



"ENSINGER à la carte": Cut sizes for breakfast and afternoon coffee

Processes and equipment optimised for faster throughput with customized cuttings

Things are not always predictable and nor can they be planned, and sometimes every hour matters when acquiring spare parts. ENSINGER would like to support its customers in their production processes – in particular with cut to size goods – with shorter delivery options.

The plastics manufacturer has now set up an à la carte service exactly for those cases when customers need cuttings made to size just-in-time: With immediate effect customized cut sizes, up to a certain amount, can now already be at the customer the next day in time for breakfast or afternoon coffee. For a small surcharge the purchaser can now define when the goods should be delivered: at 8.00 a.m. or 5.00 p.m.. In addition, ENSINGER offers free-of-charge to hold cuttings, under certain conditions up to 100 items,



Cuttings for breakfast:
For a surcharge, rushed cutting shipments are already delivered at 8.00 a.m. on the working day after the order was placed.

ready for delivery within 24 hours. In order to be able to reliably provide customers with "cuttings à la carte", the shipping department has optimised both processes and equipment: two-shift operations have been introduced in the carpentry shop, and in addition there is a special order processing system for express deliveries.

"Just-in-time deliveries govern everyday working and the smooth course of production processes. The need for reliable short-term delive-



Cuttings for afternoon coffee:
If there is time enough until the afternoon, cuttings are delivered for a small surcharge up to 5.00 p.m..

ries is becoming more and more important. For this reason, we have made new arrangements with forwarding agents and equipped machines in the carpentry shop to en-

sure a greater throughput in a shorter period of time," according to Dieter Scharf, Shipping Department Manager. Two collections per day and a dial-up network permit us to work more time-effectively. Always when you need it: ENSINGER à la carte. You can request further information on this service under impulse@ensinger-online.com.



Cuttings in larger
amounts are "ready to be served" without additional cost within 24 hours.

In this issue:

Page 2

- Editorial
- Building Products Division
 - Saie Due trade fair in Bologna
 - New high-rack warehouse for tools
 - New insulbar® standard programme

Page 3

- The *impulse* interview: Björn Uhlken
- Wilfried Ensinger new president of the regional Chamber of Commerce
- 22,000 Euro donation for flood victims
- New flyers
- Current law

Page 4

- TRIG Engineering wins award
- Medical symposium at ENSINGER Italia
- Training and team building at ENSINGER, s.r.o.
- First ENSINGER senior get-together

TECASON P

Extraordinary resistance to conventional sterilization methods



In order to be able to differentiate more easily between different instruments and sizes, the use of coloured plastics is very popular in medical technology. TECASON P MT (Radel®) was developed especially to satisfy such needs. TECASON P MT is a technical plastic with extraordinary resistance to conventional sterilization methods, cleaning agents and disinfectants, as well as to numerous mild solvents. This offers additional safety in medical technological applications.

The material excels with high thermal resistance, excellent mechanical properties and good toughness. Both the raw material as well as the added colour pigments meet FDA standards, the material conforms to biocompatibility requirements.

The main uses for TECASON P MT are in the areas of medical technology and foodstuffs technology. Typical applications are surgical instruments, instrument handles, test pieces for implants and sterilisation containers. TECASON P MT round rods are available in many standard colours. You can order an information flyer on the product under: impulse@de.ensinger-online.com.

ENSINGER provides TECAPEEK Classix to Medical Device Market

Reduced Development Time and Greater Design Flexibility for Medical Applications

[DW] ENSINGER has announced a marketing agreement with Invibio®, a leading provider of biomaterial solutions to the medical device market. Through this new agreement, ENSINGER will immediately begin marketing Invibio's PEEK-CLASSIX™ polymer – a medical grade polyetheretherketone – for use in the production of medical applications and instruments, to its medical and pharmaceutical customers. ENSINGER will market the material under the name TECAPEEK Classix.

ENSINGER's customers will benefit from the reduced development time and costs associated with biocompatibility testing and regulatory approvals. Invibio's polymers have been tested to industry standards, and device masterfiles containing these results have been lodged with the FDA. Making this kind of infor-

mation available to device manufacturers can help to reduce the time and costs involved for device clearance with regulatory agencies.

