



Highest sum ever paid for proposed improvement

Active contribution to the company's success

[DW] When a company is prepared to pay the maximum for an improvement proposal, then we must be talking about a highly profitable suggestion, which was put forward by a committed employee.

ENSINGER is proud to have such employees on its staff, because the improvement proposed by Ralf Dietrich contributed to minimizing the production reject rate considerably and to optimising the production process. For this reason, the ENSINGER production foreman was presented with a very special kind of Christmas present mid-December. For his suggestion he received 15,000 Euro, the highest sum that is awarded by ENSINGER. During a small ceremony, ENSINGER Managing Director Dr. Roland Reber emphasised in his address the enthusiasm and perseverance contributed



Ralf Dietrich amidst ENSINGER well-wishers: Dr. Roland Reber, works councillor Ilona Brodt, production manager Martin Lanig and personnel manager Karl-Heinz Ruhe.

by the company associate – and that this is something which has to be rewarded. „I wish to see employees participating in the success of the company. We wish to show that it pays to be heavily committed for the good of the company. It is our hope that this will be repeated as often as possible because no one understands the potential for improvement at the workplace better than the respective employee“, according to Reber. Independent of the job and work area, as many colleagues as possible should actively contribute to improving products and processes. That is very important, because it is the sum of big and small ideas that makes the success of a company.

Ralf Dietrich is proud of his „invention“, but also emphasised that he is very grateful to his supervisor, Martin Lanig, who was immediately enthused about the idea. He encouraged and supported him repeatedly

to outline the idea and submit it. Ralf Dietrich would, of course, recommend every colleague to do this any time. „It's certainly worth the trouble. Nevertheless, every suggestion should be tested for its feasibility before being submitted.“

Ralf Dietrich joined ENSINGER as a fitter in the set-up group in 1987 and attended the school for master craftsmen in 1988, under a company sponsorship. He has now been foreman in production since 1989, responsible for material adjustments.

Since the company's improvement proposal system was introduced in 1988 many suggestions of different kinds have been submitted and also awarded. There are no limits set for employees. Thus, all readers are called upon to leave room for ideas and to develop innovative thoughts and to tell them to us. Because commitment pays off!

Opinions and views

Dr. Roland Reber: Independent of the job and work area, as many colleagues as possible should actively contribute to improving products and processes. That is very important, because it is the sum of big and small ideas that makes the success of a company.

Ilona Brodt, Chairwoman of the Works Council: In the past, we have processed and given awards to many suggestions for improvements at ENSINGER. Such a large sum, however, has never been paid before. I hope this incentive payment will be an inducement for all employees to think about improvements to processes and products and to submit their suggestions. Because contributions are valuable!

Karl-Heinz Ruhe, Personnel Manager: Such an award is something quite special. I would like to encourage all employees to take part and to accomplish similar successes and achievements.

Martin Lanig, Production Manager: From the good example of Ralf one can see how important it is to further develop and also to formulate one's innovative ideas.

Peter Heiß, Shift Supervisor: In my several years experience as shift supervisor, I was able to learn a lot from Ralf. He is an individual who is willing to pass his knowledge and experience on to others. His suggestion works very well in practice which makes our work considerably easier

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He was able to considerably reduce the production reject rate with his suggested improvement: Ralf Dietrich receiving his cheque with Managing Director Dr. Roland Reber.

TECAPEEK ELS and TECAFORM AH SD

Engineering plastics for manufacturing and handling electronic components

[DW] Once again, ENSINGER GmbH presented the entire range of its products which are required for manufacturing and handling of electronic components at Productronica. For this kind of application, the company showcased the two plastics TECAPEEK ELS and TECAFORM AH SD with defined electrical properties.

Hold-down plate made of TECAPEEK ELS for chip-testing system

TECAPEEK ELS is a characteristic representative of the group of electrically conducting plastics, which is particularly interesting for use in technical solutions with explosion-protection requirements. A typical use for TECAPEEK ELS is to be found

in a testing system at the company Multitest GmbH & Co. KG, Rosenheim. Such systems establish the electrical suitability of the microchips at very short time intervals. A plastic material was needed for the central part of this testing system, the hold-down plate, which in addition to having a low weight also had to have very good temperature resistance. Furthermore, the material had to be suitable for sliding applications without the use of a lubricant. The hold-down plate has to absorb shocks which arise when the chips are removed from the transporting plates. Because of the small space between the sensitive chips and the hold-down plate, the material used also had to be a good conductor so that the electrostatic charge can dissipate without causing damage.

