

# Prepare. Run. Optimize.

SIG Combibloc Technical Service



SIG Combibloc



## Your skills, your success, our service.

At SIG Combibloc, we think of ourselves as partners with our customers, who include beverage and food manufacturers from all around the world. As a partner, we treat your success as an obligation. We consistently offer our customers the best possible advice, training and support to ensure that their production runs smoothly and with maximum efficiency.

Our experienced, global and networked Technical Service team supports our customers right from the beginning as part of a close, reliable and tailored partnership: from installation and commissioning to support with production, plant maintenance and a spare parts service, through to technical upgrades for the installed filling machines. Besides technical support, we offer our customers a range of added-value services that make your operations even better.

This brochure provides details of the range of services offered by our Technical Service, providing dependable support for our customers: day after day, year after year, treating your success as our obligation.

Franz-Josef Mines  
Head of Global Service, SIG Combibloc

## Our Technical Service. Your partner for success.

Manufacturing efficiently and highly competitively means ensuring that the installed equipment offers smooth, stable and highly productive performance. To secure this performance, food and beverage manufacturers worldwide benefit from our more than 35 years of experience in the aseptic filling of long-life food and beverages into our carton packaging.

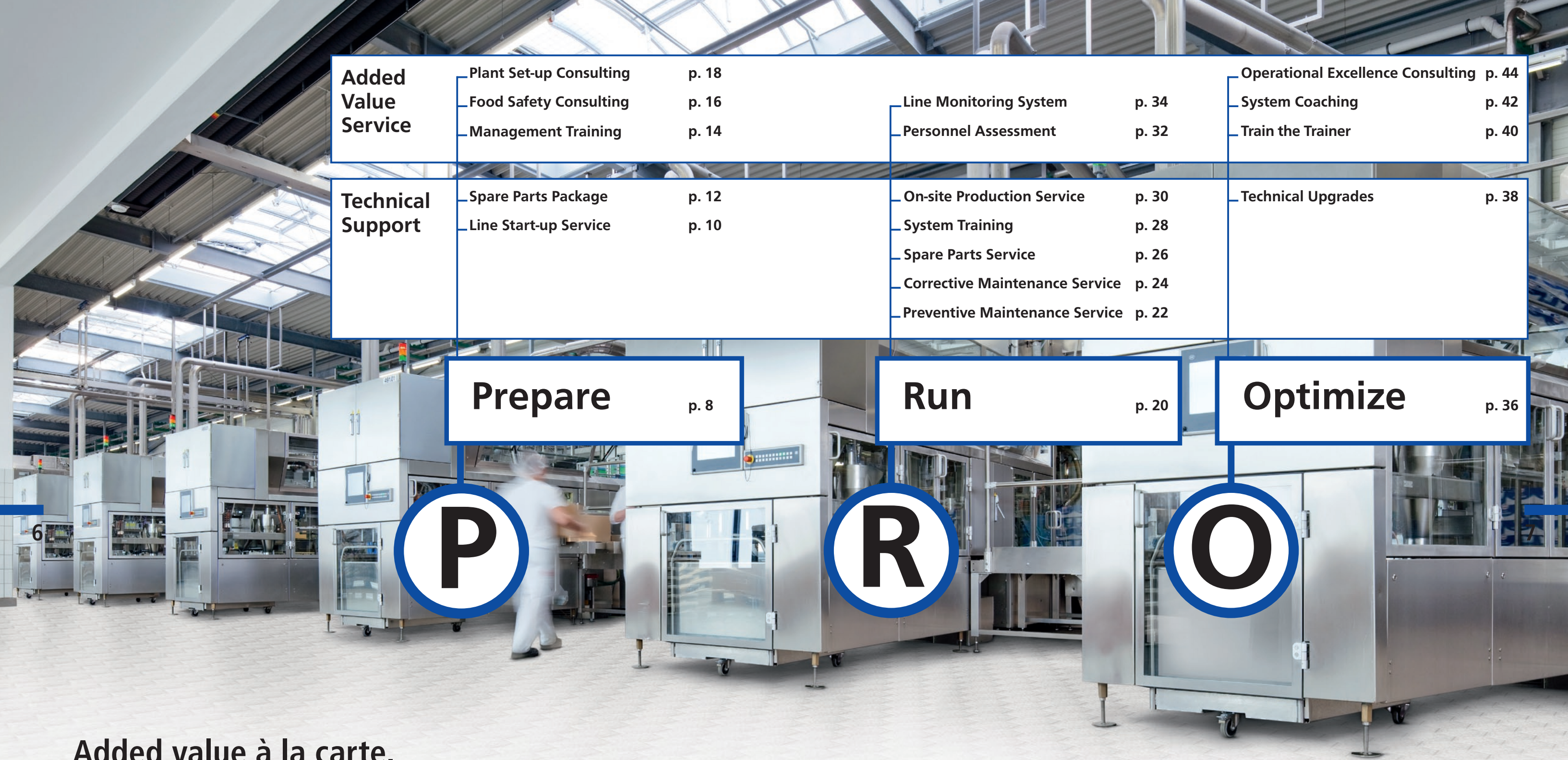
As a professional, reliable partner, we support our customers in ensuring that the filling machines from SIG Combibloc and the people who work with them every day benefit from the best possible preparation and development so they can deliver an excellent performance.