Invibio's PEEK-CLASSIX polymer is a US Pharmacopoeia Class VI thermoplastic designed for medical device applications requiring blood or tissue contact of less than 30 days, including catheters, surgical instruments, analytical equipment, blood management, drug delivery systems and e.g. probe heads for pharmaceutical equipment. It is one of the most chemically resistant polymers available and can be repeatedly sterilised using conventional sterilisation methods, including steam, gamma radiation and ethylene oxide processes without the degradation of its mechanical properties. The material exhibits a superior combination of strength, stiffness and toughness,

making it ideally suited for medical device applications.

"This agreement will enable ENSINGER to extend its reach in the worldwide medical manufacturing market," said Business Development Manager Dr. Jürg Wiedler. "TECAPEEK Classix is the perfect complement to our current portfolio of high performance plastics designed for medical applications."

"Metal components are increasingly being replaced by medical grade PEEK in the development of medical devices and equipment," said Michael Callahan, President of Invibio. "Invibio will continue to work with leading suppliers such as ENSINGER to increase the availability of biocompatible, high-performance materials to meet the growing demands of the medical device industry."

Trade fairs as an indicator of development trends in the market

New products at the MedTec

[Kal] ENSINGER has already successfully participated in two trade fairs this year. In the middle of February, the MEDTEC opened its doors in Stuttgart. ENSINGER has been participating in this fair for many years – and was able to notice an increase in visitors again this time. This trade fair offers the company an ideal platform to present both tried and tested pro-

ducts as well as new ones for all branches of the medical technology industry. At the same time, it is an important indicator for development trends in the market. The high performance plastics from ENSINGER serve a very important market segment here for the company. A particular highlight of this trade fair was undoubtedly the introduction of new products, such as the anti-microbial

materials TECAFORM AH SAN and TECAPRO SAN, or TECASON P MT with its wide range of colours. Another important aspect of this trade fair was once again the many interesting discussions with existing customers, as well as promising new contacts both home and abroad, which could be made.



Editorial



Dear Readers,

Technical plastics for breakfast, together with freshly brewed coffee and croissants? "Doesn't make any sense" is probably your spontaneous reaction. However, some of our customers think otherwise. Because nowadays, an order will only then come about if very little time transpires between order entry and production, and punctual delivery is guaranteed. This means a lot of flexibility is required in our internal structures and also on the part of suppliers. For this reason, we now offer cut sizes "à la carte", which means the full programme at the speed you require and need. In order to be able to offer this service, we have altered and optimised several processes – and our delivery times are something we can be proud of: under certain conditions, cut sizes can be delivered early the next day in the morning or during the afternoon, just as you like and we guarantee it. By the way, somewhat larger amounts can also be shipped within 24 hours and in this case without any additional charges. Find out more details of our "à la carte" programme on the front cover.

We can only offer our customers efficiency and speed if we practice this ourselves internally. Of the many projects which are currently being worked on at the moment, we would like to introduce one of them in this edition: a "tool storage tower" was constructed at our Bavarian location in Cham, which permits more efficient access to tools. Efficiency in the sense of speed, and also in the sense of ergonomics, is an important factor for the health of our employees. Read more about this in a separate article in this edition.

One of our affiliates in the UK (Bridgewater) has even won an award for an efficiency programme: in a "Lean Management" competition in which entries were invited from different aerospace institutions, TRIG Engineering achieved excellent results and was awarded a prize for "improvement of competitiveness". Congratulations!

Efficiency is important and fine, however, variety should not get lost along the way. ENSINGER places great importance on a broad spectrum of products, which we are continually expanding. We introduced a considerable number of new products at the last "K" trade fair, including the high-performance polymer TECAMAX SRP. Just half a year later we are extending this further: with

TECAPEEK Classix, amongst others, we are expanding the spectrum of materials for use in medical technology. We introduced the product together with our new SAN plastics at the MedTech trade fair, which took place in January in Stuttgart. Details of the new TECAPEEK Classix and on our trade fair presence can be found on the front page.

Well, has our menu with its varied selection and crisp delivery times whetted your appetite?

Then have fun reading on and ordering!