The material of choice was TECAPEEK ELS, as it fulfills all these requirements with complete satisfaction.

Static-deflecting TECAFORM AH SD

TECAFORM AH SD is a typical representative of static-deflecting plastics. The polymer contains a special additive without carbon black, which acts on the principle of electron conductivity, and is permanently migration-free. The well-known basic properties of TECAFORM AH, such as good strength and toughness as well as good sliding characteristics with low friction and low wear, remain unchanged. The uncomplicated cutting from semi-finished product made of the above-mentioned materials permits

parts to be made which have the same electrical properties throughout. In other words, there are no vulnerable functional layers which could lead to changes in function.



Hold-down plate made of TECAPEEK ELS

Editorial

„Production and Services“



Dear Readers,

At the end of the twentieth century, office employees made up a tiny part of industrial personnel. Impressive industrial companies with hundreds of employees were managed by an administration of barely ten staff. At that time, offices were unloved appendages of the manufacturing plants, a few clerical assistants shared various tasks in one or two rooms such as bookkeeping, correspondence, and cash management. The most important data medium at this time was the „accounts book“, an over-dimensioned journal, which contained hundreds of hand-written entries on each page. The entire business dealings of the company could be traced from this book, providing one knew how to read it. The introduction of the typewriter simplified many things. Further innovations, such as electric lighting,

dictating machines and files, are witnesses of the jump in efficiency at this time. In this way, the operational organisation as we know it today came into being; the former administration in which everyone did everything, was divided up into departments and hierarchies gained importance.

Nowadays, more than half of all employees work in administration even in decidedly industrial-oriented companies. In the meantime, the „office“ has become the smallest common denominator for the functions of the modern service company. The office is everywhere where typing, counting and administration take place, where value creation is not measured in material productivity.

It is exactly this immaterial creation of value that is seen as the last bastion of the old industrial nations in comparison to competition from the Far-East. Whoever reads the newspaper nowadays can only come to the conclusion that Europe and the USA will become service regions in the not too distant future, as material value creation will migrate for the

most part to low-wage countries. Production can only be profitable in southeast Asia, in particular in countries such as China. In fact the development of the Chinese economy and the enormous investments of foreign companies in the Middle Kingdom support these statements.

Whoever sees Asia as the production location in the future and Europe/USA as the service regions, would have to assume that a shifting effect in service is inevitable. And it is at this point that I have my doubts. Certainly, there are cultural, educational-political and several other reasons which make the transfer of service value creation abroad difficult. Current developments speak a different language, however. For example, secretarial work in India is not only reasonably priced but also ranks qualitatively very high. Very well-educated personnel, a good standard of English, Internet as the unbeatable transport medium and the whole thing at a fraction of the cost: strong arguments for moving services to India. And naturally this view can also be applied to complicated forms of immaterial value

creation: EDP, medical insurance, bank services, etc.

No one knows today how value creation will be divided across the globe in 20 years time. I am of the opinion that production and services also have a future in Europe, and also in Germany. There are specific regional advantages, which cannot only be reconciled by a cheaper work force. This is not, however, a vote against the global economy. Because at ENSINGER, we are convinced of one thing: in order to be able to provide the optimum combination of physical product and accompanying service in the future, global action is an important prerequisite. Whoever our customers go, wherever value creation takes place, we will be there.

I wish you a successful Year 2004.

Yours sincerely,

Roland Reber

First closed-door conference of the newly-organized casting division

Visit of the Krones in-house exhibition

The first closed-door conference of the newly-organized casting division took place in Donaustauf at the end of November. Participants were Klaus Ensinger, Walter Wagner, Dr. Edmund Zenker, Gerhard Pahl, Walter Fischer, Willi Weißthanner and Gertraud Söldenwagner. To start off with the group was provided with a two-and-a-half hour company tour of Krones AG in Neutraubling, which was put in the excellent hands of Mr. Hermann Schuster, culminating in a visit to the Krones in-house exhibition. An entire brewery was demonstrated here „in miniature“, beginning with the manufacture of bottles to their filling, labelling and commissioning and placing on pallets ready for shipment.

