

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

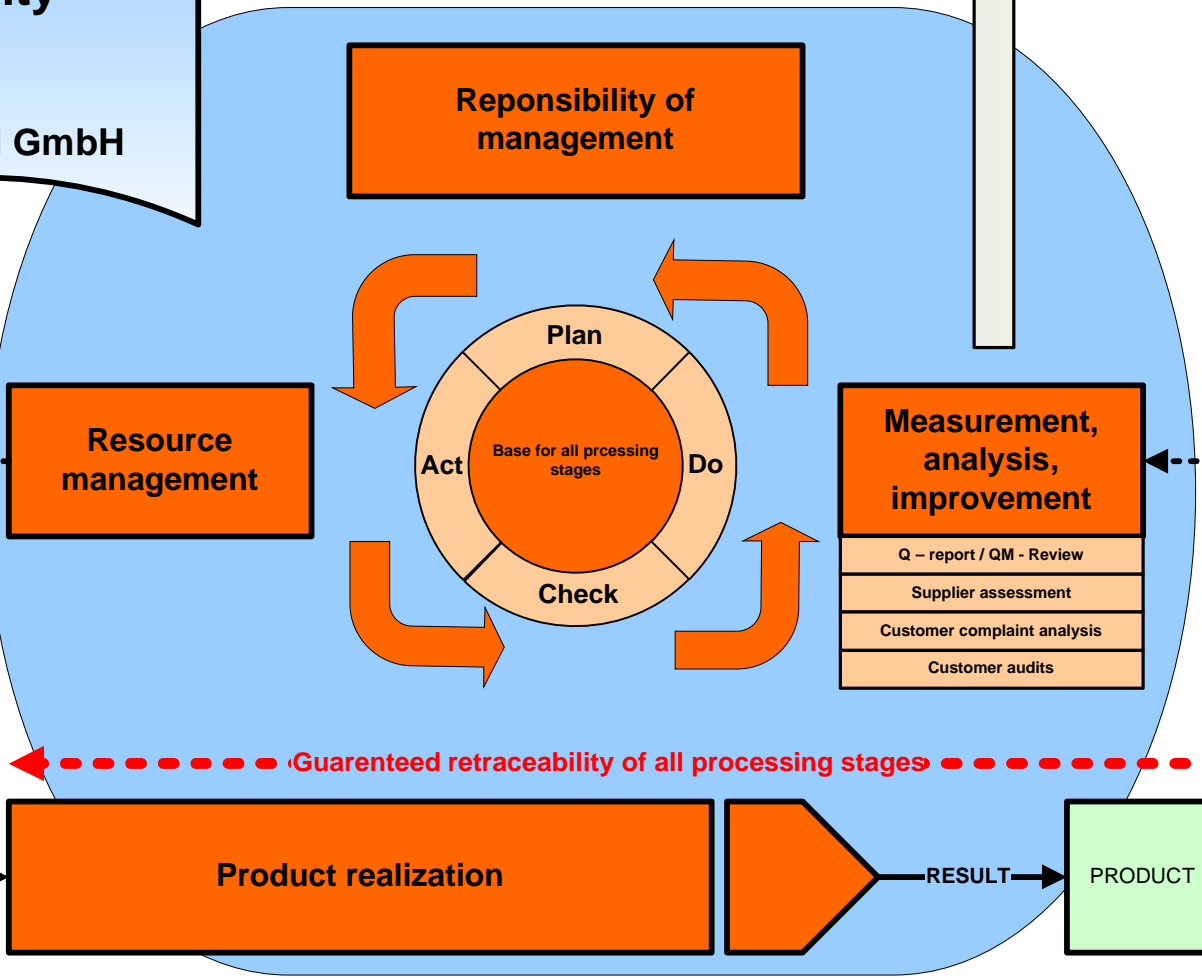
**Customer requirements**

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

FOOD LAW	
Analysis German / int'l regulations	
Exchange of information	
Customers	
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**