Our Technical Service plays a decisive role in this. We have more than 500 experienced service staff looking after our customers worldwide. Rapid and individual support and comprehensive, reliable cooperation are guaranteed, ensuring that every stage of the manufacturing process goes well for our customers.

### Tailored service

Because our customers' products, plants and employees are all unique, we analyse each individual case carefully. We compile an appropriate tailor-made service plan in close personal interaction between customers and our service employees.

Regional training centres in China, Germany and Thailand are equipped with extensive machine facilities, including all of SIG Combibloc's current range of high-performance filling machines. These centres provide professional preparation and constant further training not only for our own service personnel in dealing with the demands associated with your tasks, but also for our customers' operators and maintenance personnel. This ensures that they are best prepared for filling operations with high output, minimal waste, low maintenance costs and the fewest possible downtimes.



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## Added value à la carte.

We support our customers for the entire lifetime of the filling lines and help them to become experts in the use of SIG Combibloc's packaging system, efficiently, rapidly, safely – as targeted and tailored to their needs as possible.

Our service philosophy is based on the goal of helping our customers to become experts in using SIG Combibloc's packaging system and thus guaranteeing them continued, lasting success. This is why our service goes beyond just

technical support with the installation and operation of the filling machines that you as a customer would expect as a matter of course. Our service portfolio is supplemented by a comprehensive range of added-value services that help to make your operations even better. There is an individual package of services for every customer, covering the entire lifetime of the filling equipment. We make a distinction in this regard between **Prepare Services**, **Run Services** and **Optimize Services**.

**Prepare Services** comprise all of the services that ensure that everything needed to commission the SIG Combibloc filling machines is prepared and that a safe and efficient start to production is guaranteed.

**Run Services** ensure that the filling machines run constantly and with a high degree of efficiency. On-site production support comes under this heading, as do the maintenance and spare part services and the computer-supported Line Monitoring System.

**Optimize Services** help to derive the maximum from your installed equipment. Assistance in this regard comes from our training services such as System Coaching and Train the Trainer, and our Operational Excellence Consulting.

**Added Value Service**

- Plant Set-up Consulting
- Food Safety Consulting
- Management Training

**Technical Support**

- Spare Parts Packages
- Line Start-up Service

**Prepare**

# P R O



## Ensuring a rapid, safe and productive start.

Our Prepare Services are of key importance in guaranteeing long-term, high-efficiency production. Customers who make the right decisions at the outset create the foundations for ensuring safe and highly efficient manufacturing on a lasting basis throughout the entire lifetime of their equipment. SIG Combibloc provides its customers with individual support in this respect.

Prepare Service products comprise everything that our customers need to commission their SIG Combibloc filling machines and to ensure a smooth start to production.

This includes support services for planning and an installation service, as well as an intensive training programme for machine operators. This smoothes the path for a rapid, safe and productive start. Prepare Services also include supplementary training and consultancy products – for instance, for planning major projects or in the area of food safety.

