

proSewer

The customer magazine of MÜLLER



Now with
EXTRA
POSTER in
the middle
section

- ☺ Interview on the topic of service: What makes for good customer service?
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Dear readers and business friends,

in recent years, the pandemic has had the world firmly in its grip, with increasingly disrupted supply chains in many material groups. In our industry, we are currently experiencing various supply problems with chassis, electronics, hydraulic components, aluminum sheets, vacuum pumps and other components. Added to this is the cruel Russian war of aggression in Ukraine and the necessary consistent sanctions imposed by the West, which have ruthlessly revealed our previous great dependence on Russia for raw materials, especially gas. It can therefore be said that we are not exactly in easy times and no one knows how long the prevailing challenges will continue to challenge us.

The current economic situation in our industry is highly complex. We are pleased to have a very good order backlog, but the processing of existing orders is anything but simple, because in some cases there are no starting products or raw materials and orders cannot be completed. In addition, the prices of external upstream suppliers have risen extremely, as have the costs of electricity and gas.

The question many are asking is, „Can we do it?“ Our opinion is yes, but only if we stick together now and do a particularly good job. At the same time, it must be clear to everyone that a good job is related to honest work and, above all, to good quality. Old German virtues such as diligence, honesty, punctuality and quality thinking must be brought back to the fore. Only then will we have a chance of surviving the global pressure of problems.

We at MÜLLER want to meet the existing challenges with continued good quality. Of course, this already starts in the preparation of orders and naturally also in production. In this issue, we have focused on the area of painting and would like to show you what is so special about a high-quality MÜLLER paint job. However, quality is not only related to the creation of the actual product, but is also reflected in our overall behavior and in our after-sales service. That's why we conducted an in-depth interview with our customer service manager Michael Bläsing in this issue of proSewer to find out what constitutes good customer service and how we live it at MÜLLER.

For us, quality does not end with customer service, but rather we would like to support you in your own work on the sewer. That's why we are once again offering driver and operator training courses, so that your people can brush up on the topics of sewer work, vehicle technology and occupational safety in a theoretical yet practical manner. It is a well-known fact that knowledge about the economical operation of vehicles not only increases the work result, but also the economic efficiency.

Although we see ourselves as a specialist manufacturer of sewer cleaning vehicles, we also have other high-quality products in our range. These include our pipe stoppers and leak test equipment. Recently, we had the pleasure of supplying a special socket testing device for one of the largest environmental projects in Europe. Read about the Emscher project in this issue.

„Last but not least“, we also want to further improve our performance on the Internet, which is why we would like to offer sewer cleaning accessories in our MÜLLER OnlineShop in the future. In this issue we also report on the creation of this new store by our trainees in cooperation with the IHK Lippe zu Detmold.

We would like to thank you for your continued trust in our company and, as always, hope you enjoy reading this issue - stay with us and, above all, stay confident.

Yours sincerely,

 
Dr. Volkwin Müller Wolfgang G. Müller



ASKED!

Interview with

Michael Bläsing

Head of ServiceCenter



SERVICE: What makes for good customer service?

Nowadays, operators of wet waste disposal vehicles are facing increasing cost pressure more than ever. Crew and material costs are rising steadily, taxes and fees are increasing, and meanwhile fuel, electricity and gas are also becoming much more expensive.

For this reason, it is becoming increasingly important to ensure the availability of one's own vehicle fleet at all times. Vehicle downtime costs money. However, if there are temporary failures of the vehicle technology due to necessary repairs, maintenance, etc., these downtimes must be reduced to a minimum. MÜLLER is known for the fact that its in-house customer service has a very good reputation among its customers. We took this as an opportunity to talk to customer service manager Michael Bläsing about his philosophy of good customer service.

proSewer: Mr. Bläsing, what makes for good customer service?

Michael Bläsing: It starts with putting yourself in

the customer's shoes and looking at what really matters from his point of view. This includes, among other things, significantly increasing the operational reliability of the vehicle through maintenance, thus minimizing the risk of breakdown. The costs of vehicle maintenance must also be known and calculable.

Preferably, I would like to recognize at an early stage when wear and tear occurs on the vehicle. And, of course, at the end of a vehicle's service life, a high resale price should be achieved.

proSewer: How can MÜLLER customer service support its customers in this regard?

Michael Bläsing: To solve this demanding task, waste disposal companies depend on reliable service partners that they can call on to support them. We see this as our task at MÜLLER Customer Service. As a professional customer service, we must constantly ensure that our own technical, personnel and operational capacities can meet the customer's requirements.

proSewer: What does that mean in concrete terms?

Michael Bläsing: At MÜLLER, service for our customers naturally begins in production through high manufacturing and material quality. And through the use of monitoring sensors that protect the vehicles from possible damage as far as possible. Once the vehicle has been delivered, however, the customer has more to do with after-sales service. Either because he has regular maintenance carried out by us or because something was damaged when the vehicle was in use, for example.

When the customer comes to us, the way in which he is greeted is important. In our company, customers are addressed personally by name, because they simply know each other. Next, the workshop environment is important.