The objectives of the following meeting were, amongst other things, to achieve closer integration of both locations, for the participants to get to know each other better and to derive common future strategies and focus, such as e.g. synergies in the sales and technology areas and bench-marking. After the official part on Friday, there followed an interesting evening program with a tour of the traditional Regensburg brewery Kneitinger, which was conducted personally by one of the last master brewers. The information given during the tour helped the participants to provide an expert opinion at the concluding spandrel beer tasting and also to taste the beers served during dinner from another point of view. On Saturday, the group then worked together on concrete objectives and assignments for individual participants and the follow-up period, based on the results of the previous day. The development of new markets and the strengthening of market presence were defined as central main priorities. Long-term concepts were also discussed, which have already been included in the agenda for the next closed-door session. The meeting was concluded with lunch together.

Gertraud Söldenwagner

Dear Readers,
 You can find further information on the new organisation of the casting division in the news section of www.ensinger-online.com in an interview with the two divisional managers.

Clear competitive advantage

ENSINGER certified according to DIN EN ISO 13485 in the field of medical technology

ENSINGER GmbH has extended its quality management system according to DIN EN ISO 13485:2003. By conforming to this norm, the quality management system is particularly geared to support the requirements of customers in the area of medical devices.

The ENSINGER management system was extended in order to be able to respond flexibly to customer needs in the area of medical technology. This makes it possible for the company to manufacture semi-finished and specific injection moulded or machined parts according to specifications for use in medical technology.

ENSINGER components and materials are used in instruments for respiratory and oxygen treatment, for dental instruments, for equipment used for sterilisation and disinfection, for disposable medical products, for dental appliances and materials, and for many other purposes.

Since 1996, a consequent reorganisation in the direction of a process-oriented management system has taken place at ENSINGER GmbH, which was already certified in 1993, and since 2001 ENSINGER is now certified according to the current version DIN EN ISO 9001:2000.

The certification confirms the objective of ENSINGER GmbH, which is to provide the customer uniform quality in his supplier chain, to be in control of risks and to strengthen confidence with regard to cleanliness, risk analysis and documentation.



The qualification in the medical area represents a clear competitive advantage for the company. „We are orientating ourselves even more in the medical market segment; so that this was the logical consequence of continuous development and improvement in the quality management processes“, according to Martin Baras, Sales Manager of ENSINGER GmbH. „As an internationally recognised standard, the certification opens up worldwide market access to us – today, it is more necessary than ever to meet the high global quality requirements.“



Hermann Schuster (2nd from right) accompanied Walter Wagner, Gerhard Pahl, Willi Weißthanner, Gertraud Söldenwagner, Walter Fischer and Dr. Edmund Zenker through the company.

Thoughts about the New Year

Dear Colleagues!

Happiness is the one thing we can make a gift of without owning it. And happiness is in any case the nicest present you could give to anybody. Even if it only seems to be a little piece of happiness: perhaps to talk to a lonely person, giving comfort to someone who is sad or helping a weak person. – But this kind of gift is becoming more remote to us. Instead we occupy ourselves with questions like „What shall I buy my wife, or my brother, what shall we give the children as a present?“ With all the marketing of Christmas, the true meaning of the celebration tends to become lost from view. But as is it said – „Pleasure can be an assembly line product“. But never happiness. The happiness of life is made up of different moments, moments of happiness. And Christmas is one of them. Provided you really make it a feast and don't get carried away with the frenzy of consumerism and „Christmas stress“. I hope that you enjoyed a peaceful Christmas festivity with your families.

Now we have started the year 2004. It will be an exciting year: We wonder what advances this „Year of technology“ will bring with it. We can't wait to see the European football championships in Portugal in July. And the Olympic Games in August in Athens. Who will be particularly successful this year? And what successes will our company ENSINGER achieve? The most important question of all for us is of course: what do we want to achieve in this year.

I would like to see lots of creative ideas coming to life in the New Year, which stimulate other new ideas on their part and that these lead to still more new ideas and so on. Because such „awakeners“ are vital for our company. Only if we think ahead and sometimes also at a tangent will we keep moving.

„There are opportunities everywhere – you just have to recognise them.“

We should adopt this saying for us. In order to achieve our goals, we have to not only recognize opportunities, but also to take them – with total dedication. We have a lot of good chances. We should not let them pass by. Let's use them!

A happy Year 2004 full of clever ideas and thoughts to you all!

