



PPG Industries
Semco® Packaging &
Application Systems

Semco® Packaging & Application Systems
The Quality, Innovation and Service Leader

At Semco® Packaging & Application Systems, we believe value is created through the work of dedicated people using innovative ideas and technology to produce superior products. It is a formula that consistently provides Quality, Innovation and Service to our customers and has kept the *Semco* brand name recognized as the dispensing and application systems leader for more than 40 years.

Quality is more than just a word. It's the way we make our products. With over 40 years experience, we are the world's leading manufacturer of plastic cartridges. As a captive molder, we manufacture products on 20 different molding presses, three shifts a day (24hrs), five days a week (minimum). With over 200 different injection dies (tools), Semco produced over 100 million plastic components last year alone. All of our production meets the stringent guidelines required of an ISO-9001 Certified company. As of September 2002, Semco has achieved and maintained our ISO certification for over six years, passing our last audit without a single finding against us. We have also instituted a 5S housekeeping program and team management techniques to assist us as we strive toward the goal of continuous improvement.

Innovation is a critical component of our business, and our customers are the single most important contributing factor. We believe that innovation is the direct result of our ability to partner with our customers, to listen closely to their issues and create problem-solving alternatives to improve production. Our experience has shown that only by working closely with our customer and other dispensing equipment manufacturers can we produce more effective, easier-to-use products. For example, over the past years, Semco has introduced three ground-breaking products: our Hybrid Syringes, the PRS-Plunger and the ProFlow Cassette. Each of these products is a direct result of listening to our customers.

When we wanted to make improvements to our syringe line, we asked our customers what challenges they faced with using our existing products. There were two consistent answers: One, air entrapment during filling and dispensing, and two, compatibility with the equipment in the market place. Accepting their input, we designed what we feel is the best syringe product available today, the *Semco* Hybrid Syringe. We designed the part to fit the standard dispensing equipment in the market place. This eliminated any equipment integration problems associated with transitioning to our products. Then we added a conical shape to the dispensing end to help reduce air entrapment during filling by eliminating the sharp corners where air is often introduced to the material. There was also a secondary effect, which was a reduction in the required dispensing pressures (again, as a result of eliminating the sharp corner, reducing back-pressure). This helped our customers (and yours) reduce their required dispensing pressure. In addition, this helped to reduce difficulties with air entrapment being introduced at the dispense point, giving our customers a more consistent process.



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It turns out that air entrapment is not only a syringe-related issue, but has been an on-going challenge for our cartridges line as well. For that reason, we introduced our Pressure Relief Plunger (PRS-Plunger). This product was designed to incorporate several of the advantages we discovered in developing our syringe line, and put them to use our cartridge line. By removing the front wiping skirt from our standard plunger and reducing the interference of our rear wiper skirt, we are able to allow any residual pressure or air trapped between our cartridge plunger and the material to escape past the plunger. This improvement has helped us reduce problems associated with material run on (oozing or stringing) as well as reduce required dispensing pressures. This product has proved instrumental in many different applications and has become the recommended package for all material used in the MPM Rheometric Pump systems.

When DEK Imaging Systems needed a supplier to help solve problems associated with their new dispensing system, they contacted Semco. The result was the new ProFlow Cassette. Since Semco got involved, we have been able to stabilize issues associated with product supply, pricing, package stability and material waste, helping us further establish our claim as the innovation/technology leader in our market.

Service can be a difficult area to measure. However, in our market, product performance, reliability and availability measure service. We've spent the last several paragraphs discussing performance (innovation) and reliability (quality). Now let's talk about availability. Our global network of 18 direct distribution centers, called **Application Support Center** (or ASC's), allows us to support your business with local inventory, one part numbering system and one pricing system. Therefore, our products are readily available around the world, easily identifiable and available at a specific price or cost structure (excluding related costs for global supply, such as freight, taxes, storage, etc.). This translates into significant advantage for our customers.

For all of these reasons, we are confident that Semco® Packaging Application Systems represents the best alternative for all of your packaging and application needs. If you have any questions, or need any additional information, please contact us directly through one of the following ways. Thank you.

www.semcopackaging.com
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