After their vehicle has been delivered, customers can spend time in a comfortable and clean waiting area with plenty of seating. There he can find magazines about vehicles and beyond. Of course, there is free coffee or tea as well as cold drinks from a refrigerator. Free WLAN should be a matter of course nowadays. We also have a TV to bridge the waiting time.

proSewer: What do MÜLLER customers expect from your work?

Michael Bläsing: Nothing is more important to the customer than to get the feeling that we, as a workshop, place more value on getting the vehicle into a good, safe and functioning condition than on maximizing profits. Profits are important, of course, and keep our business going, but in the long run, reliable service is worth more than a higher short-term return.

We never try to sell more expensive parts or parts that don't really need replacing - but we certainly offer options for parts that will be needed soon, as this can make the workshop visit more efficient and cost-effective for our customers.

proSewer: In addition, MÜLLER customer service offers preventive maintenance and predictive service to keep the vehicles in good technical condition. Can you say something about that?

Michael Bläsing: One prerequisite for this is to replace wear parts exactly when the service life of these parts comes to an end and not only after a case of damage has occurred.

Our many years of experience and a consistent failure analysis of failed components help us to determine when the normal service life has expired and which part needs to be replaced.



And this is best done before an unplanned failure on the construction site completely disrupts our customers' schedules.



But also the fast and competent installation of these parts by our trained service technicians is carried out by us especially according to requirements and in close consultation with the customer.

proSewer: But you don't always know in advance when problems will occur on the vehicle, do you?

Michael Bläsing: No, that's clear. But precisely because we don't know exactly when and where our service will have to be called in, we have set up a mobile customer service in addition to the existing workshop capacities at our main plant. Our mobile service engineers can then repair any damage on site with their fully equipped workshop vans.

In addition, we have a service network of independent contract workshops for our customers in Germany. However, since the construction of the new service center in Schwalenberg at the latest, we have maintained a correspondingly high level of service capacity so that even unplanned repairs can be carried out. The regular inspections of the high-pressure system,

the pressure vessel or the crane inspections can also be carried out at our site with a minimum of downtime.

proSewer: But what about accidents, conversions and major repairs?

Michael Bläsing: Of course, due to the high demand, we have also created possibilities here to carry out complex technical conversions with competent teams of vehicle builders and service employees, so to speak hand in hand. Since the processing must be carried out under insurance technical aspects in very close cooperation with experts, ways have also been installed here where, in addition to comprehensive documentation and exact order processing, a fast repair is nevertheless the top priority.

proSewer: Competent employees in the workshop is one thing. But many customers also call first before they come in for service, don't they?

Michael Bläsing: Yes, that's true, and there aren't always just the really big problems with

the vehicle. But also the small problems that can occur with regard to the many different components on a waste disposal vehicle – whether in hydraulics, pneumatics or control technology, can very often be solved by our well-trained employees on the service telephone.

Here, all questions regarding troubleshooting, procurement of spare parts, dispatch of a service technician or manufacturer advice in a service workshop are accepted and competently completed by the relevant specialists. We are only satisfied when our customer is also satisfied.

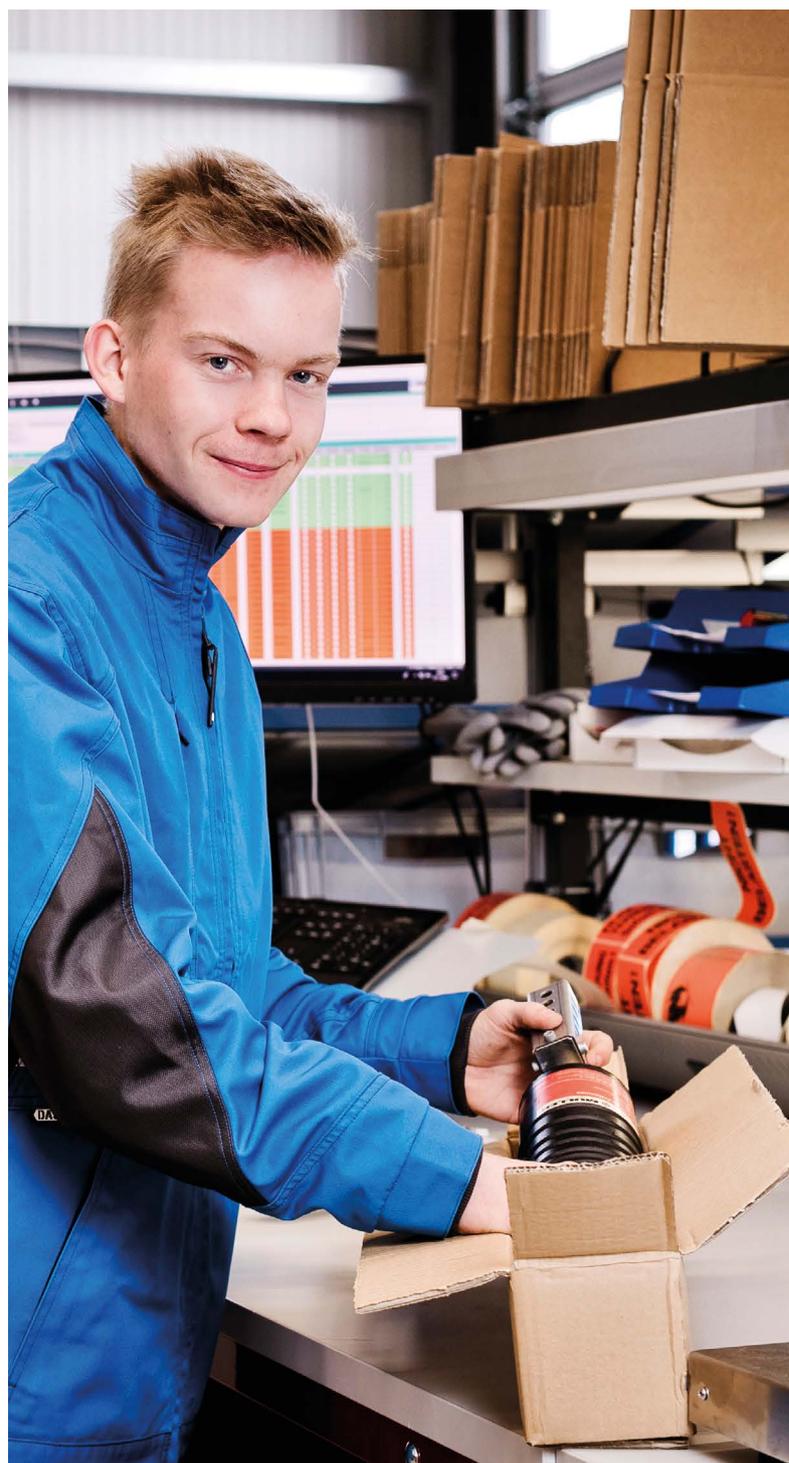
proSewer: What do you do with the experience that the customer service department gathers regarding possible problems with components, etc.?