Sincerely yours

Ilona Brodt
 Chairwoman of the Works Council

My stay abroad with ENSINGER Ltd. in South Wales



„Supply Chain Management with ENSINGER Ltd. as an example“ through ENSINGER UK, it seemed appropriate to take over a number of projects for the „Logistics Department“ there, in order to gather information at first hand. In one of these projects, for example, I was given the task of finding a more cost-effective way of bringing material from the USA to Great Britain.

Fortunately, my stay in South Wales did not only consist of work; thanks to my nice working colleagues I saw and experienced a lot. I visited, for example, the largest system of caves in Western Europe in the mountains of Mid-Wales, and also spent as much time as possible on the beautiful sandy beaches, as the weather was always on my side with lots of sunshine and unusually mild temperatures during my entire stay.

These six weeks in Llantrisant have, on the one hand, improved my language skills and, on the other hand, given me an extensive understanding of the local working methods and market situation. I would like to take this opportunity to thank once again all German and British individuals involved who gave me this great opportunity!”

Julia Bieber

„At first six weeks in a foreign country seemed to be a long time, but in reality my six weeks at ENSINGER Ltd. in Llantrisant just flew by. That was due, above all, to the many new and interesting impressions which I got both through my work for the „Logistics Department“, as well as from my pleasant and hospitable colleagues. It was really interesting to experience how things are run at ENSINGER from a non-German point of view and thereby to learn a lot about the local conditions and reasons for the market presence there. Since I will be writing my pending diploma thesis on the subject of

An autumn festival of a special kind

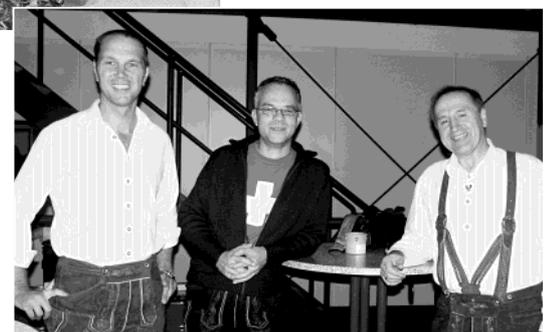
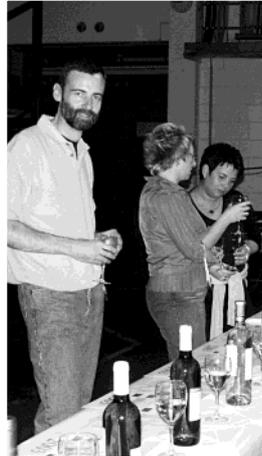
Wine tasting, mid break buffet and Swiss cheese served by the boss



Chile and Australia to choose from. The guests were able to educate themselves about each individual wine, the type of grape used in a wine magazine especially prepared for this festival, and so choose a wine from the large selection according to their own particular taste.

And if anyone was still not quite sure which wine to drink, head wine cellar-man Markus Philippi gave individual advice at the wine bar. The undecided could first try a sip or two of the one or other wine – as is customary for a wine festival. In order not to disappoint those colleagues too much who prefer their own traditions, bottled beer was served, of course, as an alternative to wine. A real rustic mid-break buffet was also offered, at which Dr. Reber celebrated his new position as general manager in Cham in the already well-known tradition of Nufingen: He served the Cham employees and guests at the cheese board – nationally aware, offering genuine Swiss cheese and wearing traditional Bavarian Lederhosen!

The colleagues in Cham and the guests from Nufingen unanimously liked the idea of the wine festival and the overall result very much – it was something different and, in addition, an all round success.



[Ph] On 27th September, ENSINGER in Cham celebrated its annual summer festival, this time as an autumn festivity, and unusually for beer-drinking Bavaria a wine festival was organised! This meant that a number of guests from the neighbouring Swabian region had spent a whole year practising in vain to show their prowess with the Bavarian beer tankard, the so called „Maß“. Instead, they were rewarded with a large selection of wines: there were 14 red wines, eleven white wines and three rosé wines from Germany, France, Austria, Italy, Spain, USA,