R. Reber

Roland Reber

Represented for the first time at the SEMICON Europe

[Kal] New and interesting contacts could also be made in Munich during the SEMICON Europe, where ENSINGER was present this year for the first time. By participating in the only SEMICON trade fair in Europe, the company wants to underline its focus in this segment. The semiconductor industry thrives on innovation and very short product development cycles – ENSINGER is aware of this characteristic, which is reflected in the own development of new high performance plastics or

compounds. The presence of ENSINGER was met by a very positive resonance from visitors and, with the introduction of new innovations, such as TECAMAX SRP, which is considered the strongest, most durable and hardest non-strengthened polymer in the world, ENSINGER was also able to arouse international interest. This first attendance was therefore considered a complete success and the exhibition stand location has already been reserved for next year.

Building Products Division

SAIE DUE trade fair in Bologna – spring sees the visitors flow in



Lots of interest in front of the product showcases. Before that, two platforms with heat-cold experiments, which demonstrate the practical effects of different types of insulation for windows in a simple manner.

[Wey] With an increase in attendees of over 6.5% compared to the last meeting, this year's SAIE DUE trade fair, which took place from 16th to 20th March 2005 in Bologna, set a new record.

The onslaught of visitors to the ENSINGER exhibition stand was also so great at times that the trade fair team had a struggle to cope with the multitude of advisory and information discussions.

The Building Products Division was represented with the complete range of insulbar® products (insulating profiles for metal windows, doors and façades) and Thermix® (edge spaces and bars for insulating glass). In Italy, or generally speaking in the whole of southern Europe, there is an enormous

potential for improved insulation of windows and doors, which could be clearly felt during the SAIE DUE as an indicator and at the same time as an impulse-giver for the industry.



New high-rack warehouse for tools

As part of an extension programme, a new automated high-rack warehouse for building products tools was erected at ENSINGER in Cham. In just two months construction time, the computer-operated lift-storage system was completed under the supervision of Gerhard Göttlinger. The new building was necessary because of the continuously increasing number of tools.

The latest know-how about ergonomic optimisation and space utility, as well as logistics requirements, were taken into account in the planning phase. The result: the warehouse, which was designed in the shape of a 12 meter high tower, achieves the shortest access times and hence maximum productivity utilizing a unique stacking system.

"The new tower offers nothing but advantages!" according to Works Manager Andreas Alsfasser. "Tools are stored in an optimal and clearly laid out way. Furthermore, we have created sufficient reserves of space for the years to come and are well prepared for further expansion within the building products division."

The "tool tower", with its conspicuous, weather-resistant steel covering, is also appealing from an aesthetic point of view and integrates all the needs of modern fire protection at the same time.

ENSINGER has created a highly effective production factor with this new high-rack warehouse, which

supplements the principle of process-optimised order handling in the building products division in an ideal manner.

ENSINGER GmbH invested a six digit figure in the new building.



10 tonnes of steel were used in the new 12 meter high storage tower. The tailor-made steel outer covering protects the tower from wind and weather.



New insulbar® standard programme

The revised product summary of standard insulating profiles, which is in 9 languages, is available with immediate effect.

Orders can be placed under: info@ensinger-online.com or under www.insulbar.com in the menu item Contact under "Info material"

The impulse interview

Questions to Björn Ühlken, Export Manager



What are the strengths of your team?

A good team must be reliable and professional both on the outside to its customers, as well as internally to the respective departments in-house. Both of these prerequisites are optimal within my internal export team. In order to ensure this, employees always have to be well trained and regularly instructed in the latest state of developments. We can ensure this through the motivation of the staff, who are of course the first line of contact to any customer and also carry responsibility for their own circle of defined customers, as well as by regular in-house meetings and training sessions. Furthermore, it goes without saying that there is also the possibility to carry out training on an individual basis, as needed.

Which main types of plastics are exported? How are they accepted worldwide?

We also sell high-performance as well as standard plastics on the export side. On the one hand, there are interesting developments in many countries of the world, in which plastics find different applications; on the other hand of course, many products which become ready for serial production are also relocated to be produced abroad. We see this happening with products from all divisions.

