

PAK-IT

JUNE 1993



INTERPACK '93

Charles Brown, Dennis Calamusa, Ray Delfin, Bill Brown, Roland Kahlmann, Otto Emerson, and Bob Dufort have recently returned from a highly successful exposition at Interpack '93 in Dusseldorf, Germany. Working in concert with our European affiliates, Klöckner Hänsel and Tevopharm, Klöckner Bartelt demonstrated both the RPM 100 Pouch Packager and the Formula 500 Cartoner at this important show. In addition, Tevopharm demonstrated the new servo-

driven PACK 1000, a high-speed flow wrapping system for the candy industry.

Working with the Klöckner Bartelt European Sales Manager, Arnaud Hissink, and our many representatives in Europe, the Klöckner Exhibit was one of the busiest at the show, with many highly qualified visitors jamming the booth for product demonstrations and information. We expect considerable sales success in the coming months, thanks to our attendance at this important exposition.



KLÖCKNER
BARTELT

A NEWSLETTER FOR EMPLOYEES & FAMILIES

MESSAGE FROM THE PRESIDENT

ISO 9000

A New Worldwide Quality Standard And a Competitive Advantage for Klöckner Bartelt



ISO 9000 is an expression you will be hearing more and more about in the near future.

So, what is ISO 9000? It is a series of standards that outline the requirements for a quality management system. The actual letters

I,S,O, do not stand for anything. ISO was derived from the same Greek root as the prefix to other words, such as isobar, isometric, and isosceles. ISO then basically means equal, as in equal pressure, equal measurement, and equal sides to a triangle.

The ISO 9000 standard was developed by a European Economic Community Committee with the goal of establishing a common benchmark for all EEC countries with regard to compliance to a quality management system. The ISO 9000 standard was based primarily on mil specs from the U.S. Air Force QC Standards, British Standards, Institute Standards, and German DIN Standards.

By April, 1992, some 52 countries had adopted the ISO 9000 as a standard for quality procedural compliance and, if a company is to be a competitor

in the global market, compliance with ISO 9000, in my opinion, is very necessary. We have therefore commenced the preparatory work for our company to be audited for compliance to ISO 9000. We expect this audit to happen in the spring of 1994, following which, if we qualify, we will have to be audited every six months to ensure ongoing compliance.

In summary, the ISO 9000 procedure is an extension and/or an adjunct to our Quality Process. ISO 9000 is a written procedure and audit trail to ensure that we consistently comply with the quality process.

In the marketplace, both domestic and international customers are asking about our status regarding ISO 9000. I believe we will find that in the not too distant future our customers and their purchasing departments will require that their vendors comply with ISO 9000 as a prerequisite to being a supplier. We at KBI/KHTNA intend to be in a position to meet this requirement.

Charles C. Brown
President



ANOTHER NEW BARTELT BREAKTHROUGH

Klöckner Bartelt has recently delivered a specially equipped RPM 100 pouch packager capable of producing a Stand-up Delta Pac™ - equipped with a zipper recloseable feature. This new packager is currently being used to produce packages of dried

fruit products for *Mariani*. The flexibility of the RPM 100 is evident with the development of this new packager, as an intricate system was developed for this packager to feed the zipper material into the top of the pouch. This new package has received rave reviews in the food packaging industry, having recently been featured in *Food Processing Magazine*. In the May issue, *Packaging Digest* featured a complete story on this exciting new package application. *Mariani* was so pleased with the results of their purchase of the RPM 100 that they have recently placed another order for a second RPM 100 machine.

TEAMWORK AND ATTITUDE CRITICAL FOR SUCCESS OF QUALITY EFFORT

The Quality Improvement Team (QIT), chaired by Lon Waller, Director of Manufacturing, has identified key areas at the Sarasota plant on which to focus the quality improvement process. The team is confident the quality goals can be successfully achieved.

The QIT is part of a quality improvement process developed by Philip Crosby and Associates (one of the foremost "quality gurus") that has been adapted for use at Klöckner Bartelt's Sarasota facility. While "quality" has always been a goal of most corporations, nowadays, "quality" has taken a new meaning upon itself. Companies are striving to "do it right the first time", correcting mistakes as they go along as opposed to previous methods of production where quantity was the goal.

Crosby advocates achieving quality by completing a fourteen step process. One of the key elements in these steps is the formation of the QIT. The QIT meets on a regular basis to discuss ways to further implement the Quality Improvement Process. "The QIT is comprised of Charles Brown and the directors, with two or three members changing in 18 months, or at the completion of the 14 Quality Process steps, so there are always fresh ideas coming into the group," according to Lon. "The

responsibility of this team is to ensure that the quality process survives and grows."