Trainee excursion 2003

„For our trainee excursion last summer, we „ENSINGER green-horns“ drove to Cham for two days together with our instructors to visit the factory. There we received some interesting information from the factory manager Mr. Alsasser about the founding of the second factory, which was first started in a rented hall in the town centre of Cham until 1985, when a building site was purchased in Altenmarkt in order to build the current facility. The divisional managers Mr. Walter Wagner (die casting) and Mr. Fred Nass (cutting operations) informed us about individual assemblies and elements which are manufactured by ENSINGER, such as, for example, rope pulleys for cranes. After this introduction, we were divided up into groups and toured raw material preparation, extrusion department, the moulding plant as well as cutting operations. The individual finishing processes were explained to us in detail. In the tool

cleaning department Mr. Daiminger showed us how important that often-repeated (and often ignored) saying is „Tidiness is half of life“: because only with clean and orderly tools is it possible to extrude the profiles completely. We also learned from Mr. Wagner that tube casting is carried out horizontally and the casting is done in a vertical direction. Annealing was also described, in addition to the process of testing rods for defects, for example, by means of ultra-sound. In the evening, we had a cosy get-together in a pizzeria and strengthened ourselves with Italian specialities for the next day. Also on the programme was a tour of a glass factory, a race down a summer toboggan run and a tour of an old silver mine. Last but not least, our instructors took part in a short sketch and gave a final speech before we said goodbye to our Cham hosts and drove home.“

Michael Rieger



Protective clothing was compulsory in the silver mine!

Prize Competition

The winners of last impulse's competition were Daniela Grob from Kundert AG, Annette Gillmann from Olympus Winter & Ibe GmbH and the ENSINGER trainee Christoph Paul. These three can all look forward for an ENSINGER shower radio. Congratulations! Gratulation! To all other entrants, thank you very much for taking part.

The question was, in how many countries is ENSINGER represented; the correct answer is „13 countries“.

This time, you can also participate in a prize competition. Just answer the following question: „In which field did ENSINGER get the ISO 13485 certification?“

- a.) Semi-conductor industry
- b.) Medical industry
- c.) Automotive industry.

Just send your solution by e-mail to impulse@de.ensinger-online.com.

Closing date is 12 March 2004.

You can win one of three ENSINGER writing sets by rotring. Good luck!

For questions and suggestions please send an email to impulse@de.ensinger-online.com

Introduction seminar for trainees

For the third time, the introductory seminar for new trainees and BA students from ENSINGER Nufingen and Cham took place. As in the past, they went for two days to the Wannenkopfhütte, a mountain hut in Bavaria.

There, the new trainees were introduced to the organisation, our guiding principles and the training schedules at ENSINGER. They practiced how to be good team players, how to make good presentations and how to best communicate with other persons in the „new job world“. A further important aim was, of course, that the trainees, BA students and trainers get to know each other better. On 4 September 2003, the trainees and BA students started off from Nufingen early in the morning together with their trainers Mirjam Betz and Arnt Stumpf for the mountain hut. Once

there, they welcomed colleagues from Cham at a joint breakfast. Later the day's program started with role plays, group dynamic exercises, presentations and various motivation games. The next day, an especially demanding task was the construction of a „Flying Egg Machine“ with the help of the following materials: A pencil, a rubber, some sheets of paper, one egg, scissors and a glue stick. The aim of the session was to work constructively and efficiently together in one team. Of course, this task was successfully mastered by our young colleagues from Cham and Nufingen – as you can see from the picture. At the end of the day on 5 September, they set off for home after an instructive and successful stay at the mountain hut.

The trainees



A hearty welcome

from ENSINGER to the new employees who have joined our team since October 2003

Nufingen

| | |
|-------------------|---|
| Thomas Ensinger | Skilled Worker, Raw materials |
| Luedmila Fomina | Room Care Employee |
| Ilse Kazamir | Room Care Employee |
| Klaus Kientzle | Flexible worker, Extrusion |
| Hans-Jürgen Kölbl | Managing Director Financial Accountancy |
| Artur Wolfer | Flexible worker, Extrusion |
| Marc Rehling | Development and Application Engineer, Building Products |
| Andreas Zerweck | Controlling |

Cham

| | |
|---------------------|----------------------------|
| Martin Mühlbauer | Electrician |
| Katharina Schindler | Employee Quality Assurance |

We wish you all a successful future at ENSINGER!

By the way: In the last issue, we welcomed our colleague Alex Ninós as new employee in Cham. This was a mistake. Of course, he works as a Technician in Nufingen!

Again a „Welcome“ to him!

Creative presents for everyone

Nutcrackers for a good cause

[DW] As in every year, the young people from the ENSINGER apprentice's training workshop were once again busy milling, bending and drilling in order to provide their colleagues with original Christmas presents.

