

**Improvement
Product & Service Quality
Flexible Packaging**
Arwed Löseke
Papierverarbeitung und Druckerei GmbH

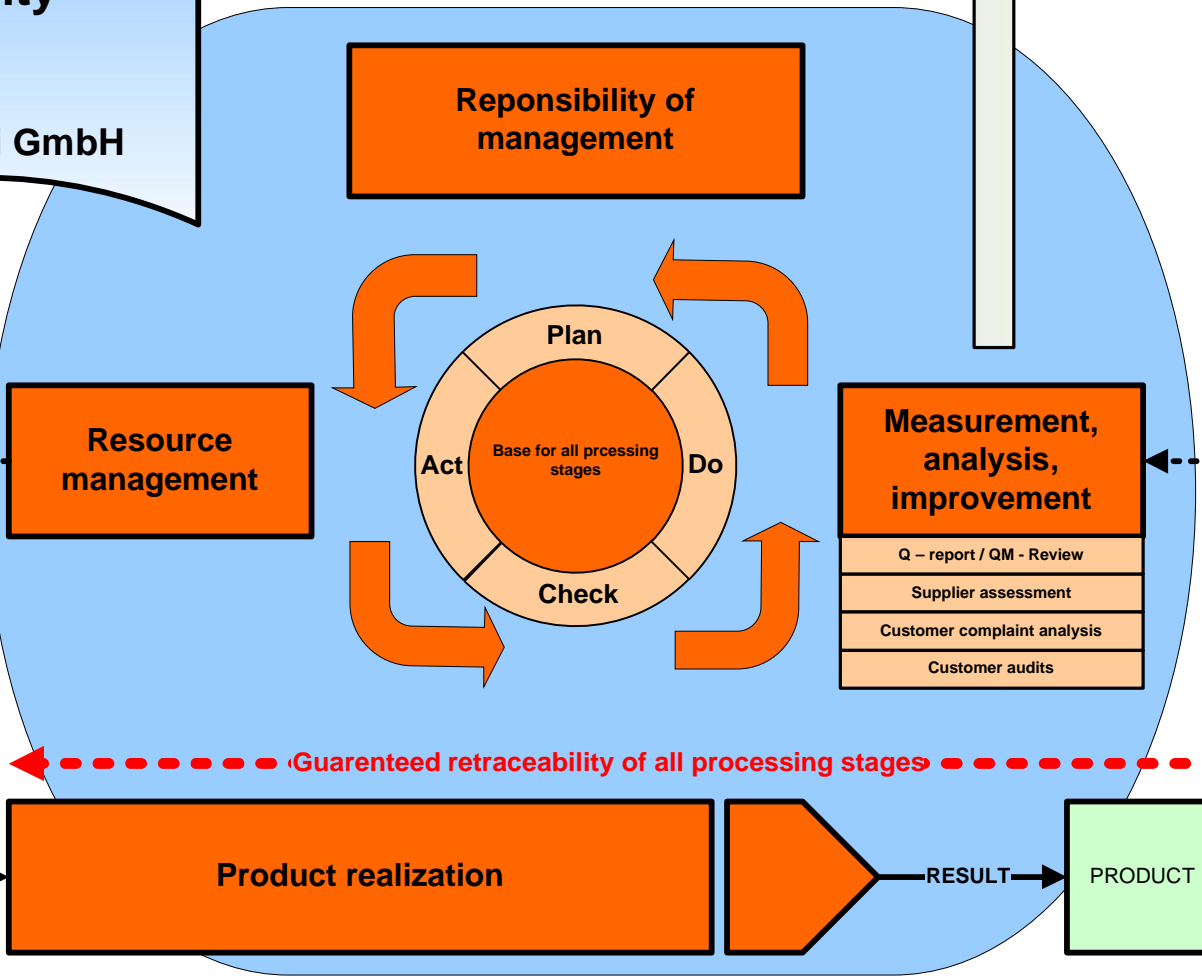
Customer requirements

REACH	
Analysis German / int'l legislation	
REACH delegate	
Exchange of information	
Customers	Suppliers
Suppliers	Authorities
Gas-phase chromatograph analysis during production process	
GMP	
CHECK:	Management - Review

FOOD LAW	
Analysis German / int'l regulations	
Exchange of information	
Customers	Suppliers
Suppliers	Authorities
Declaration of conformity	
Migration tests	
GMP	
CHECK:	Management - Review

QUALITY MANAGEMENT	
Analysis German / int'l standards	
Quality delegate	
QM - manual	
Measuring device management	
Int. audits / supplier audits	
Customer audits	
TÜV audits every 2 years	
CHECK:	Management - Review

HYGIENE MANAGEMENT	
Analysis German / int'l standards	
Hygiene + HACCP delegate	
Continuous improvement of hygiene by hazard analysis	
Int. hygiene audits	
Customer audits	
GMP	
CHECK:	Management - Review



Specifications / Inspections	
Quality assurance agreements	
Supplier / customer specifications	
Incoming goods inspection	
Customer-specific outgoing goods control	
Quality inspection during production process	
Regular quality control tours	
Process capability tests	
Quality control plans / test instructions / test methods	
Certified production-specific test equipment	

Test Equipment	
Determination cold and hot sealing adhesion	
Determination compound adhesion	
EAN code test	
Gas-phase chromatograph analysis (residual solvent content)	
Determination friction coefficient	
Determination glue position and application	
Determination application quantity (primer/laminating adhesive/cold sealing glue/etc)	
Corona pretreatment	

External tests	
ISEGA	
SGS Institut Fresenius	
PTS	
Innoform GmbH	
etc.	

Permanent and competent on-site customer service

Customer satisfaction

RESULT → **PRODUCT**