Michael Bläsing: Of course, we don't just keep it to ourselves. Another important aspect of our customer service is the continuous integration of this experience into the research and development of our company. We use the internal findings from damage to disposal vehicles to introduce ever better parts and components into the future generation of vehicles.

In this way, we ensure that the service life of the sewers is increased and that a MÜLLER superstructure can continue to earn money in the future under increasingly tough competitive conditions. Last but not least, the high resale revenue also stands for the good quality that is ensured by routine service.

proSewer: Mr. Bläsing, thank you for this interview!

Author: Dr. Volkwin Müller | Photos: Katrin Biller, Bielefeld
MÜLLER Umwelttechnik



The range of services offered by the Service Center is very diverse. In addition to maintenance, inspection, repairs and TÜV/ADR/UVV inspections, we also carry out retrofits, conversions, painting work, bodywork overhauls and accident repairs and also offer spare parts and suitable accessories as well as used vehicles. Of course, advice and training are also part of our service. We even don't stop at leak testers!



QUALIFICATION MOTIVATED: **New driver and operator training courses 2023**

There is a lot to do! The public sewer network in Germany is over 600,000 kilometers long. If you were to string the individual connections of this network together, you could circle the earth 15 times or almost build a double-wire „hyper-loop“ to the moon. It should be noted that we are only talking about the public sewer network in Germany - the private and industrial sewer systems are estimated to be at least three times as long.

So there is indeed a lot to be done. The question is, with what and, above all, with whom? With which tools, equipment and machines do we want to accomplish this task, and with which personnel? On the machinery side, i.e. the sewer cleaning vehicles, a great deal has happened in recent years. Many efforts have been made to increase the quality of cleaning, cleaning efficiency and resource efficiency, as well as occupational safety in this area.

As a body manufacturer, we have made a considerable contribution to increasing the situational awareness of the vehicle operator by means of

innovative operating concepts in order to master the required task. The desire is often to clean as many enclosure meters as possible with as few resources as possible and in as high a quality as possible in as short a time as possible – and without an accident, if possible. Oh yes, and the vehicle should not be damaged either.

It is clear here that the pressure on the operator to perform the task and thus the demands on his qualification profile have grown steadily and will continue to grow. This brings us to the second and certainly most important ingredient for success, the crew. If they have a bad day, perhaps because they are demotivated or overwhelmed by the task, things can go wrong. And often the one is related to the other. After all, the basic condition for the attractiveness of a workplace is technical equipment with perfectly functioning vehicles and accessories.

However, the current level of training of an employee also plays a major, if not essential, role. If a vehicle operator is not properly trained, problems often arise that can lead to technical errors,



a lack of employee motivation, or even dismissal. The solution here can also lie in the further qualification of employees in order to improve and sustainably ensure the performance of the company, the loyalty of the employees to the company and also the acceptance by the client.

As a body manufacturer that has always kept an ear to the ground since 1951, we want to make a small contribution to this and support you as a vehicle operator in training you or your vehicle operators professionally and preparing them for the most varied situations in the sewer. After a break of several years – also due to the Corona period – we are therefore pleased to be able to revive a new format of driver & operator training in 2023.