In the past few years they have set a very high standard providing handmade plastic cutting boards, door name plates, key-rings and candlesticks, and this time they also didn't fail to meet expectations: Nutcrackers made of curved stainless steel with a coloured plastic or alternatively wooden base and heavy spheres, which would crack the hardest of nuts, were diligently produced and offered for sale

during the Advent period. Anyone who was looking for just a small item as a present got a good bargain with ingenious bottle opener key-rings made of machined threaded nuts and aluminium handles, or with cookies baked by the trainees themselves – or even their mothers. The whole activity brought together a considerable sum for the industrial group of apprentices amounting to almost 1500 Euro, which was then doubled by the executive management. The takings, of course, will once again be used for the benefit of a social project – about which we will report more extensively in the next issue of impulse.



Anniversary in Cham

[RZ] Our colleague Bernhard Karl celebrated his 10 years service in the casting facilities in Cham. He joined ENSINGER on 12 October 1993 as a machine operator and has remained faithful to the company since then.

Product division manager Walter Wagner (r.) thanked and congratulated him together with production manager Walter Fischer (l.).



The Impulse Interview

Questions to Robert Müller



Where do you see the strengths of your team?

The strengths of our employees are their involvement, motivation and creativity to take new directions. The most recent example here is our employee Ralf Dietrich, who succeeded in gaining the highest possible bonus award for his constructive improvement suggestion (see separate report, page 1). I came across another good example of the strengths of our employees last year. Thanks to the active participation of all concerned, the total renovation of our extrusion hall went so smoothly that there were no supply shortages in our warehouse and nor to our customers.

Robert Müller studied plastics engineering in Aalen before he started employment at various companies as an experimental engineer. In 1990 he joined ENSINGER as an experimental engineer. As product and project manager he was responsible for material and process development, for the development of new products and for handling complaints, amongst other things. Today, he is divisional head of semi-finished products and industrial profiles. Mr. Müller considers himself a good example of what is possible in a family-run company such as ENSINGER, if one is given the opportunity and the training to make their own way.

Mr. Müller, how do you see your function at ENSINGER?

As divisional head for semi-finished products, I am responsible for managing the division so that we can provide our customers with high-quality products while meeting project deadlines. Of course, we also wish to make money, in order to secure the jobs of our employees and the industrial location in Germany. And most important of all: We want to support our customers to assert themselves against their competitors with the help of our products.

What is the strength of the ENSINGER product range?

ENSINGER has a particularly wide product portfolio – because we want to supply our customers with the materials they actually need. Together with our partners from the raw materials industry and, above all, with our customers, we are permanently trying to fill any gaps in our product spectrum. For example, in 1991 we were among the first to recognize the fantastic properties of Victrex PEEK®, our TECAPEEK. In this way, we enabled our customers to capture new markets with a completely new plastic. Today, we are a recognized semi-finished product specialist for this material. I can still remember quite clearly that during the first production trials we still shook the granules by hand into the machine.

How long does the process take from the first input that the need for a new plastic exists, until final production?

That varies considerably. For example, in 1995 we started to process a glass-fibre reinforced PPS, our TECATRON GF 40. We found a material here which possesses good mechanical strength with very good chemical resistance and good thermal shape stability. Despite the above-mentioned properties, we only had a slight response from the market in the first few years. Today, this is a product which is sold in very large amounts and I am sure that this is just the beginning. In other words, the product alone does not make a market, it is the work of our application engineers here in the company and on location with the customer which finally makes the product successful.

What do you think of the possibilities offered by the internet, especially the cutting calculation, which enable customers to order online?

We have heard from many customers that this is an instrument they have been expecting for a long time. Above all, not only special plastics can be ordered in this way, but also all storable products can be calculated automatically and ordered. Generally speaking, there is a clear trend that our customers do not simply purchase a sheet, but also have the parts cut or planed right away as required for machining. This reduces effort and also lowers the customer's costs and frees him from having to store remnants until they are needed again or from even having to dispose of them. Dealers and OEM can use these advantages.

What do you particularly like about your job?

There are numerous points to mention here, but there is one I like in particular: In order to be able to manage a division with its various departments and their assignments, functioning processes are necessary. I have a responsibility to organise these processes together with my team so that they function smoothly, but also so that they do not make the employees slaves to the processes. Instead, they are given that, which helps them to work creatively and serves the purpose. Processes are important, but even more important are the employees who put life into them.

