We are WP Kemper. We work for bakers. We develop, build, install and maintain production lines and machinery for all kinds of bakeries from artisan enterprises to full-scale industrial operations. Worldwide. We have been in the business for over 100 years and know pretty much everything there is to know about how bakeries work. We are the experts when it comes to mixers and mixing systems for dough processing, for frying systems (ring donuts, ball donuts, etc.), for roll lines with dough dividing and moulding machines and for dough sheeters for roll and bread production.

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We are a company of the WP BAKERYGROUP, which means we cover the entire process chain of bakery technology for all purposes ranging from finest artisan to mass industrialized production, for fresh and durable baked goods. We are the only supplier in the industry with that all-round capability, making us market leader in the field, worldwide. We produce everything the market needs. Our machine equipment covers everything from dough processing, dough dividing and moulding, proofing and frying through to baking in multi-deck, rack and tunnel ovens.
The equipment, the production line is always at the core of our considerations. We check over and over again the functionality and operational reliability of all assemblies and components. Design engineers, technicians, master bakers and service staff are constantly exchanging information and ideas at WP Kemper in direct contact with our customers. ProductionCare means initiating, structuring and organizing feedback processes, intelligently evaluating them and taking the appropriate action wherever necessary.

Professional handling of production lines is absolutely key to our customers’ success. Our training offering covers the full range of qualifications needed. Our master bakers and machine operators train on site at customer locations or at our own baking center.

We offer the full service bakeries need to run round the clock: regular maintenance, 24/7-availability, telephone help desk, online analysis of machine data, continuous remote control, monitoring, custom stock of wearing parts and consumables, online ordering 24/7, regular information service, worldwide network of service stations, personal presence on demand at short notice. Delivered with a smile by highly competent and motivated employees.

WP SERVICE LINE 24 . +49 1805 777 123
ProductionCare – Provision for production safety

Regular maintenance in accordance with the manufacturer’s recommendations is key to ensuring consistently reliable production. This alone can reduce downtimes caused by machine failure by about 40%. Average service costs are reduced and the value of the machines remains at a high level over their entire service life.

The Goal. Reduce machine downtime and make them predictable through proactive maintenance.

Prevention
40% less production downtimes

BLUE CARE INTERNATIONAL
Preventive Maintenance and more

- Service contracts
- Regular preventive maintenance
- Premium status at machine breakdown
- Remote support at no extra cost
- Fix price or pay at costs
- 24 months warranty on new machines

PROCESS CONSULTING
For service and production

- Professional training of in-house technicians
- Process consulting through WP Kemper master bakers and service technicians
- Analysis and optimization of production process and end products

BLUE BOX
Spare parts packages

- Original factory spare parts are stored on-site in the bakery
- Custom-filled boxes for each production line
- No delivery time, no line standstills

#prevent
Repairs

Production Care – fast repairs in the event of production downtime

Faults can build up or just happen, no matter what precautions have been taken. When they do, it is vital to initiate and implement the necessary measures as soon as possible. We are ready for unexpected events; we have set up our own service centers worldwide or have recruited expert service partners and certified them based on our own strict requirements. When someone comes from us, you can be sure it will always be a technically well trained technician who can provide quick assistance.

The Goal. Repair machine downtimes fast and thoroughly.

SERVICE LINE
- 100% availability and connection to our emergency service outside office hours
- Register the issue and passing it on to the right specialist
- Categorization (standstill, problem analysis, inquiry)
- Call from a well prepared specialist
- Remote diagnosis, troubleshooting if possible
- Preparations for a visit by a technician or spare part dispatch, if needed

REMOTE SERVICE
- Remote control via the Internet by our experts
- Visits by technicians only when really necessary
- Reduction of line downtime to an absolute minimum

SERVICE TECHNICIANS
- On-going training at our factory
- Many years of practical experience
- Spare parts at hand

FACTORY SPARE PARTS
- 13,000 parts readily available in stock
- 100% machine compatibility
- Spare parts warranty

#takecare
Our Team

SERVICE TECHNICIANS, TROUBLESHOOTERS, SPARE PARTS SPECIALISTS, ADMINISTRATION STAFF, SERVICE CONSULTANTS ...

... we Kemper M.
The future always starts right now, and it starts over and over again. That’s where we get our drive from and how we understand our mission. A mission we pursue with stringent structure and passion. At WP Kemper, we call it FutureWork, our active work on shaping the future – in the Group, together with partners, with universities and in collaboration with research institutions. For ourselves and our customers.

FutureWork, as we understand it, is a forward-looking orientation of all our employees to what the future holds, and it is a central element of our corporate philosophy. For us, FutureWork is about motivation, about the drive to find new things, about passion, implementing structured ways of working, closely following market developments, sensing new customer requirements and following up on them, developing new ideas in creative processes, and never compromising on finding the best solution.

We invest extensively in research and development, and we are involved in numerous research projects, especially in future technologies. Industry 4.0 digitalization is an integral part of our developments focused on networking our systems, implementing new sensor technology for controlling machines, and using autonomous systems wherever they make sense. We like to say, let the future come … we’ll be in the mix!

>>> like to know more? www.wp-kemper.de/future
Well planned digitization can achieve significant performance increases, and enhance the value of machines and equipment.

3D Printing. Individual solutions. Individually manufactured tools, such as stamping tools, make it possible to produce products with a Point of Difference.

Service manuals for fault analysis and troubleshooting are stored digitally and event-controlled in our intelligent machine solutions.

Machines are equipped with graphically interactive cleaning and maintenance support via HMI.

Augmented reality tools are integrated to support experts (from the factory) when carrying out maintenance and repair work.

Condition monitoring systems are deployed all across the production line to increase machine uptimes by carrying out load-based, proactive maintenance.

Data analysis for process optimization of an entire production line is cloud-based and supported by powerful database tools.

3D Printing. Parts on demand. Spare parts – especially less common parts – can be produced and made available at short notice.

Innovative sensor technology such as VICONTROL for quality optimization and documentation and for productivity analysis.

Service 4.0
think process!

**OUR BRANDS**

- WP DONUT
- WP ROLL
- WP TOAST
- WP PIZZA
- WP BAKER’S EQUIPMENT

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