It will start at the end of February 2023. The topics of working in the sewer, vehicle technology and occupational safety will be covered in three full days. The content will be kept short and crisp and deliberately practical so that the knowledge gained can be applied immediately in practice. Our internal and external instructors ensure that the three days are not boring. So there will be no One man show. The evening program will also be taken care of accordingly.



The participants will have many opportunities to meet and exchange experiences outside of the official program.

Those who do not wish to participate on all days can theoretically attend only a part of the theme days, but we recommend the complete program. We will repeat these three days several times, so that if necessary a missed date can be made up. And the great thing is, we even take care of your accommodation.

Visit our website right now and secure your date. We look forward to seeing you again in Schwalenberg!

Author: Wolfgang G. Müller | Photos: Katrin Biller, Bielefeld
MÜLLER Umwelttechnik

QUALITY: The skin for the hard use!

People have been painting and decorating their dwellings and objects for thousands of years. More than 30,000-year-old cave paintings in northern Spain and southern France provide impressive evidence of this.

While the Egyptians, Romans and Greeks of ancient times already had highly developed painting skills, the Chinese took this development a decisive step further in 2000 BC. In addition to decorative and coloring elements, they invented a way of providing surfaces with a smooth and glossy texture in up to 30 ultra-thin layers. These coatings, which they produced from the milky sap of the Rhus tree, not only looked beautiful, but also gave the substrate a certain degree of protection.

This protective function became increasingly important in the years that followed. In seafaring around the 4th century BC, wooden ships had to be protected from the effects of rough seas and weather.

Due to the industrial revolution in the 18th century, more and more goods were made of corrosion-resistant iron. To protect them from the weather, the surfaces had to be painted with a protective coating. Finally, in the 20th century, Henry Ford introduced the assembly line for mass production of automobiles. The spray gun, invented by Allen De Vilbiss in 1890, now replaced the brush painting of vehicles.

Today, the painting of commercial vehicles also serves to protect and thus also to preserve the value and beautify the surfaces. The painting of commercial vehicles and their superstructures must always be adapted to the respective area of application of the vehicles.

What can our customers expect from a MÜLLER paint job?

- ☺ Optimum, long-lasting corrosion protection on all components
- ☺ Uniformly smooth and glossy surfaces
- ☺ High mechanical and chemical resistance of the surfaces
- ☺ Very good UV resistance of the top coats



The surface of a sewer cleaning vehicle is exposed to an above-average mechanical and chemical load in practical use. Since MÜLLER superstructures represent a premium product in the field of wet waste disposal vehicles, they have a high value for the user.

The special paint finish at MÜLLER

When painting the superstructures, we take into account the requirements described above, which is why our painting is distinguished by various aspects. The first prerequisite for high-quality painting is trained specialists who have learned the job from the ground up.

At MÜLLER, we currently employ 13 employees



and one female employee in our in-house paint shop. We see these qualified junior employees as the key to our success. For this reason, we have also been training our own vehicle painters for years, who make a significant contribution to ensuring that our high quality standards in the painting of our bodies will continue in the future.

The technical equipment in our paint shop is also impressive. Compared with other commercial vehicle paint shops, it is very good. At the Schwalenberg site we have a 13-meter paint shop with a very effective heat recovery system, a 12-meter chamber dryer, a 2-component mixing system, a color mixing system, a digital color shade paint mixing system, a digital color measuring device and our own blasting system.

All components are subjected to a consistent single part painting process. We spend a great deal of time preparing the individual components.

The time ratio of preparation to painting is about 2.51. Inaccessible areas are primed manually with a brush before painting. External technicians from paint suppliers repeatedly confirm to MÜLLER that no other body manufacturer prepares in such a time-consuming manner.

We also work with 2K epoxy resin primers on all metallic substrates. Compared to polyurethane primers, these are significantly more expensive to process and procure. However, they are characterized by better impact resistance, adhesion and diffusion density.

Please continue reading on page 14

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MILLIMETER WORK: We want it not only to comply with legal requirements, but also to look good, blend in with the overall appearance of the vehicle and be durable. That's why we need several hours to apply the contour marking.

We do not paint tanks and water reservoirs using the „wet-on-wet“ process, but rather with a time-consuming and material-intensive filler sanding process. This is otherwise only the case with classic car painting. In this way, we achieve a better and more uniform gloss on large surfaces. All the paint materials we use at MÜLLER are purchased from premium manufacturers and independently tested for their durability in a 504-hour salt spray test before being introduced. After completion of a MÜLLER superstructure, we invest a great deal of time in the paint finish of our finished superstructures. Visible threads and screw connections in the lower area of the vehicles are additionally sealed with a hollow wax. The average finishing time per vehicle is about 20 hours.

Contour markings are retroreflective outline markings on vehicles. They serve to increase the visibility of trucks and trailers. At MÜLLER, contour and warning markings are applied with great care and attention to detail. Hardly any other manufacturer in our industry offers similarly elaborate bonding. We are also very forward-looking and sustainable in terms of environmental impact, as we have reduced our solvent consumption from 15 to 8 tons over the last 10 years by using highsolids paint materials (annual solvent balance).