LINE START-UP SERVICE

# Smooth running right from the beginning.

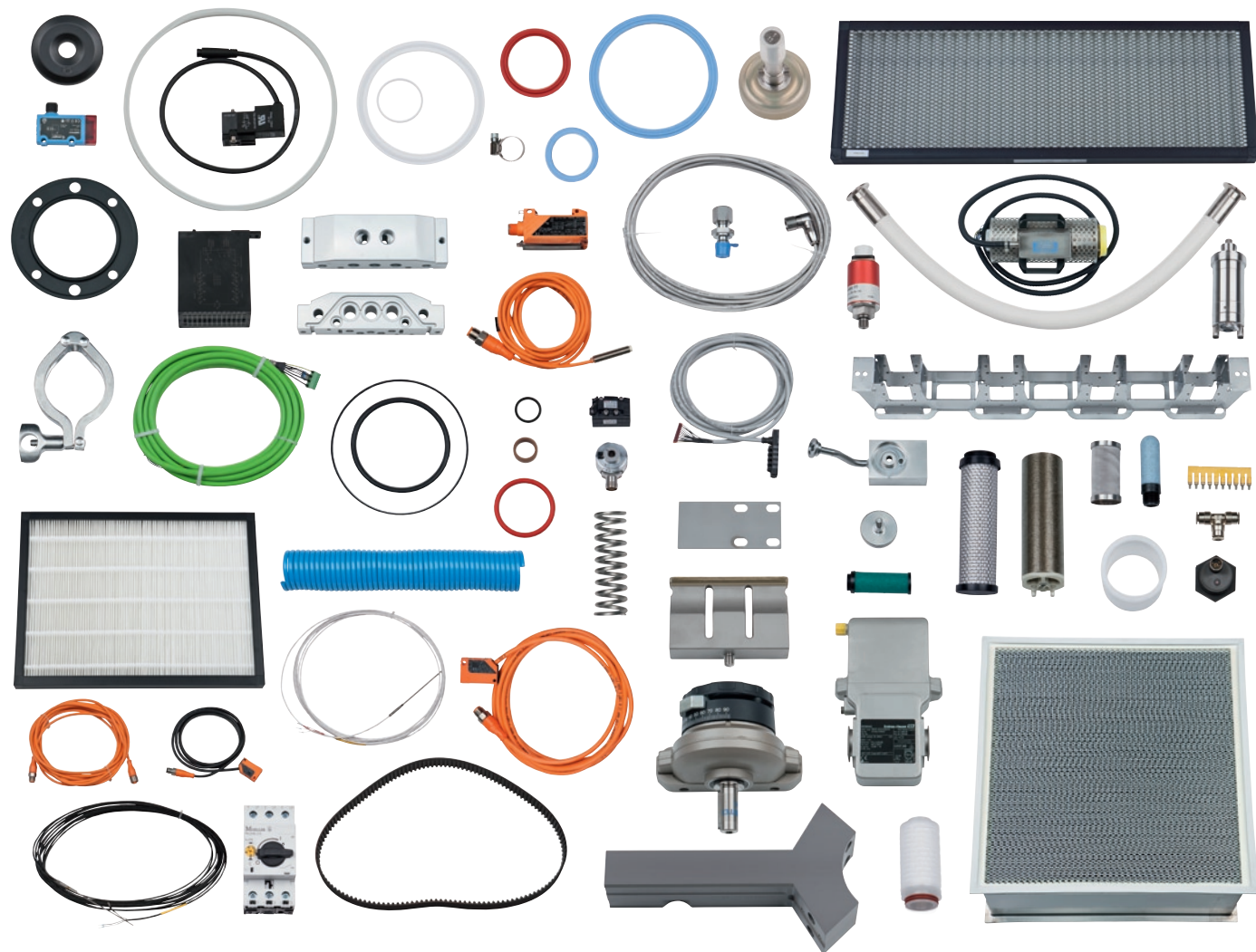
Project planning and installation of a new filling line are best done in close cooperation with experts in planning and engineering.

This is where SIG Combibloc's special Line Start-up Service comes into its own. Our qualified project engineers have many years of experience and work closely alongside our customers when planning and implementing new filling line projects – from the initial concepts through to handover and commissioning of the completed filling line. Here, our service goes well beyond technological and logistical advice, planning and implementation. SIG Combibloc also creates the interface to components in the filling line's upstream area that are obtained by the customer from other suppliers, ensuring that all plant components fit together perfectly.

Installation plans to ensure ideal plant layout, the installation itself and subsequent sterility testing are as much a part of the Line Start-up Service as the consultancy regarding downstream to make sure that further processing can continue smoothly once the filling stage has been completed. Basic training for machine operators is also included, as is fine-tuning the filling line.

You can count on us – and that includes a precise cost calculation for the filling machine project and ongoing plant operation. Schedules and assignment of tasks are clearly defined between the customer and SIG Combibloc. This is another essential factor in achieving optimum control of costs.





SPARE PARTS PACKAGE

Your on-site self-help package.

SIG Combibloc offers a Spare Parts Package designed specifically for the customer's individual requirements. It includes making a range of spare parts available to the customer on-site at all times, and enables minor replacement of parts to be done quickly and simply.

To achieve this, we compile a list of materials and spare parts created to match the customer's specific plant arrangement. So every customer receives, from the outset, an individual "First Aid" supply that focuses on the essentials and contains all the vital materials that will be on hand, on-site (and documented), from the moment production begins. Working with our customers, we perform regular analyses of material usage, seeking to eliminate downtimes due to waiting for materials and spare parts, or at least reduce them to a minimum.





## MANAGEMENT TRAINING

### Skilled decision-making from Day One.

Operator training is a fundamental precondition before a machine operator begins to run a filling machine. Those who complete the training course will have the skills to do a good job, ensuring a smooth and efficient production process for the long term. For employees in middle and senior management – for example, department heads, shift supervisors or quality assurance managers – comprehensive training is also on offer before production begins with SIG Combibloc's filling technology.

For this target group, we have designed a special Management Training programme as an added-value service. The background knowledge that these courses provide will help you to improve the efficiency of your plant, the quality of your products and your production safety. This programme will show your employees how to use specific measures to monitor production, improve quality and perform line maintenance to raise productivity.

Management Training sessions are held at SIG Combibloc's Training Centers. They are all located close to one of our packaging plants, so a clear insight into production processes and packaging materials is guaranteed. Participants acquire detailed knowledge of the SIG Combibloc system, which includes packaging materials as well as the corresponding filling machines to fill long-life foods.

The programme also includes introductions to aseptics and microbiology, as well as teaching units on hygiene management, cleaning, sterilisation and maintenance. Qualified trainers also deal with environmental protection, repair service and documentation issues. The programme is completed by information on recommended safety measures when using SIG Combibloc filling machines.