What is the strength of the ENSINGER product range in export? Where is the biggest potential in export?

The "strengths" have many facets. Besides our broad product range and our continuing product developments, I see here in particular our technical know-how and advisory skills, which make it possible for us in many cases to accompany developments right from the very beginning. In addition, our service and capability to supply are important. I also see especially in the export area even greater potential to utilize these strengths still further and for further growth. Big opportunities also exist in Asia, thanks to the strong growth in the region. In addition to the markets in Japan and China, one should also not forget India. In export, we traditionally sell many products through the trade which, on the other hand, often works closely with the mechanical engineering sector. Because of the relocations abroad mentioned above, as well as the orientation of ENSINGER towards various industry-specific products, there are also lots of changes taking place here in a stepwise fashion.

Being close to the customer is an important factor. How are new markets found?

There are numerous possibilities. Firstly, we visit trade fairs in the home market and abroad which produces many contacts. Furthermore, we like to use the opportunities offered by so-called cooperation exchanges. These providers offer local searches for possible customers and partners according to our wishes. This option is a favourable method to use and involves little administrative work on our behalf. We also approach possible customer groups specifically through the internet and via corresponding research. Finally, there also remains the possibility of course that we are contacted directly, that potential customers have become aware of us, for example, through our internet platform.

Thank you very much for this interview!

Björn Ühlken has been working at ENSINGER for four years. After completing his studies in mechanical engineering/precision engineering, he was a development engineer at Bosch before continuing to study industrial engineering with various stays abroad in the USA, India and Mexico. After returning to professional life in the automotive industry as a key account manager for Asia, he then changed to ENSINGER in May 2001 as an Area Sales Manager. In June 2003 Mr. Ühlken took over as manager of the export department.

Looking back at your first few years in the export department, how would you describe the development and what are you particularly proud of?

The worldwide plastics market has been in a boom phase for some time now. In order to move with this trend, it is important to be close to the customer. Thus, in the last few years we were able to establish very important contacts throughout the world. In China, for example, a sales office was set up three years ago and we were also able to start new business with many other distributors worldwide. In the last few years, we were also able to strengthen our export sales force with Dominik Grohs. Together, we now have the possibility to reach and support more customers without neglecting the existing customer base.

Regarding the worldwide ENSINGER network, my predecessor Dieter Grötzer has done a great job developing our coverage. At the moment, he is still supporting a project at ENSINGER in France, whereby he is able to contribute his long-standing experience in internal sales on site.

It is our objective for the future also to make available, in particular, the advantages which have been gained through the creation of Business Development to our export customers through intensive collaboration with this department. A particular challenge has been and certainly still is the new business start-up and current support of our youngest ENSINGER affiliate, the Service Centre in Sweden. Through close cooperation in-house as well as the trustful collaboration with the former customer and now associate company, we have been able to progress very quickly and are already able to see the first successes.

What is the most interesting thing about this job?

The attractive part of my assignment is its sheer diversity. This involves, on the one hand, not only customer contacts in every conceivable country but, on the other hand, also cross-departmental cooperation in-house. Because of our international orientation, we have contacts to different cultures and come into contact with many other customs and types of behaviour.

ENSINGER Business life

Wilfried Ensinger – new president of the regional Chamber of Commerce in Böblingen



Wilfried Ensinger is the new president of the regional Chamber of Commerce in Böblingen. As former vice-president, he has now taken over the duties of the long-standing president of the chamber, Dr. Klaus-Georg Hangstberger, who did not renew his candidature for chairman of the regional chamber. Mr. Ensinger has been a member of the Böblingen regional assembly

since 1980 and its vice-president since 1988. At the end of last year, he was appointed as honorary senator of the University of Stuttgart for his significant engineering achievements in the development of novel polymer materials, plastic processing methods and technical moulded parts. Together with the newly elected vice-president, Wilfried Ensinger thus represents the regional Chamber of Commerce of Böblingen and the economy in the county of Böblingen both in the committee and the general assembly of the Chamber of Commerce in the Stuttgart region.