Lon emphasizes that quality is a continuous process. The fourteen steps outlined by Crosby comprise one cycle, and usually requires about 16 to 24 months to complete. The cycle then starts again, building on the experience of the previous one.

According to Lon, a previous attempt to complete a quality cycle in the early 1980's achieved a few successes, but did not realize the full potential of the process.

We have identified education as the element that was missing in the previous attempt. We believe educating people in the quality process and problem solving is essential to implementing all 14 steps. In a parallel effort, four corrective action teams (CAT) have been concentrating on specific problem areas for the past several months. "I think these teams are closing in on the problems," says Lon, "and they deserve credit for their hard work."

He attributes teamwork and attitude as the factors which have made great contributions to ensuring the successful implementation of the quality improvement process. "We still have a way to go but I'm confident we're going to make



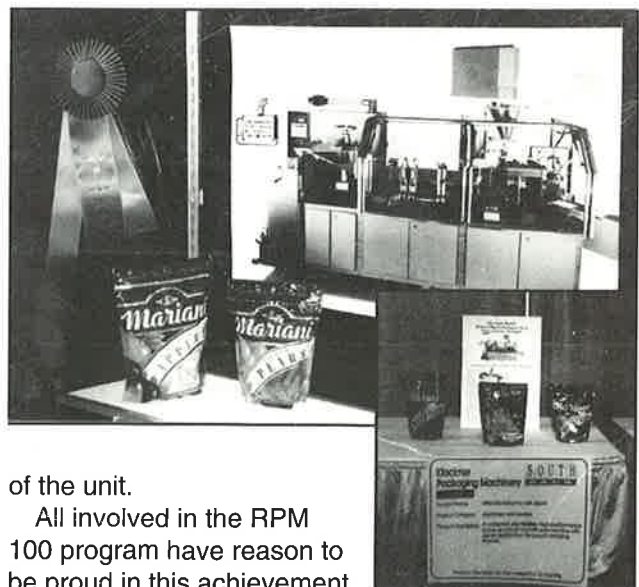
RPM-100
BASE FRAME PARTS

6/26/93



KLÖCKNER BARTELT RPM 100 RECEIVES BEST NEW PRODUCT AWARD AT SOUTHPACK '93

The Klöckner Bartelt South Pack contingent returned from the show this year with a distinction in which we can all take pride – The Best New Product Award in the Machinery Category. Of particular note in this award is the fact that the machine was not demonstrated at the show! Entries into various award categories were made by way of table top displays designed to demonstrate the capabilities of the entry. The entries were reviewed by a panel of judges appointed by Reed Exposition Company, the organizer of the show. The RPM 100 was singled out for innovation, particularly in light of the flexibility



of the unit.

All involved in the RPM 100 program have reason to be proud in this achievement.

A LEAGUE OF OUR OWN!!!

It's Going, It's Going, It's Gone....It was homerun after homerun at the Annual Easter Seals Softball Tournament that was held Saturday, April 17th at the Twin Lakes Park. Thanks to all those that participated. We had a terrific team this year, and gave the other teams a run for their money.

This year it was a double elimination tournament. We won our first two games and lost the last two. It was a long day, playing from 8am - 3pm, but everyone had a great time!

Thanks Everybody!



COMPANY CLASH II



The Company Clash Competition benefiting the Volunteer Center of Sarasota was held on Saturday, May 15th from 9am - 2pm. We had a super team this year; everyone was real enthusiastic! We participated in seven different events from grass skiing to the 3-legged race. We placed 4th overall - quite a step up from last year's 14th place. There was also a surprise challenge event for the famous "turkey trophy". John Ferrua agreed to take the challenge - he was a great sport (sport fisherman that is!).

CONGRATULATIONS!

On January 22, 1993, the Quality Improvement Process struck new ground. On this day, Klöckner Bartelt employees completed two million hours without time lost due to accidents.

During the past six and a half years, the company-wide safety program has become an integral part of the Klöckner Bartelt Quality Improvement Process. And the benefits of this quality program have been outstanding! Not only have we lowered worker's compensation costs, but the safety record has raised employee morale, reduced absenteeism, and lowered personnel turnover. Charles Brown credits the success of the program to the employees' involvement. "Without people at all levels dedicated to establishing a safe environment in our plant, we never would have reached this milestone. We have proved that safety comes from the bottom up, and not from the top down."

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