Last summer, I visited ENSINGER in the USA. There we discussed how we could better organise the interchange of know-how and improve the punch of ENSINGER even more in the sense of „best practices“. During these discussions, I sensed the same spirit in the employees in the USA as we have here in Nufingen. That makes me particularly proud to be able to work in a company which has more than 1700 employees worldwide.

How do you see the current market situation? What do you think is the future of the semi-finished products market?

If you open the newspaper these days, you always read about the poor economy in Germany. We have adjusted to this in time, have prepared ourselves and have done „our homework“, as we do throughout Europe. This has helped us to achieve further growth way beyond all the forecasts that have been made with respect to economic growth. The industrial location Germany is not bad, if you have the right employees, are innovative and make the right plans for the future.

Mr. Müller, thank you very much for your answers!

This interview was conducted by Doris Wölflle

ENSINGER business life

High demand: Reprint of the new „Technical guidelines brochure“

[DW] Our publications in the last „impulse“ and in diverse specialist journals have caused an unexpectedly high demand for the new technical guidelines brochure. For that reason, the company's marketing department has needed to reprint them after just a few weeks. This work of reference with information covering „Engineering Plastic Properties and Processing Guide-

lines“ gives detailed information about everything that a plastic manufacturer has to know to find the optimum material for his application. It is available in English, German, French, Italian and also in Spanish. The file is still at your disposal at www.ensinger-online.com, but you can also order it as a catalogue, as usual from info@ensinger-online.com.

Christmas donation

Instead of gifts for our customers and employees, ENSINGER GmbH decided to make donations in favour of social projects that are especially important to the Ensinger family. The company supports a project headed by the Ukrainian Bishop Stanislaw Szyrokoradiuk who self-sacrificingly cares for orphans.

Other bequests help to provide care for a Nigerian school and the Brazilian relief organization CECRIS. Both of these projects make it possible for young and old people to find a settled life and to escape from poverty. Our support is critical to the people who profit from our contribution.

Wilfried Ensinger honoured for his idea Ten year anniversary of the Action Group for the Living and Economic Area of Cham County e. V.

[RZ] The „Aktionskreis Lebens- und Wirtschaftsraum Landkreis Cham e. V.“ (Action Group for the Living and Economic Area of Cham County e. V.) recently celebrated its 10th anniversary. The action group was founded on 12th November 1993. Since that time, it has provided a meaningful contribution as a mutual platform for the business community, administration, politics and society to strengthening the economic area. On behalf of the members of the board, Theo Zellner, Chairman and chief executive of the county, thanked all those who have made a contribution to the positive development of the action group and honoured the

founding board members and the originator of the idea, Mr. Wilfried Ensinger, founder of ENSINGER GmbH. Ten years of the action group means ten years of common involvement for the County of Cham, as well as ten years of successful collaboration between the business community, administration, politics and citizens. Since it was founded, many projects have evolved and been carried out, such as e.g. the career choice days which take place regularly, the introduction of the economic data base on the internet, organising and running various seminars or the setting up of the mechatronics network of competence.

insulbar® building profiles: New internet presentation

The construction products division of ENSINGER GmbH has considerably expanded its online range with the insulbar® product programme. Customers and interested people can now find a platform at the internet address www.insulbar.de offering extensive information covering every aspect of thermal separation for metal windows using insulbar®.

Particular importance was attached to a well laid out interface with a clear menu structure. The menu „Current“ is of special mention, which offers a newsletter function to subscribers besides current press information and a trade fair calendar. More extensive information on the programme spectrum can be found under „Your profiles“ and „Your system solution“, with standard and individual solutions. The latest technical documentation and brochures



are available under „Downloads“. The insulbar® online range is continuously being expanded, of course, you will also find the insulbar® homepage, when selecting „Profiles“ from www.ensinger-online.com. Enjoy clicking.

ENSINGER at exhibitions

Visit us from 9 to 11 March at the MedTec fair in Stuttgart. You will find us on Stand 934 at Europe's Premier Event for the Medical Device Manufacturing industry.

Come to Bauma in Munich from 29 March to 4 April 2004 where we will be pleased to welcome you in Hall A6, Stand 335.

We look forward to your visit.