## FOOD SAFETY CONSULTING

### Ensuring maximum quality and safety.

With more than 35 years' experience in aseptic filling technology, the people at SIG Combibloc are experts in food quality and safety. Optimum quality and aseptic safety mean that we must ensure that the taste, nutrients and vitamins in the food that you fill into the SIG Combibloc carton packaging using our machines are preserved to the highest standard.

To enable our customers to derive the greatest benefit from our specialists' experience, we offer Food Safety Consulting as an added-value service. Our experts in microbiology and quality assurance are there to assist you in this consultation process. They review the current situation and systems of quality management, and work with you to develop methods to maintain or improve standards of product safety and quality.

Implementing measures designed to suit your individual production process can increase the level of sterility and further reduce microbiological risks. In close cooperation

with you, we devise interval plans and methods for product tests and microbiological production monitoring arrangements. This ensures that you can meet the highest requirements to reduce complaints to a minimum and minimise the costs of safety compliance.

The Food Safety Consulting service includes advice on virtually everything concerned with hygiene matters (for example: HACCP), risk analyses, observance of legal requirements and release processes by the authorities (for example: the FDA), and even how to set up your own microbiological laboratory.

Food Safety Consulting provided by our experts is also recommended whenever a new product concept is being developed, or if any changes are made in the production process. We help you to establish a sure footing in questions of product quality, right from the first steps.

## PLANT SET-UP CONSULTING

## Production facilities where everything runs according to plan.

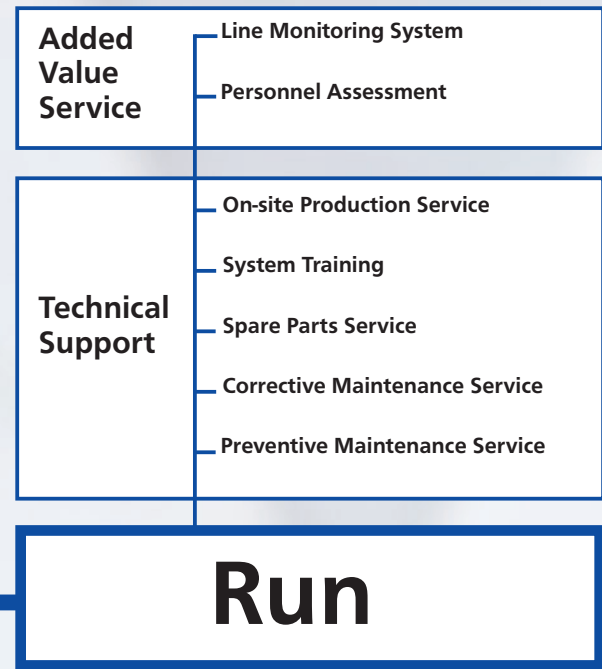
Perhaps you need a little bit more? Our expertise is also on hand to support customers worldwide when it comes to planning and implementing large-scale projects. SIG Combibloc's Plant Set-up Consulting creates genuine added value if you already have several SIG Combibloc filling machines or are considering a new production facility. We are certain of one thing: success and growth can be planned. Our experts are there to provide assistance with your unique path to success.

When it comes to planning production halls or redesigning existing plants, we can advise you on economically efficient production facilities that make the best use of space and provide tailored human resources planning. Production processes are co-ordinated in the best way possible, along with choosing the ideal SIG Combibloc filling machines, applicators and other downstream components. Plant Set-up Consulting involves developing layout plans and carrying out feasibility studies focused on structuring production processes and in-house logistics in a way that your plants are positioned for future demands.

A professional plant set-up enables you to easily incorporate and observe all the legal provisions and requirements applying to your production facility.



# P R O



## They run and run and run ...

Our Prepare Services people work with you to ensure that everything is ready for the start of production. To ensure that smooth, safe and cost-efficient production is maintained, customers can benefit from a specially compiled portfolio of Run Services.

The range of Run Services encompasses all the means to ensure that production runs as smoothly and efficiently as possible, day after day, year after year. Its fundamental elements include regular maintenance, spare parts and production services on-site at your plants. We also offer added-value services such as the Line Monitoring System, which automatically records all data, calculates overall plant efficiency and signals options for improved

operations. Our Personnel Assessment provides you with a comprehensive overview of (and a detailed insight into) the theoretical and practical expertise of your staff in how they carry out product filling.

Run Services such as maintenance and spare parts logistics are not only essential to keep productivity at a high level and cut downtime. They play a key role in ensuring that product quality remains as high as possible, which is crucial to any manufacturer in the food and beverage industry.





## PREVENTIVE MAINTENANCE SERVICE

### Maintenance perfectly integrated into the production cycle.

Professionally planned and implemented maintenance guarantees continued performance and efficiency of your plant and high quality of your products. A meticulously maintained plant makes a big difference, producing a long, stable lifetime of high output and little waste. This affects the overall performance of your business, including the unit cost of your products.