In addition to the points mentioned above, we at MÜLLER offer further positive differences in commercial vehicle painting compared to other market companions, which represent a clear customer benefit. One of these is the additional EP zinc dust coating. Very few manufacturers in our industry offer an additional EP zinc dust coating on steel. With a total coating thickness of 200µ according to the ISO 12944 industry standard (industry standard for corrosion protection of steel structures by coating systems), we thus achieve a level of corrosion protection approaching C5, which is otherwise only found in heavy steel construction (e.g. bridges). In addition, we offer an EP internal tank coating called „MUTankProtect“. Such a very useful interior tank coating is hardly offered by any other manufacturer. This coating can contribute significantly to the long-term functionality of the tank. In addition, we can also offer our „ADR tanks“ with conductive coating.

Even special requests such as special lettering or a double clear coat with intermediate sanding can hardly be found in this quality at other manufacturers in the municipal commercial vehicle sector. A professionally executed high-quality premium paint job for commercial vehicles is a very important aspect of customer orientation for our company.

However, this customer orientation does not end with the painting of a body. Rather, we also want to meet this requirement before delivery. We ensure this by subjecting the entire vehicle to a visual inspection in our finish hall. This includes a detailed inspection of the paint quality, a paint layer thickness check and the removal of any surface defects, such as fingerprints or other visible spots on the paint surface. Unpainted stainless steel surfaces are treated with a special VA acid, Rubber and plastic parts are rubbed with a care agent. The interior of the cab is also cleaned, as is the interior of all equipment cabinets and hose and nozzle boxes.

Finally, the entire commercial vehicle is hot washed in our wash bay with a high-pressure cleaner to ensure that all inaccessible areas in the vehicle frame are also free of contamination.



This special protection of the vehicle's surface contributes significantly to maintaining the value of the vehicle. With good care by the user, MÜLLER bodies thus retain a high resale value, making the vehicle a good investment for any waste disposal company and ensuring a very high value retention.

Author: Lars Karlikowski and Dr. Volkwin Müller
Photos: MÜLLER Umwelttechnik



TOPIC ENVIRON- MENT:

**Renaturation
of the Emscher**
with innovative Müller-
technology



JOINT SEAL TESTING XXL: One of the largest environmental projects in Europe

The renaturation of the Emscher river with a catchment area of 865 km², a length of 85 km and a height difference of 120 m from the source to the mouth is an engineering masterpiece and an imposing generation project. Since 1992, this project has been pushed forward and at the same time the construction of an underground sewage system was started, the technical data of which are unique.

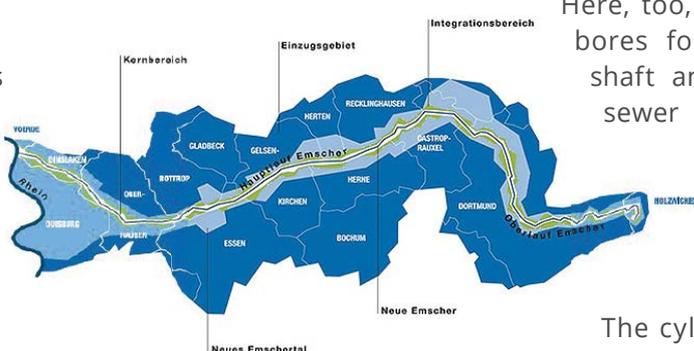
The Emscher sewer is the main artery of the new drainage system, which runs along a pipeline length of over 73 km between Dortmund-Deusen and the Dinslaken-Oberhausen-Duisburg city triangle the wastewater from around 2.3 million inhabitants as well as from industry and commerce. Since the start of the project, four large sewage treatment plants, pumping stations, wastewater treatment plants and more than 430 km of new underground sewers have been built, which serve as „feeders“ for the main sewer. The main sewer alone required the excavation of more than 1,300,000 cubic meters of earth.

The dimensions of the shafts alone are gigantic. The diameters range from 6 m to 23 m, the shaft depths up to 40 m. Due to the slope along the route, huge underground pumping stations ensure that, in extreme cases, up to 15 m³ of water per second is pumped to ground level so that it can continue to flow in the next section of the canal. With this pumping capacity, the Oberhausen gasometer could be completely filled in about three hours. Above ground, hardly anything can be seen of this technology.

But this project also has a lot to offer in biological terms. In the meantime, the diversity of species in and around the water has increased considerably. Among other things, animals such

as trout, bullheads, sticklebacks, kingfishers, mountain waders and damselflies – powerful evidence of the successful renaturation of this region.

Two basic methods were used to construct the underground channels. In the tubing method, as used for large structures such as the Gotthard Base Tunnel, concrete segments are assembled piece by piece to form a large concrete ring. The main method used in the Emscher project, however, was the pipe jacking method with a pipeline length of over 51 km.



Here, too, a tunnel boring machine bores forward from the starting shaft and creates space for the sewer pipes. These consist of finished concrete rings and are driven step by step toward the target shaft with the aid of large hydraulic presses.

The cylinders are then retracted, another concrete ring lowered into the shaft and installed in the jig, so that this process can start all over again, while the excavated soil material can be transported to the starting shaft and disposed of by truck.



