

PACKAGING VALLEY DAYS 2013

Service 2020

Company reports – the practical experience

Wednesday, 10.04.2013 Martin Sauter

OPTIMA

Excellence in Packaging

1700 employees worldwide

Turnover 240 million EUR (consolidated, 2012), 80% export

Development and manufacturing of filling and packaging lines

Founded 1922, family-owned company in third generation

pharma



life science



nonwovens



consumer



Subsidiaries

USA	CHINA	ITALY
MEXICO	KOREA	INDIA
BRAZIL	FRANCE	MALAYSIA
JAPAN	UK	

Partnership / Shareholder

STERILINE	WIPOTEC/OCS	JAG
LUGAIA STS	ITEK	HO-MA
SORTEC	PRUMATECH	AHZ
GEVAS	PIXON	

Which products and services do we offer today?

OPTIMA Consumer Service

...far beyond emergency missions

before delivery

- training
- vertical start up package
- involvement of service personnel already during start-up on customer site
- line specific spare parts proposal

straight after delivery

- installation / start up
- production support
- customized training for operators and maintenance
- embedded engineer
- maintenance documentation

a whole machine life

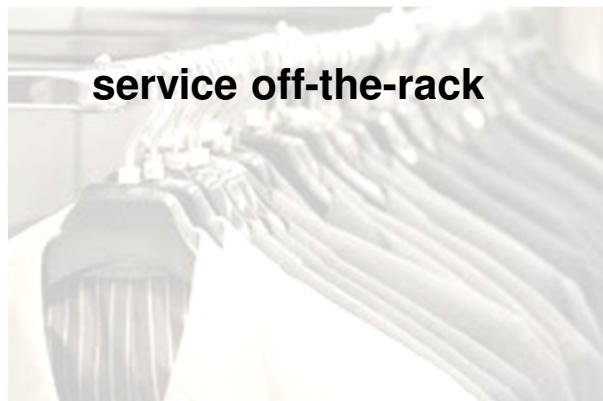
- preventative maintenance
- optimization of spare parts storage
- upgrades (e.g OPAL)
- workshops for maintenance teams
- value streamlined format parts procedure
 - C-folders online

What is outstanding about the service at Optima consumer?

➔ Life Cycle Service

The customer is supported during the whole life cycle of the line as individually as possible.

Our goal: maximum availability of the line resulting in maximum possible customer benefit!

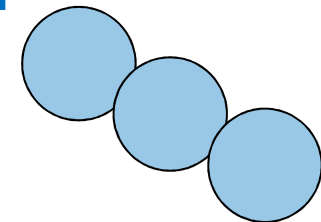


service off-the-rack

The trousers are a little bit short – but we have kept the sleeve longer instead ...

tailor-made, customer specific service solutions by OPTIMA consumer

A lot of advantages but the real benefit in the end always is customized and customer specific!



Which additional products and services do we offer in the future?

- ➔ **OPASY – Optima Part System**
- ➔ **SMED – „single minute exchange of die“
minimization of down time during product change**
- ➔ **TCAM – Total Care Asset Management**
- ➔ **Teleservice**
Webcam
Webserver
Electronical data exchange
- ➔ **Optima Satellite Warehouse**
- ➔ **OPAL – Multi Lane Management**





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