Our Preventive Maintenance Service offers you a cleverly devised system of maintenance measures that can be performed on a preventive basis at precisely established intervals. The goal is to incorporate these maintenance cycles into your production cycles in the best way possible, to ensure that the flow of production is not interrupted and that disruptions to (and intervention in) the ongoing production process can be largely avoided. The Preventive Maintenance Service, fine-tuned for an individual line configuration, makes it possible to determine in advance the labour cost and the associated staff requirements for maintenance measures, and to indicate which possibly worn parts may need to be replaced. The maintenance service can be blended into the production process, and take the best advantage of planned machine downtime.

Regular preventive maintenance will guarantee total control over costs of repair, fewer unplanned downtimes and lower production costs.

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**CORRECTIVE MAINTENANCE SERVICE**

**Experienced assistance on the spot, instantly.**

If your production process experiences an unforeseen disturbance that your machine operators cannot resolve, our Corrective Maintenance Service will ensure that output resumes as quickly and as smoothly as possible.

Our skilled service engineers provide immediate assistance after a reported breakdown that your machine operators cannot repair. After quick analysis, the respective specialists are involved.

Then, based on this breakdown, our experts work with you to develop a catalogue of measures which might involve technological or production-specific adaptations. Improvements – for example in production documentation or targeted employee training – can be introduced to ensure that similar incidents do not recur. In this way, we work with our customers to develop lasting solutions.

SPARE PARTS SERVICE

15,000 parts, 400 manufacturers –  
and one point of contact.

SIG Combibloc's worldwide Spare Parts Service provides rapid, efficient, transparent and reliable logistics in the supply of spare parts. It ensures that our customers always receive the correct, desired part in the correct quantity at the right time and in the right place. We only supply original SIG Combibloc spares, guaranteed to be state-of-the-art and of the highest quality.

SIG Combibloc's Spare Parts Services Team controls our global logistics system. Besides the global central warehouse, there are regional warehouses equipped to meet the requirements of local customers and their equipment. This carefully designed, professional warehouse maintenance system – and a rapid, reliable supply of materials – ensures that filling machine down-times are kept to a bare minimum.

A key advantage is that customers obtain every spare part from a one-stop-shop. The warehouse range comprises 15,000 articles produced by about 400 suppliers. Our specialists co-ordinate the best delivery service for you, based on the scope and urgency of your order. Our Spare Parts Service guarantees maximum flexibility, essential for the stability and efficiency of your operations.

We only supply original SIG Combibloc spares, so you can be assured of a long life for every part. They will always be state-of-the-art.





## SYSTEM TRAINING

# Machine operation and maintenance – easy when you know how.

The mission of our System Training is to turn customers and their employees into expert handlers of the SIG Combibloc packaging system. We have developed advanced training programmes in mechanics and electromechanics for machine operators, maintenance staff and engineers or quality managers. The course units are in modular form and can be chosen on the basis of skills, needs and the trainee's professional goals. System Training helps your personnel to work with even greater confidence, to resolve minor incidents more independently, more rapidly and – for your business – more cost-effectively.

Qualified System Training sessions are usually held in one of SIG Combibloc's Training Centers (in China, Germany or Thailand). On request and depending on demand, our experienced trainers can also offer appropriate training on-site at customers' premises.

The theoretical component of the programme is kept to a minimum. The focus is much more on learning under practical conditions using the latest machines. This guarantees that training will be highly efficient. All participants are tested in accordance with the content of the training programme and receive a certificate when they pass. The results of training will be evident when they apply it in day-to-day practice.

As well as basic training in operating options and efficient machine settings, we offer advanced training that expands basic knowledge and provides additional on-the-job training in production optimisation, maintenance and troubleshooting. The syllabus is rounded out with expert training, which is individually structured and concentrates on subjects aimed at improving the customer's specific production processes while at the same time making him more independent.



## Productive support right on-site.

We offer an On-site Production Service to increase your production safety and improve filling machine efficiency. You can deploy SIG Combibloc service experts and directly profit from our specialists' many years of experience. You decide how long our experts will provide support and monitoring in your plant. You might use our service for a period of several months or on individual days – your choice of options is wide.

Our experts can review your plant on-site under real conditions in terms of its efficiency, offer suggestions for improvement and implement them in consultation with you. They can undertake regular maintenance measures, highlight upcoming repairs or maintenance issues, or provide individual coaching for employees on SIG Combibloc machines in day-to-day business.

If you face short-term staff bottlenecks, our On-site Production Service could be a solution to maintain or improve productivity. Using our experts, you benefit from the support of specialists with first-class technical training. This frees you from the need to hire and train additional technical specialists when you face a staffing shortage.

The On-site Production Service can enhance your production security and line efficiency, reduce the frequency and duration of production downtimes, and improve the skills and knowledge of your specialist personnel.