Today, idyllic river landscapes once again characterize the face of the Emscher region. Blue rivers with green banks - lined with bike paths that invite you to experience the new blue-green infrastructures in the heart of the Revier. The Emscher conversion will revitalize the central river system in the Ruhr region. The basic prerequisite for this is barely visible above ground: the 51-kilometer-long Emscher wastewater canal runs at depths of up to 40 meters. It replaces the Emscher as the region's wastewater collector.



In total, this process enabled pipe lengths of up to 1,200 m between the manholes. As is well known, MÜLLER not only manufactures wet waste disposal vehicles in the premium segment, but has also been producing shut-off and leak testing systems for sewerage specialists for several decades, in addition to the corresponding suction and flushing accessories. This includes, for example, socket testing devices for leak testing of pipe connections, which we have already produced in large nominal sizes.

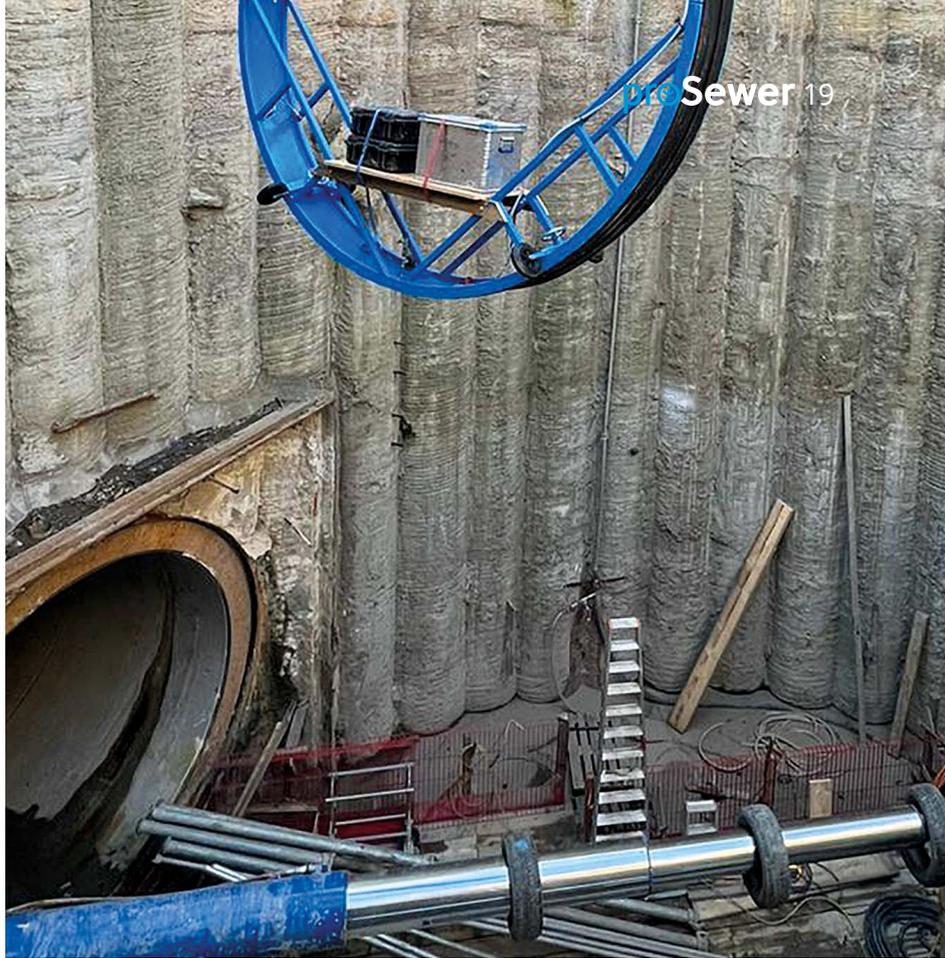
The company I+D Sanierungstechnik GmbH from Bocholt, which has been a MÜLLER customer for almost 20 years, is also aware of this. I+D Sanierungstechnik offers complete services from a single source. In addition to concrete, sewer and manhole rehabilitation, this also includes sewer cleaning, sewer inspection, and soil consolidation work with a wealth of experience from all civil engineering and special civil engineering areas.

It is obvious that the Emscher project can be seen as a special civil engineering topic due to the dimensions and marginal parameters mentioned. For this reason, I+D Sanierungstechnik is the ideal partner for this project and is thus

involved in a project in which the work on a tributary of the Emscher - the Berne-Mittellauf - in the Essen urban area is in full swing. Here, too, as with the Emscher, the BerneSystem with around 20 km of underground sewers is to free the Berne of its pollution load. Sewers with a diameter of 2,800 mm will converge in a main collector with a diameter of 3,800 mm, which will also serve as a backwater protection.

As in the case of small sewers, such large enclosure formats must of course also be tested for leaks. Among other things, this is a task that I+D Sanierungstechnik was entrusted with. Since the equipment required for this is not available off the shelf as a standard product, MÜLLER received the order at the end of 2021 to build a socket testing device with which the main collector can be tested accordingly.

