“The success is visible and measurable.” Marie-Pierre Dannel, Purchasing Manager at CFS Cellpack Packaging in Illfurth, France, is very positive about the results of the work carried out in their organization by the On-Site-Consulting-Team (OSC) from Siegwerk. Marie-Pierre Dannel and her colleagues at the specialist company for flexible packaging are delighted with the new processing quality: better organized, improved workflows, less waste, and set-up times for the inks which have almost halved.

This is a word which everyone understands even if they cannot speak French: “Super” is how Eric Szczyglowski describes the improvements in ink preparation at the French headquarters of CFS Cellpack Packaging. The Ink Preparation Manager is delighted with the optimizations achieved by the company in recent years on the ink preparation side, thanks to the assistance from the Siegwerk OSC team. “We can now supply our printing works with maximized ink quality, and also work much more efficiently than we have ever done in the past,” says Eric Szczyglowski. Example: When the ink preparation department receives a new order, Eric Szczyglowski and his four colleagues merely have to glance at the software of the dispenser and at the large wall board ("Tableau de retours") to determine whether the requested ink is already available in the ink store as a return ink. The return ink is then quickly found in the well-structured stores, and the comprehensive labeling on the pail provides more details on the contents, and adds an additional level of security that this is the right ink for the job. Eric Szczyglowski: “This enables us to reduce our inventories of return inks, at the same time as handling new orders more quickly.” The inventory of return inks was almost halved in the first year of the OSC project at CFS Cellpack Packaging.

Close co-operation with suppliers
In its works in the Alsace, CFS Cellpack Packaging produces packaging solutions for food and non-food clients. The company
specializes in the printing, laminating and wax-coating of flexible materials: Adhesive-laminated and wax-laminated composite packagings, paraffin-coated and wax-coated papers, padded cushions for chocolates, and micro-perforated bags. Purchasing Manager Marie-Pierre Dannel says that the innovations created in Illfurth are always developed in close co-operation with the suppliers. These have included Siegwerk since 2007. Siegwerk has since become one of the most important ink suppliers to this French company. Siegwerk won a tender invitation issued by CFS Cellpack Packaging which was looking for assistance with its planned purchase of a new automatic dispensing system. The French company wanted to replace the manual ink preparation workflows with a new 27-valve dispenser. But they were not just looking for a hardware supplier, they wanted a comprehensive solution: Dispenser, definition of the property profiles, and assistance in implementation. And the whole package was not intended to be part of a conventional supplier-purchaser relationship, but on the basis of an innovative partnership. The company in Illfurth also liked the fact that the Siegwerk offer with the On-Site-Consulting-Team also included a broad spectrum of process optimization services: “We want to maximize the output of our ink preparation activities, and are therefore very happy to listen to the advice of external specialists,” says Purchasing Manager Dannel.

**Ink inventory was first identified**

The French OSC team quickly identified aspects of the ink preparation work in Illfurth which could benefit from considerable process improvements: The whole return ink inventory was first identified and classified. CFS Cellpack Packaging now knew why ink was returned, and could therefore draw conclusions from this information to help them reduce the amount of waste. The return ink inventories have also been visualized since then on a wall board, which provides the ink preparation employees with a very rapid overview of the stocks. The ink preparation department now works with a clear procedure on how to handle the return inks. The printers are also required to provide information to the ink lab on the color and the ink consumption when they return ink to enable them to work more precisely. Ink Preparation Manager Eric Szczyglowski says: “Today, we have considerably more communication between ink preparation and printing teams than before, and this is an important step in the right direction.”
Higher ink color quality was the key to making considerable improvements in ink set-up times. This was implemented by the Siegwerk consultants by establishing a new process for their clients in the Alsace. The ink preparation team now provides a proof which is checked for authorization by the responsible employee in the printing department. This brings two benefits: only authorized ink enters the printing machine, and the volume of returns reduces. The OSC team also trained the five employees in the CFS Cellpack Packaging ink preparation department in seminars focused on quality awareness and quality control. In addition, reasons for downtimes on the printing machines were analyzed and evaluated in detail, which provided information on how to improve the ink quality. The OSC team also made another recommendation which helped CFS Cellpack: Automating the ink preparation further. The French OSC Project Manager Jean-Luc Leonard advised CFS Cellpack to equip the new dispenser with three additional valves — two for original inks, and one for return inks. The result: almost 100 per cent of the new inks are now mixed automatically at CFS Cellpack Packaging. And last but not least, a better ordered system, and more cleanliness in the ink preparation department, have a positive effect by underpinning improved workflows and more streamlined processes.

Ink set-up times dropped by 40 per cent
All of the OSC measures implemented by CFS Cellpack Packaging resulted in measurable results: the ink set-up times for repeating print orders dropped by 40 per cent since 2007, while the set-up times for new orders have dropped by 45 per cent. And in the last four years, the number of orders realized by CFS Cellpack Packaging without requiring any ink corrections has almost doubled. Outstanding results like these have also simplified the co-operation between consultants and clients. Co-operation between the two sides was not always easy at the start of the project, as the company in Illfurth honestly admits. “However, once the employees had experienced the advantages for themselves, they all worked together very harmoniously,” says Ink Processing Manager Eric Szczyglowski.

Continuous assessment
The results of the OSC project in the Alsace are subject to continuous assessment. OSC topics also play a part in the regular status meetings held by Siegwerk and CFS Cellpack Packaging every two months. The meetings look at KPI’s, discuss any problems which may have arisen, and propose and develop potential improvements. The management at CFS Cellpack Packaging is also very happy that the French Siegwerk representatives consisting of OSC, sales and application technology, look after the client in the Alsace intensively, and work together with them to find solutions and develop innovations – in areas which go beyond just the ink side of the printing business. Marie-Pierre Dannel: “This has become a really good partnership.”
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