SIG Combibloc



# Certificate

## PERSONNEL ASSESSMENT

### Know your staff's training and skill levels.

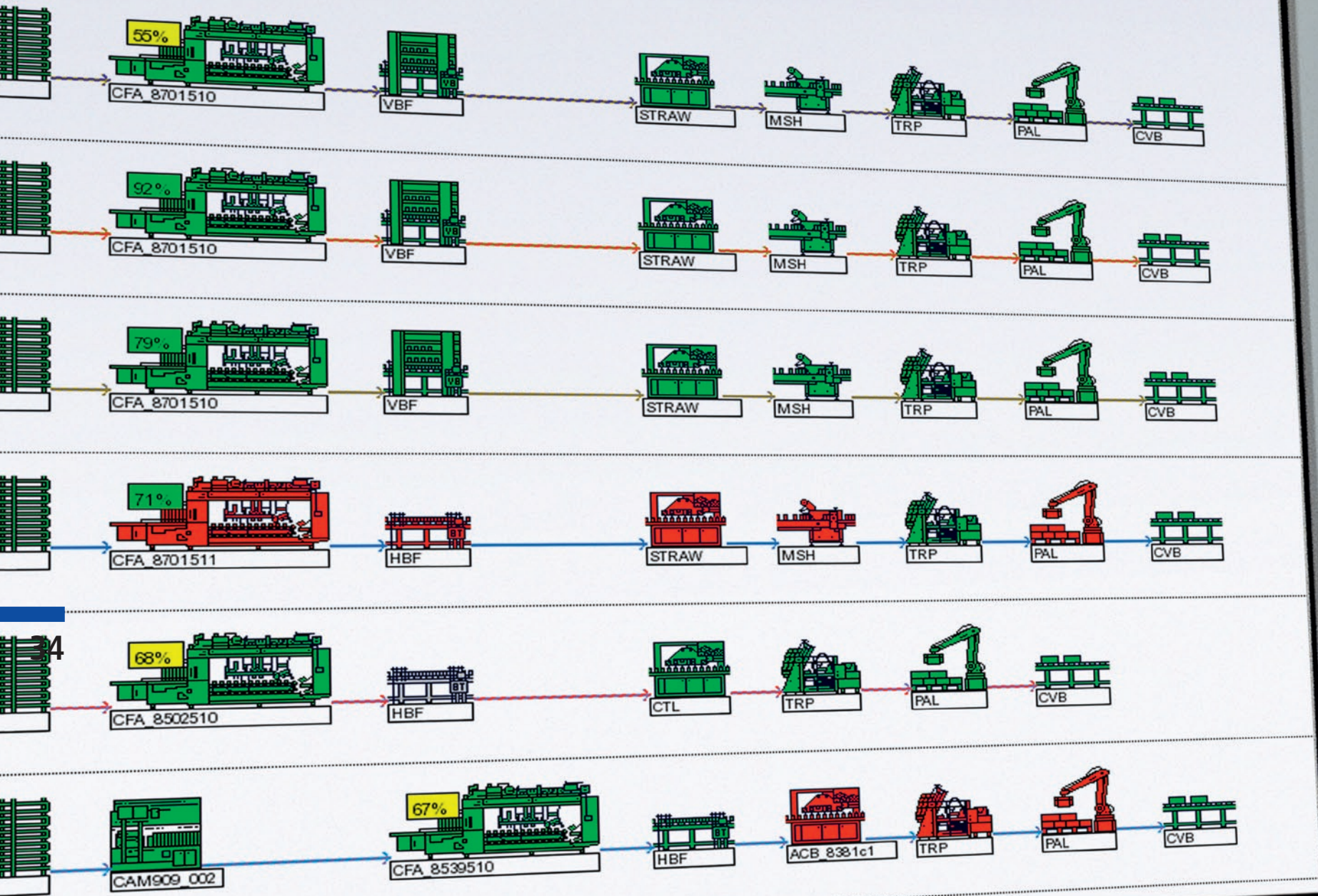
Trained, certified people are vital to achieving and maintaining a high level of quality in the production process. We have developed the Personnel Assessment system to provide a detailed overview of your employees' theoretical and practical skills in handling SIG Combibloc filling machines. This service offers transparent guidance regarding your employees' level of knowledge, ensuring a clear focus in dealing with any training needs that may be required.

We offer a choice of Personnel Assessments for machine operators and maintenance personnel. These are performed either in SIG Combibloc Training Centers or directly on-site at your production plants.

When a Personnel Assessment is completed, customers receive detailed feedback from our specialists showing the results, and a recommendation about training opportunities for the employee. Those with a positive assessment receive a certificate stating that they have the specialist qualifications to handle filling machines from SIG Combibloc.

Added Value Service

P R O



EXIT CONTROL ADJUST NEXT/INPUT RESET

### LINE MONITORING SYSTEM

## Production at a glance.

Our Line Monitoring System is an added value production-related service. It is a software solution developed by SIG Combibloc that monitors, automatically saves and evaluates all relevant production data, round the clock. It displays valuable information about the overall efficiency of all connected lines and the performance of individual plant components in an easy-to-follow manner.

The Line Monitoring System helps to identify areas for productivity improvements and helps to build better, more efficient production. It highlights weak points and can help to minimise downtimes.