When assembled, the device has a nominal width of 3,800 mm, consists of a total of four segments and weighs 650 kg. For easy handling and individual height adjustment on site, it has an adjustable chassis. Since the individual components can also be easily dismantled, the socket tester can be transported on a car trailer. In this case, the seal remains on one of the four steel bodies.



In the meantime, the socket tester has passed its endurance test several times. The customer is satisfied and the MÜLLERTeam is pleased to have been able to provide an individual solution for this highly interesting project.

Should you also have such or similar requirements, our contact person Andre Weber in our Service-Center will be happy to assist you at any time.

Author: Andre Weber and Wolfgang G. Müller
Photos: I+D Sanierungstechnik,
MÜLLER Umwelttechnik



RO-KA-TECH 2023

HALL 4, BOOTH C06

We are looking forward to seeing you again.



TRUCKS



OPERATING SYSTEMS
AND APPS



SERVICE

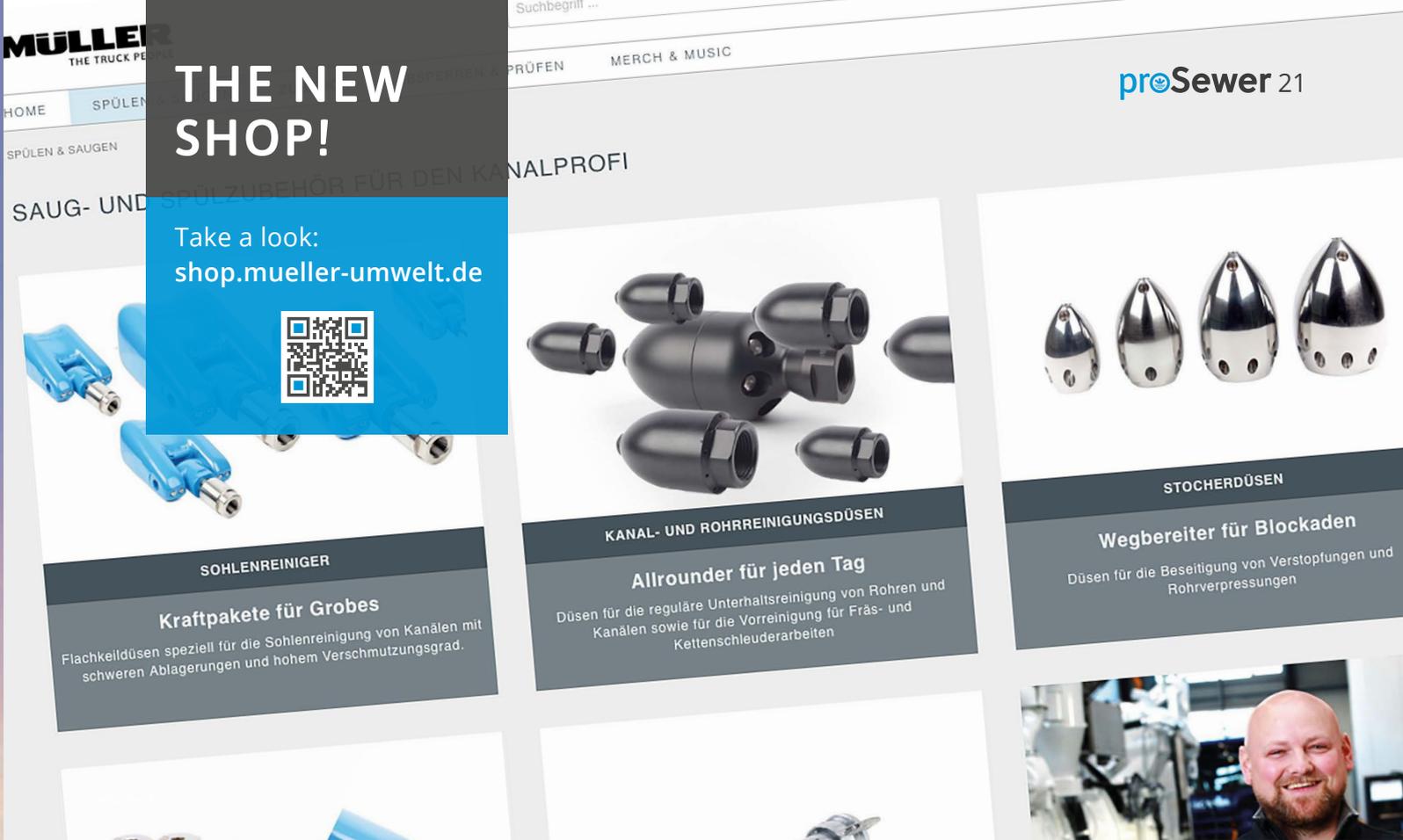


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ONLINE: Sewer cleaning accessories from the WEB