Company and employees donate together 22,000 Euro for flood victims at Sumatra

At the beginning of January, the management team of the plastic producer made an appeal for donations for flood victims. They promised to double the amount collected and transfer it to the Franziskanerinnen Reute nunnery who are active in the disaster area. The campaign lasted until end of February and employees of almost every branch have participated. The sum of 11,000 Euro of private donations was collected and now the same sum has

been transferred by the company. The money will be used for building hospitals, houses, schools and children's homes. "Our sympathy is extended to all who are affected by this catastrophe", explained company manager Klaus Ensinger. "I am pleased that our employees all over the world have participated in this campaign. This catastrophe also demands global commitment on a long-term basis in the future."

New flyers

ENSINGER has recently issued a total of eight new flyers: the marketing department has compiled all the most important information on the latest products and has put this together in a summary form. The properties of plastics, their areas of use and example applications are presented systematically. Information on the colours and dimensions available up to now, as well as a detailed presentation of the technical data, completes the round-up.

The following flyers are available via info@ensinger-online.com or in the download section under www.ensinger-online.com:
TECAMAX SRP,
TECAPEEK Classix,
TECAFORM AH MT,
TECAPET and TECAPET TF,
TECASON P MT,
TECAPRO MT,
TECAFORM AH SAN and
TECAPRO SAN, thermo-mouldable and deep-drawing plastics.



Current law



Recently, the much chided bank senate of the Federal Court of Justice (BGH) has come out on the side of the bank customer for a change. Compensation payments for the premature redemption of loans was always calculated according to the rate of return of the so-called PEX Index. The PEX Index is based on a portfolio of 30 synthetic debentures with different coupons (6 %, 7.5 % and 9 %) and maturities of from one to ten years. As a rule, the PEX Index shows rates of return which are below the actual achievable rates. When calculating compensation for premature redemption, this brings about a nega-

tive effect for the borrower. The BGH has therefore spoken out against the use of the PEX Index. Banks now have to calculate compensation payments for premature redemption using the rates from the money market statistics of the German Federal Reserve. These figures are based on the actual turnover of debentures on the stock market and are rates which could be achieved by mortgage banks without a problem by redeeming the debentures (on the stock market). If you have recently paid compensation for premature redemption to your bank, it might be worth taking a second look in case you paid too much.

Achim Lehmann, Rechtsanwalt

TRIG Engineering wins the award "Improvement of Competitiveness" in the aerospace sector

TRIG Engineering, plastics machinists and part of the ENSINGER UK Group, was awarded a prize by the West of England Aerospace Forum (WEAF) and the Society of British Aerospace Companies (SBAC) for "Improvement of Competitiveness".

The prize is the result of a program for "lean production", the driving force behind TRIG's continuous ambition to be even better. The objective is never to lose the customer from the center of focus and at the same time

to remain competitive worldwide. For this activity, every single employee was trained for one day on the subject. Subsequently, a team of eight persons from different company departments concentrated on one element of the broad product portfolio of the company in so-called "Master Class activities". The progress of the team was monitored and controlled each month by WEAF and SBAC up to the end of the project.

The results were excellent: supply loyalty could be increased to 100%, the number of process steps to completion of a project was considerably reduced, the flow of information was simplified and the development time was reduced many times over.

Production Manager Gary Davies said, "This is an excellent result, which certainly sees TRIG Engineering playing in the major league of world class producers. Naturally, the project does not end here. As a matter of fact, now we have the difficult task of applying "lean manufacturing" to all processes and all products. It will be a great challenge for every employee to adopt the methods of "lean management" so that it becomes a part of our company culture".

Mary Morgan

The "Master Class" of TRIG Engineering receiving the award.



Medical symposium at ENSINGER Italia



Dr. Jürg Wiedler and Rainer Gottschalk from ENSINGER Business Development were recently guests of ENSINGER Italia in Parma and held a symposium there for customers in the medical field. Requirements in medical technology and current development trends stood at the focus of this meeting. The two gentlemen concentrated in particular on the broad portfolio of medical technology products and the new material TECAMAX SRP. The objective was to make

customers more familiar with plastic materials, as there is a great potential in the Italian market for the use of plastics in medical technology products. ENSINGER was presented as a system provider. In addition, it was very important for the customers to get to know one another. There was lots of interest to obtain information and also the exchange of ideas amongst customers was well received, as many are looking for system solutions and co-operation partners.