Executive Committee to ENSINGER do Brasil



[DW] The appointment calendar of the five members of the committee, who visited our subsidiary in Sao Leopoldo last autumn, was jam-packed: as part of the regular round of visits to the ENSINGER affiliates, the general management of the Group, the „Executive Committee“ consisting of Klaus Ensinger, Dr. Roland Reber and Rick Phillipp from the USA, together with Walter Wagner (Casting) and Franz Holzberger (Extrusion), paid a short three-day visit to the subsidiary in Brazil. During the intensive liaison, the status and strategies of the Brazilian subsidiaries were presented and discussed. Furthermore, personal contacts should not lose out. „When we visit subsidiaries, it is

important for us to see not only management. We make a lot of inspection rounds through the companies and meet as many employees as possible, also at social get-togethers – only in this way can a good and trusting form of cooperation be assured“, according to Reber. The meetings with Walter Wagner and Franz Holzberger took place during the Global ENSINGER Network GEN. The „Global Extrusion Group“ and also the „Global Cast Group“ are constituent elements of GEN. This means that leading employees from the production areas, in this case from extrusion and die casting, form networks in order to support each other in discussions and mutual projects and to thus profit from one another according to the motto of „best practices“. During this Brazilian visit, discussions concerning mutual projects in the areas of production casting and extrusion stood in the foreground.

ENSINGER Singapore around the world

Getting to know employees and internal training at the fore

[Kall] Last October, Gerd Kienscherff, Manager of ENSINGER Singapore, and three of his employees packed their suitcases and headed for the airport. The Asian colleagues started on a small tour around the world, in order to introduce themselves personally to some of the subsidiaries and customers. The first stopover of the journey was in the USA and on 18th October Fred Nass of ENSINGER Cham welcomed Gerd Kienscherff, Audrey Loke, Aissa Liau and Wilson Tan in Bavaria. The Asian colleagues received an impression of Bavaria's cultural and culinary highlights in "fast-forward mode" – the city of Munich, the castles of the fairy tale king Ludwig II, the Bavarian Forest including Lake Aber, as well as a visit to a glass factory and a meal with Bavarian white veal sausages were, of course, a must. During a tour of the factory at ENSINGER Cham, the colleagues were evidently impressed by the means available and the products. On 20th October, they continued on to the ENSINGER headquarters in Nufringen. Export manager Björn Uhlken gave a tour through the factory for the four and explained the working processes. It was very interesting for the

visitors to see the production processes „live“, as the subsidiary in Singapore only concentrates on sales and marketing. There was also a social event in the evening with colleagues from general management and sales at a go-cart circuit in Gäufelden. After a wild chase on the racetrack, there was a hot meal with Swabian specialties. Next day, discussions were held on how to further optimise the level of collaboration. In order to optimise the evening programme, the four guests were accompanied to the Schönbuch brewery in Böblingen. Here it was possible to further intensify their knowledge about the art of Swabian cooking and beer brewing. Culturally strengthened, the guests took part in a training session the next day on plastics and their processing options. They intensively discussed together with Technical Marketing the various applications and problem areas. With a heavy head and an empty stomach the visitors then spent their last evening in the „Krabbanescht“ in Holzbronn, where the hosts tried for the last time to introduce their guests to hearty, Swabian specialties. After so many business, social and cultural ties, the goodbyes were cordial and both sides agreed that it was both a very pleasant and, above all, productive meeting, from which everyone could learn a lot from everyone else.

ENSINGER UK receives ISO 9001:2000 certification

[DW] ENSINGER Ltd., EPE and TRIG Engineering have received their certification under ISO 9001:2000. According to ENSINGER UK, the successful achievement is not only due to the local team of Jess Morgan and Tony Probert at ENSUBGER Ltd and Clare Langley at Trig Engineering Ltd as the persons mainly responsible. In particular Quality Manager Hansjörg Faller, who had implemented this standard for the ENSINGER headquarters, very cooperatively support-

ed them and gave hints and ideas to assist this project. The Auditors praised the companies saying, "it was a pleasure to audit companies that are clearly committed to quality and customer service." Both companies have held Quality approvals for many years and ENSINGER Ltd. was one of the first plastics companies to obtain the original quality standard. As suppliers to the MOD and the aerospace industry, quality approvals are an absolute necessity.



Of course, there was a trophy for the go-cart winner!

THE LITTLE LATERAL THINKER KNOWS ALL THERE IS TO KNOW ABOUT PLASTICS

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Impressum
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