The „A-Team“ creates new MÜLLER OnlineShop

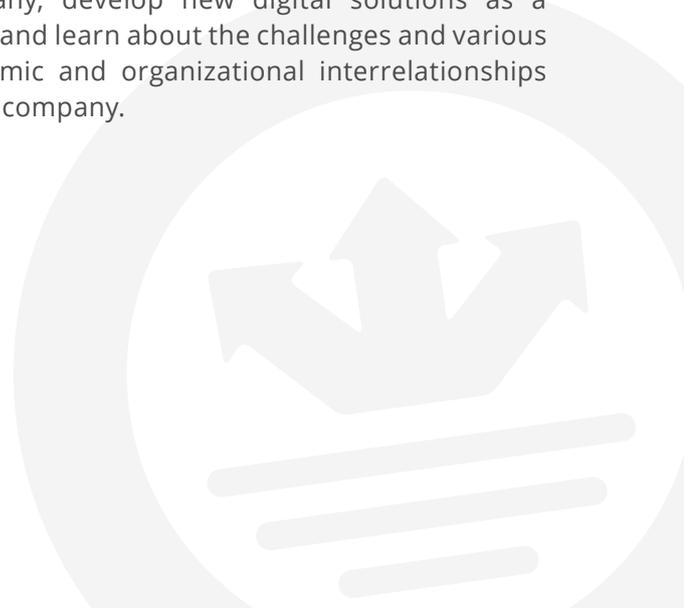
In most industries, selling products and services online has long been old hat. Online stores are now so sophisticated that in some cases just two or three taps on a smartphone are enough to trigger an order. The underlying logistics - from order processing and picking to shipping and invoicing - are also so sophisticated and optimized that in most cases the customer receives the goods within a few days.

In the past, MÜLLER has repeatedly dealt with this topic because the company's range of accessories is so diverse and important for the professional and efficient operation of vehicles for sewer cleaning and other disposal tasks.

However, if you take a look around in this industry, modern store systems seem to be largely lacking. This is why we decided last year to introduce a new store system for our accessories range that would meet current market requirements in terms of design, simplicity, information content and responsiveness, as well as the requirements of a wide range of end devices and browser tech-

nologies - i.e., does the store work on my cell phone/PC/tablet? Of course, this also includes defining and establishing the associated work processes in the background, of which the customer is completely unaware.

„Actually a typical digitization topic,“ thought personnel and training management d'accord, which is perfectly suited for the „Dig:it Teams Lippe“ project initiated by the IHK Lippe zu Detmold. In such a project, trainees go on a search for digitization opportunities in their own company, develop new digital solutions as a team, and learn about the challenges and various economic and organizational interrelationships in the company.





A STRONG TEAM: Lucas Durgeloh, Mika Wiese, Robin Mahmud and Adrian Kelhorn

After selecting a suitable software infrastructure and determining which products should initially be included in the store, article master data had to be collected and compiled, or product properties defined and assigned for the filter and search function in the store system. But writing and revising product descriptions and creating product photos also required a lot of effort – not to mention the organizational integration into existing workflows and their documentation.

Now the time has come and customers can order items from an initial range of the broad MÜLLER accessories spectrum with immediate effect. The portfolio, which is to be expanded step by step, currently focuses on selected duct cleaning and special nozzles, nozzle inserts, suction nozzles, special vehicle accessories for efficient and material-friendly work, and accessories for occupational safety. But also for the area of leak testing, pipe stoppers and leak testing systems such as shut-off bladders, shut-off test bladders are offered.

But today, there is more to an online store than just accepting orders and delivering the goods. The focus of our offering is clearly on and imparting application know-how. To ensure that this succeeds, there will be a central contact person

for the articles offered in the store, who will help you with any questions you may have regarding the correct selection and configuration of the products and their use and configuration of the products as well as their application in practice.

Andre Weber is employee in the ServiceCenter and is responsible for the consulting and the sale of vehicles and and other accessories with accessories with appropriate training. Through his former professional activity in sewer cleaning and disposal, he can look back on a wealth of experience and can answer users' questions in many respects.

„My goal with our new OnlineShop is to be close to the customer not only in terms of our products but also in terms of advice. In part, this is achieved through helpful product descriptions.



And if that's not enough, I can be reached by phone or email at any time, so we're sure to find a solution to questions very quickly. Through my previous job, I have meanwhile experienced several situations in application, so that I am well prepared for all questions of this kind," says Andre Weber.

In the future, consulting services and product training, as well as vehicle checks regarding HP hose and nozzle configurations, will be offered in addition to the products. But also driver and operator training is planned, where Mr. Weber will support our application engineer Maurice Hasse, who is already known to many of our customers from vehicle deliveries, briefings, demonstrations and follow-up training.

So there is a lot more to come and the MÜLLER team is looking forward to talking to you about this new offer.

Author: Wolfgang G. Müller | Photos: MÜLLER Umwelttechnik

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Andre Weber advises you competently and reliably!

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So that you can experience the whole thing two young employees (Mika Wiese and Tim Gemke), will present the store including the product range in detail with the support of Andre Weber at the next RO-KA-TECH 2023 in Kassel - and that with Formula 1 tools.

We are looking forward to your visit!



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Photo: Norbert Teger, Wastewater Company Stendal



Every assignment has its own unique challenges. This requires regular training. We support you in this!

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Your MÜLLER-Team



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