

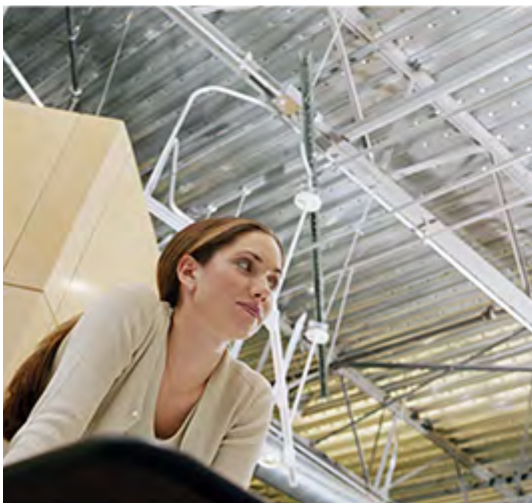
A Pregis White Paper



Pregis Corporation

Pregis technical service: the 5 point difference

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When researching protective packaging materials and equipment options for manufacturing facilities and distribution centers, companies frequently neglect to factor in how the vendor's ability to provide technical service will impact its productivity down the road.

For optimum performance, it's critical to not only assess the material or equipment independently, but also the technical service program that supports it. You want to have confidence that your vendor will not only be there during the early days of the relationship, but also will support you throughout the life of the equipment.

Understanding what matters most to those charged with maintaining optimum packaging line efficiency, Pregis has deployed significant resources to build a five-prong technical service program that sets new standards for protective packaging equipment.

Here's how the Pregis technical service difference can benefit an organization:

STEP 1. CONSULTATIVE ASSESSMENT OF CUSTOMER FACILITIES

Pregis engages its technical service team in the early stages of the purchasing review process to help assess customer needs. Typically, this is well before a purchasing decision has been made.

It makes sense to involve the team that will be responsible for servicing the equipment early in the evaluation process. These professionals have the hands-on experience to know what works best in a broad variety of applications.

Reviews include limitations of the physical location, production workflow requirements, ergonomic concerns, maximizing efficiency as well as the placement of equipment and ancillary components such as overhead bins, pack tables, etc.

It is critical to have conversations with key personnel including facility managers, department or shipping supervisors, packaging station operators, procurement—all of the functions which will be impacted by the packaging operation—to understand their goals, challenges and performance criteria.

Taking a “humanistic” approach, we put ourselves in the shoes of that individual who will be responsible for operating the equipment. The objective is to create a productive and easy-to-use work environment. Examples include:

- Will the machine be at an appropriate height for them?
- Is material changeover easy?
- Can we create a packaging situation which involves a minimal number of motions?
- What are the optimum protective material types/sizes for the various products being packaged?
- Are the equipment and consumables located in the right physical location for peak productivity and operator comfort?

The objective is to be able to make knowledgeable, customized recommendations for each specific plant environment to help maximize uptime and productivity.

STEP 2. PROFESSIONAL INSTALLATION, TESTING AND TRAINING

In some production environments, packaging isn't given the same early consideration as some of the other functions. Packaging is typically one of the last steps in the process and appropriate consideration for placement and functionality is frequently overlooked.

For example, there might be a support column located in the packaging area. The ceiling may be low in spots. The machine needs to be placed under a packing table yet the material needs to be accessible from an overhead position. Pregis has become an expert in assessing these variables and making onsite decisions that will work for companies and their personnel.

Installation requires understanding of the regional and local requirements. Plugging in a machine and making sure it is running is simply not enough. You need to feel confident that your technical service representative can help you navigate through those requirements.

Pregis technical service takes the time to thoroughly test the equipment to make certain it performs exactly the way it is supposed to run after it's placed in your environment. We train your employees on how to properly use the material and equipment. We can also train your maintenance department to perform basic troubleshooting and adjustments to identify and avoid disruption.

Here's another important point. Training requires onsite support at all hours of the day to make sure that your second and third shifts get the same type of support. After all, you don't relax your production criteria for those shifts, why should your supplier?

Our technicians are put through rigorous training. Not only are they thoroughly instructed on the operating and maintenance aspects of the equipment, but we also provide them with communications training. We feel that it's important for our technicians to be able to discuss issues with any of your team members regardless of job function, title and oftentimes language differences.

The bottom line is that you should feel confident that your vendor has gone the extra mile during the installation, testing and training phase of the relationship.

STEP 3. PROACTIVE VS. REACTIVE MAINTENANCE

Wouldn't it be great if we could predict the future? While we can't tell you if that lottery ticket in your pocket is a winner, the Pregis preventive maintenance system can help anticipate and predict machinery service needs well before a downtime event occurs.

Pregis has set a new industry standard for maintaining and servicing foam-in-place, air cushioning and paper-based protective packaging equipment via its predictive tech support platform.

Traditionally, packaging equipment maintenance programs have been reactive, instead of proactive. Pregis' proprietary service platform is designed to predict machinery service needs before an expensive downtime event occurs. The Pregis platform combines advanced technology, data collection, and parts management with highly trained regional field service personnel and a 24/7 service hot line.

In fact, the PX3 proprietary software oftentimes identifies a potential service situation well before anyone in the plant knows. Pregis' objective is to remove the burden from the customer's shoulders by dealing with service situations before they become an actual problem. This is a significant departure from traditional service scenarios which can leave a piece of equipment offline until a tech is able to get to the facility, perhaps days later.

In the case of Pregis' IntelliPack® foam-in-place equipment, a cellular telemetry function feeds back real-time operating data to a remote PX3 dashboard. Based on predetermined metrics, Pregis tech service personnel are given an early warning of a potential problem.

For example, if the data indicates that operating pressure is increasing, we know that we need to look at the foam-in-place liquid mixing module. The data triggers an email to the tech and a proactive service call is immediately scheduled. By receiving that early warning, the chance that the equipment will go down is greatly minimized.

STEP 4. USING TECHNOLOGY TO TRACK/MANAGE PERFORMANCE

In addition to helping prevent equipment failure, Pregis' proprietary software is used for asset management, measuring the cost of operation and maintenance activities as well as identifying improvement opportunities.

The Pregis system allows us to manage the fleet of equipment by capturing the physical location, equipment type, and service history. As a result, Pregis better controls technical staff efficiency and helps customers improve productivity.

In addition to providing valuable information for installed equipment, the well-established service platform and intelligence helps guide Pregis' engineering efforts in developing the next protective packaging equipment generation. The data is used to understand what components should be integrated or modified as new technologies are developed.

STEP 5. YOUR MAINTENANCE TEAM PARTNER

The Pregis team is trained to look for opportunities to improve your operation and lend a helping hand whenever possible. We've even been known to provide service for a piece of equipment that isn't ours or to simply help you with problem solving.

Because we have international experience with a wide variety of packaging applications, we are able to bring that collective knowledge to your operation. If we know of a "best practice" scenario that can help your particular facility, we are happy to share it with you.

Our objective is to not simply be your equipment supplier; but to function as an extension of your own staff.

Conclusion

These five steps comprise the Pregis technical service difference. We invite you to contact us to explore how we can improve the protective packaging operation in your facility.

Experience the Difference

Pregis is a global provider of protective packaging materials and systems. If you would like to experience the Pregis service difference, please contact us at 877-692-6163 or protectivesales@pregis.com. For more information on Pregis protective packaging solutions, please visit: www.pregis.com.