The Line Monitoring System permits a number of checking and evaluation options that can be called up individually. A State Monitor provides a current overview of ongoing production on all machines and provides a visual reflection of all product flows in the line. The State Recorder saves a continuous report covering the entire operating time in chronological sequence. This means that it is possible, even retrospectively, to call up reports on the production cycle of individual plant components or entire lines for an individually selected time period.

# P R O

Added Value Service	Operational Excellence Consulting
	System Coaching
	Train the Trainer

Technical Support	Technical Upgrades
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Optimize
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## There's nothing that can't be done even better.

Because we know that there is nothing that cannot be done even better, we offer our customers targeted Optimize Services. The portfolio comprises services that directly contribute to the improvement of SIG Combibloc's machines and further training offers for employees who are already familiar with the SIG Combibloc packaging system and are now being given more detailed training in specific areas. In this way, we turn our customers' employees into experts in SIG Combibloc filling machines. The range of services available also includes the option of developing the customer's employees into trainers, which means you will have your own in-house trainer for SIG Combibloc filling machine operators on board in future, which is a further way of increasing productivity. Our Operational Excellence Consulting has the goal of improving performance and thus reducing production costs. This is an area in which we let our many years of experience with production processes for our international customers and best-practice examples play their part. From these, we develop individual ideas and solutions so as to increase efficiency in our customers' plants even further.

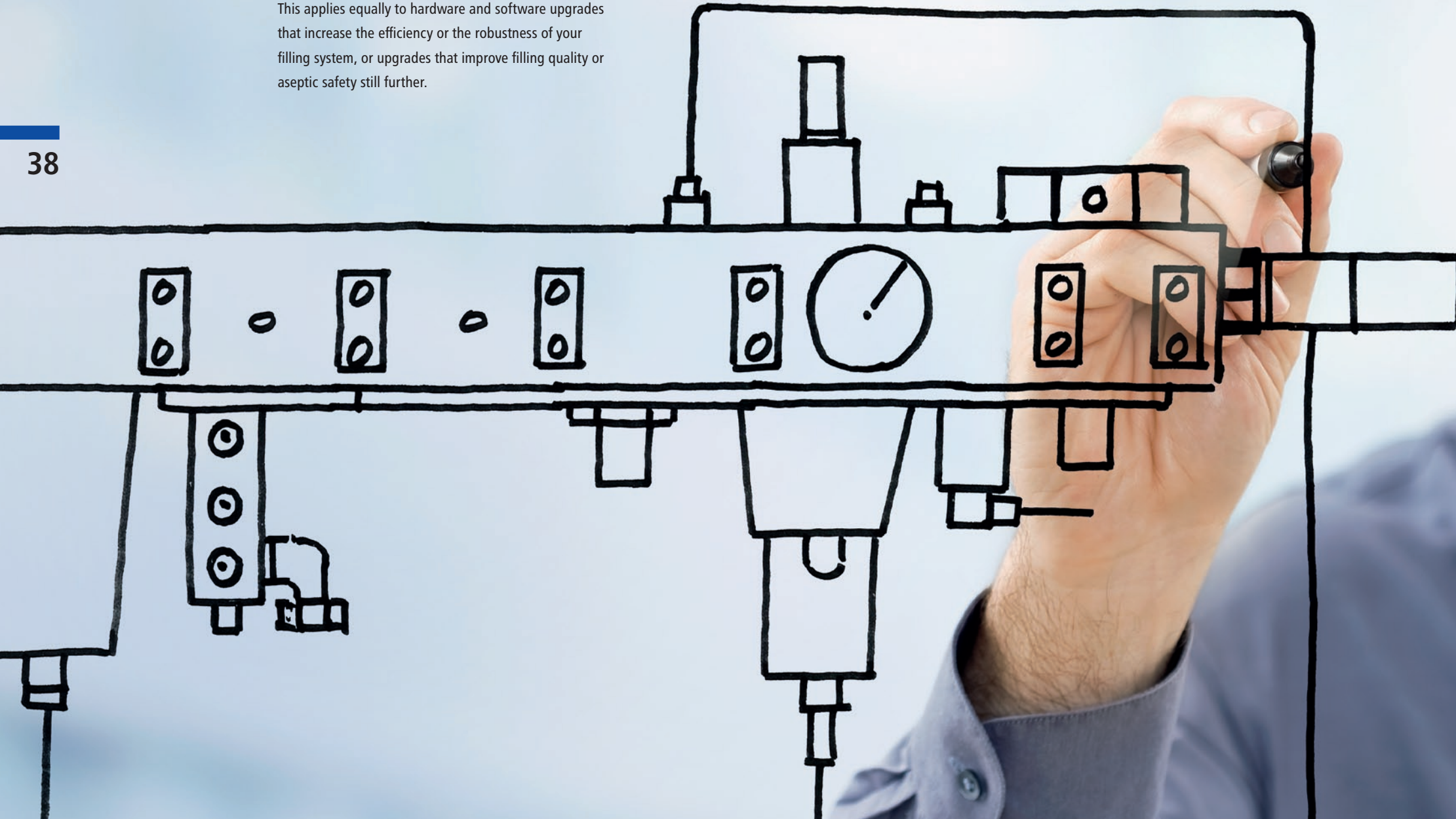
TECHNICAL UPGRADES

For the filling machine that already has everything.