Last but not least:

Company tour and a relaxed atmosphere at the first ENSINGER senior get-together



[DW] In April, the first senior citizen get-together for former employees took place at ENSINGER in Nufringen. The programme included a company tour with subsequent afternoon coffee in relaxed surroundings. The chairman of the works council, Ilona Brodt, had the idea for this event and organised it together with Hans-Martin Hess and former purchasing manager Hans Stehle. "We wanted to show our pensioners how things have developed since they were last in the company and also to give our seniors the recognition that they deserve in retirement – as they have contributed greatly to the success of the company", according to Mrs. Brodt.

The former general manager, Wilfried Ensinger, expressed a warm welcome to the 25 pensioners who attended and explained about the progress that the company has made in the last few years.

Many old memories were recalled that afternoon. "We may look back with mixed feelings on the work we accomplished in the past, but we can be proud of it. The only regret is

that we have all gotten older in the process", said Mr. Ensinger.

Afterwards, Hans-Martin Hess, who also has been retired for a year now, took the group through the production, injection moulding and tooling departments. The senior citizens were impressed by the changes that have taken place since they went into retirement.

It was a nice group and during the company tour there were frequent calls of "Hello!" when the party visited former places of work and met colleagues who are still active. Sentences like "I bought this machine" – "This improvement was my idea" or "A much larger machine stood here before" was heard time and again.

At the subsequent get-together in the canteen, Martha and Wilfried Ensinger joined the group again and the entertaining afternoon ended with coffee and cake – or with a glass of wine and a pretzel.

In future, the senior get-together is to take place on an annual basis. Next year there will be a bus trip, which everyone is already looking forward to.

Snowed-in in the Bohemian Forest

Training and team building at ENSINGER, s.r.o.

Nowadays, it is just not enough to win customers by quality, supply loyalty and advice. To be more precise, a customer needs a partner who can provide a little "social warmth" and who stands by him in difficult situations. In order for our sales team to work in this way, it first has to function correctly. For this reason, the "ESRO" organised a training event combined with sports activities so that everyone could get to know each other better. The "venue" was in the Bohemian Forest. When selecting this location, we had no idea what lay ahead of us over the weekend.

After the most important "Friday business" had been completed, we left for our destination. Soon after arrival Jürg Wiedler began his interesting presentation on ENSINGER's new products, from which the colleagues profited a lot. After the evening meal everyone was free to do what they liked.

Saturday morning: We woke up and realized that we were totally snowed-in and cut off from the rest of the world. And this was two weeks before the beginning of spring! Jürg Wiedler had another appointment elsewhere, and he had to be transported in this "emergency situation" to the airport in Prague. The journey with our production manager David Altman turned out to be a real "team building" exercise: digging out the car together, putting on snow chains

and "struggling" through the snow drifts. In the meantime, in our nice, warm meeting room we listened to the presentation given by Karl-Heinz Kugele, Divisional Manager Injection Moulding – information, which we will certainly need.

Saturday afternoon belonged to Peter Bongardt with his inexhaustible knowledge on plastic applications. The next "horror scenario" was on Sunday morning: fresh snow had fallen again and this time the car belonging to Mr. Kugele would not budge from the parking lot.

A coordinated effort between the German and Czech "ENSINGER employees", from the "ADAC Automobile Club" in Munich to the "Central Automobile Club" in Prague finally led to success and at 12:00 p.m. we were all able to drive home.

It was really a "very lively" weekend, which clearly showed: The ENSINGER TEAM simply cannot be beaten!

Richard Šulko



Impressum

Newsletter of ENSINGER GmbH
 Rudolf-Diesel-Str. 8, 71154 Nufringen,
 Tel. 0 70 32/8 19-0, Fax -100,
 info@ensinger-online.com,
 Internet: www.ensinger-online.com

Editor Klaus Ensinger
 Dr. Roland Reber

Editors for this issue were
 Doris Wölfle
 Mirjam Betz
 Simone Greil
 Petra Kalf
 Angelika Stumpf
 Jochen Weyershäuser

Production Druckerei Maier, Rottenburg