”

What were the requirements?

“ *The objective was to extract from the material a finished piece with the threads in a new and very hard material: steel of dual usage DP 1000. I had tried several times in the material in question and the goal was to rapidly create the threads, knowing that it consisted of six threads on each piece, horizontal and vertical. To put it simply, the part is one side of the seat. There are two symmetric pieces per seat.* ”

Can you describe the solution in detail?

“ **The goal:** create threads in two different directions (vertical and horizontal) in a material not well known and particularly resistant. From there, we designed a tool which responded to the requirements in order to properly position the threads. It was imperative to accomplish all of this in a minimum space within the tool of the tool maker. On a single work point, all of the threads are created in all the directions. ”

In your estimation, what is the main benefit of this application?

“ **The principal benefit** of this application is the threading of several threads in several directions in a single work post. ”

What benefits have you gained?

“ A lot of experience, it was a challenge in that the client was not familiar with the material in question, nor was the tool maker or Pronic. The interest was to be able to accomplish in a limited space and to gain experience with this new material. The principle of threads in different directions is something that has been applied in other solutions. It has brought us a lot of experience on the necessity of having precise placement. ”

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