When you have filling machines from SIG Combibloc, you have state-of-the-art equipment at your disposal that represents the latest technological developments as at the time of installation. The robust, reliable quality of our filling machines is a guarantee for stable and safe service lives lasting many years.

The Technical Upgrades developed in our R&D centres offer you the opportunity of equipping your filling machine system with new technical developments to suit your purposes precisely, and thereby profit from developments that come about after your filling machine is installed. This applies equally to hardware and software upgrades that increase the efficiency or the robustness of your filling system, or upgrades that improve filling quality or aseptic safety still further.

Technical Upgrades go well beyond mere updates, which we consider a perfectly normal element in quality assurance for filling machine systems. Technical Upgrades go a stage further in providing you with a clear additional benefit that helps you to continuously perfect your day-to-day production with highly developed and refined technical solutions.



## TRAIN THE TRAINER

## Your own training skills in-house.

The Train the Trainer service provides our customers with the option of having one of their own employees, already experienced in handling the SIG Combibloc packaging system and filling machines, given additional training to become an in-house trainer. This employee can then train your machine operators and provide them with support as a qualified coach whenever needed.

An in-house trainer increases flexibility and independence, and makes your production process even safer and more cost-efficient. You save the costs of external training sessions for employees, and can ensure that the transfer of knowledge, by way of technical updates in particular, is markedly improved. The reason is obvious: the Train the Trainer service is individually tailored to suit the employee's existing knowledge and skills. The training programme is developed in accordance with the individual's own needs, and your employee's knowledge is regularly refreshed. The provision of trainer knowledge about SIG Combibloc filling machines and applicators is not the only item on the programme; downstream aspects are also included.

Graduates are personally trained and coached by one of our service trainers. The specialist, practical and educational skills of your employee will be put to use and improved by further training in real situations during ongoing production.

## SYSTEM COACHING

## Individual development of your talents.

SIG Combibloc offers System Coaching as an added-value service. This involves training for machine operators and maintenance personnel, designed to provide selected members of our customers' staff with technical knowledge regarding SIG Combibloc's packaging system at the highest level.

The focus of System Coaching is the transfer of technological knowledge regarding all components in SIG Combibloc's product range. The System Coaching programme combines training sessions at one of SIG Combibloc's Training Centers and trainings on-site with the customer. These are supported by a service engineer from SIG Combibloc. This provides the best guarantee of individual support and direct feedback on the results of the training sessions.

For the participants, the coaching programme ends with an examination that, once passed, will qualify them as SIG Combibloc system experts or certified SIG Combibloc machine operators. Refreshers and updates are provided after two years to ensure that their level of knowledge remains completely up-to-date at all times.

As a trained system expert, your employee will have achieved top-level specialist skills regarding SIG Combibloc's packaging and filling machine system and, as a specialist with the corresponding level of motivation, will be the best guarantee of smooth, highly efficient production in your plant. Your expert from your own ranks will be capable of keeping unwanted downtimes to an absolute minimum, and applying the extensive specialist knowledge gained through the training programme will ensure optimum product quality.



## OPERATIONAL EXCELLENCE CONSULTING

**Tapping the full potential.**

Operational Excellence Consulting (OEC) is a tool that we use to help you to improve your overall plant efficiency by the maximum amount possible. The goal is to work together with our customers to develop individual solutions that will make a decisive contribution to plant improvement. This is an area in which we let our many years of experience with production processes for our international customers and best-practice examples play their part.

We have developed a three-stage programme to this end, which will help you to achieve maximum transparency in your production processes and subsequently even clearer solution strategies, improve your production and organisational processes, increase overall line efficiency and cut your operating costs.

The analysis phase includes a comprehensive process of data gathering and analysis to obtain the best possible

overview of your processes and steer them with even greater efficiency in future. Help in this regard is provided by detailed on-site analyses and interviews on current line efficiency, production times and possible performance potentials.

We will then work with you to define specific targets and measures that will directly help to improve your production performance and overall plant efficiency. We focus on the key factors for improvements, and agree on precise schedules to implement the individual measures.

In the implementation stage, the agreed steps are put into practice and full use is made of the potentials to improve overall line efficiency. You receive a systematically structured tool to ensure optimum steering of processes and an effective improvement in overall line efficiency that will help to achieve a lasting reduction in costs.



**At home in every continent:  
SIG Combibloc's  
Training and Service  
Centers**

- Service Center
- Training Center: Linnich (Germany), Rayong (Thailand), Suzhou (China)



For any further questions or comments,  
please contact [info@sig.biz](mailto:info@sig.biz)

[www.sig.biz](http://www.sig.biz)



**SIG Combibloc**

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